

COMMUNITY SERVICE & LEARNING IN ACTION

FEBRUARY 2021



Part 1: Community & Community service & Volunteering (DAY 1)

MAIN TOPICS TO BE COVERED

- UNDERSTANDING COMMUNITIES & ITS VALUES
- VOLUNTARY COMMUNITY SERVICE & ITS PRINCIPLES
- ACTIVE CITIZENSHIP & VOLUNTEERISM
- VALUING OF VOLUNTEERING



Part 2: Community & ENGAGEMENT APPROACHES & TOOLS (DAY 2 & 3)

MAIN TOPICS TO BE COVERED

- COMMUNITY ENGAGEMENT/FACILITATION & IINSTITUTIONAL STRUCTURES
- SOCIAL ACCOUNTABILITY AS A COMMUNITY ENGAGEMENT APPROACH
- COMMUNITY VULNERABILITY ASSESSMENT & CAPACITY BUILDING ACTIONS
- COMMUNITY RESILIENCE ACTION PLANNING



Part 3: PROJECT MANAGEMENT CYCLE IN COMMUNITY ACTION (DAY 3 & 4)

MAIN TOPICS TO BE COVERED

- BASIC CONCEPT IN PROJECT CYCLE MANAGMENT
- CONCEPT NOTE VS FULL PROJECT CYCLE DESIGN
- PROJECT DESIGN – LEARNING ACTION



PART 1 : Community, Community service & Volunteering

1.1 Understanding Community & Its Values

- **Home:** is a place where we feel most connected, valued, free and inspired. It can be different for every individual, but is usually expressed in relationships, connections, values, emotions and sometimes in physical things (like food, spaces, etc).

- **Community:** is group of people living in a relatively closer proximity and/or having a common values, interests, culture and experiences. It is where the larger group in a society feels ‘at home’.

1.1 Understanding community & Its Values

- **Relational**: We are all connected! This can be expressed at different levels, like family the smallest unit, the community – larger than family. The **essence of a human being** is having a strong relational element and its social and interactive nature.

- **Values/Cultures** – stems from the relational aspect of individuals and is expressed in our day-to-day actions and the choices/ decisions we make over a longer period to live closely within the communities we live in.

1.1 Understanding community & Its Values

- **Think about COVID-19 lock down periods**
  - **What did you miss the most?**
  - **Who were the closest in your community?**
  - **Did you think your community was close enough to pass the challenging times?**

1.2 Voluntary Community Service & Its Principles

- **Community service** - is a **work** done by a person or group of people that benefits others. It is often done near the area where you live/ or in another location within your country, so your own **community** reaps the benefits of your **work**.

- **Volunteerism:** The **essence of volunteerism** is in giving back to the society. It also teaches you many valuable things – Develops your skills and **volunteering** exposes you to a whole new world of opportunities and at the same time helps you in honing your existing skills.

- What is the difference between community service & volunteerism?

- **Why should we volunteer?** https://youtu.be/2szQhR4oZtA
- Linkage between voluntary community service & community development: https://www.youtube.com/watch?v=K0I3KEPxPqY
- Asset Based Community Development (ABCD) : https://www.youtube.com/watch?v=_muFMCLebZ4

Why should we Volunteer?

- To make a difference & to change lives
- Meet new people/new network
- Learn new skills, face new challenges, enjoy new experiences
- Have fun – a journey to find yourself
- Because everyone can be a volunteer and have something to give

Benefits of Volunteerism

- 1. Psychological benefits: increases overall life satisfaction and helps you feel good about yourself because you are helping others. (also help to decreases stress/depression.
- 2. Social benefits: Volunteering engages students with the community, creates special bonds with the population being served, and increases social awareness and responsibility.
- 3. Cognitive benefits: olunteering helps students enhance their personal knowledge, grow from new experiences, and develop better interpersonal communication and leadership skills.

Principles of Community Service

- **Democratic** – a clear transparent process to listen to the communities' needs and demands
- **Inclusive** – should be relevant to those marginalized /more vulnerable
- **Participatory** – community members should have a platform to engage./ to have dialogue – have a voice
- **Ownership/sustainability** – communities should own the problem AND the solutions.
- **Builds on existing assets/capacities** – strengthens further the communities capacity

Volunteering & Asset Based Community Development

- **Volunteering focuses on existing values, cultures and interests of communities**
- **It builds on communities' assets and bases goodwill as the foundation of the development**
- **It can reach out to neglected/marginalized parts of the society**

- **It should also follow the principles as set/discussed earlier.**

- **Active Citizenship - manifests**
  - **Responsibility**
  - **Accountability**
  - **Action (that aims to benefit others as well as ourselves)**

- **Voluntarism provides a great platform/opportunity to exercise Active Citizenship**

- **Two videos to identify two perspectives of active citizenship**
  - https://www.youtube.com/watch?v=vKOnmkN3xbE; (rights focused)
  - https://www.youtube.com/watch?v=kiZNO_Lca8k (development focused)

- Active citizenship is about being responsible to our role as part of our community and even our country and also holding others accountable as part of their responsibility

- **The contribution of Volunteerism is also confirmed by research & evidence – it is not only considered as good act but a pathway that can contribute strongly to development in a country and in the world**

- Volunteering
  - Enhances communities' engagement in development
  - Empowers people themselves, strengthens the relationship and the interaction of people with one another

1.4 Value of Volunteerism

- The story of an Ethiopian (Lale) – turning around challenge into a life purpose

- https://www.youtube.com/watch?v=-rjNhW0JP8g

- Watch the above video of an Ethiopian Youth who decided to become an active citizen, a volunteer, and a community developer who stood to fight an unfair practice in his community,and save many others.

- **As a result of the focus volunteerism has on the 'relational' aspect of people & communities, the following outcomes are commonly evidenced in**

The importance of relationships



- Volunteers can add value and bring about change **through relationships** in some or all of these 8 areas
- In some cases there may be a lot of **overlap between the areas**
- There may also be **additional ways in which volunteers bring about change** in particular contexts. The list is not exhaustive!
- Every project will seek to **bring about change in different ways.** For example, it may focus on a couple of the 8 ways illustrated. It does not need to use volunteers across all 8 areas

1.4 Value of Volunteerism



The 8 dimensions are cross cutting, they can happen at a personal level, initiative level, and community level, etc

Volunteerism has contribution at different level

- Personal Development – individual level gains
- Active Citizenship – community, country
- Sustainable Development – much wider agenda – global level

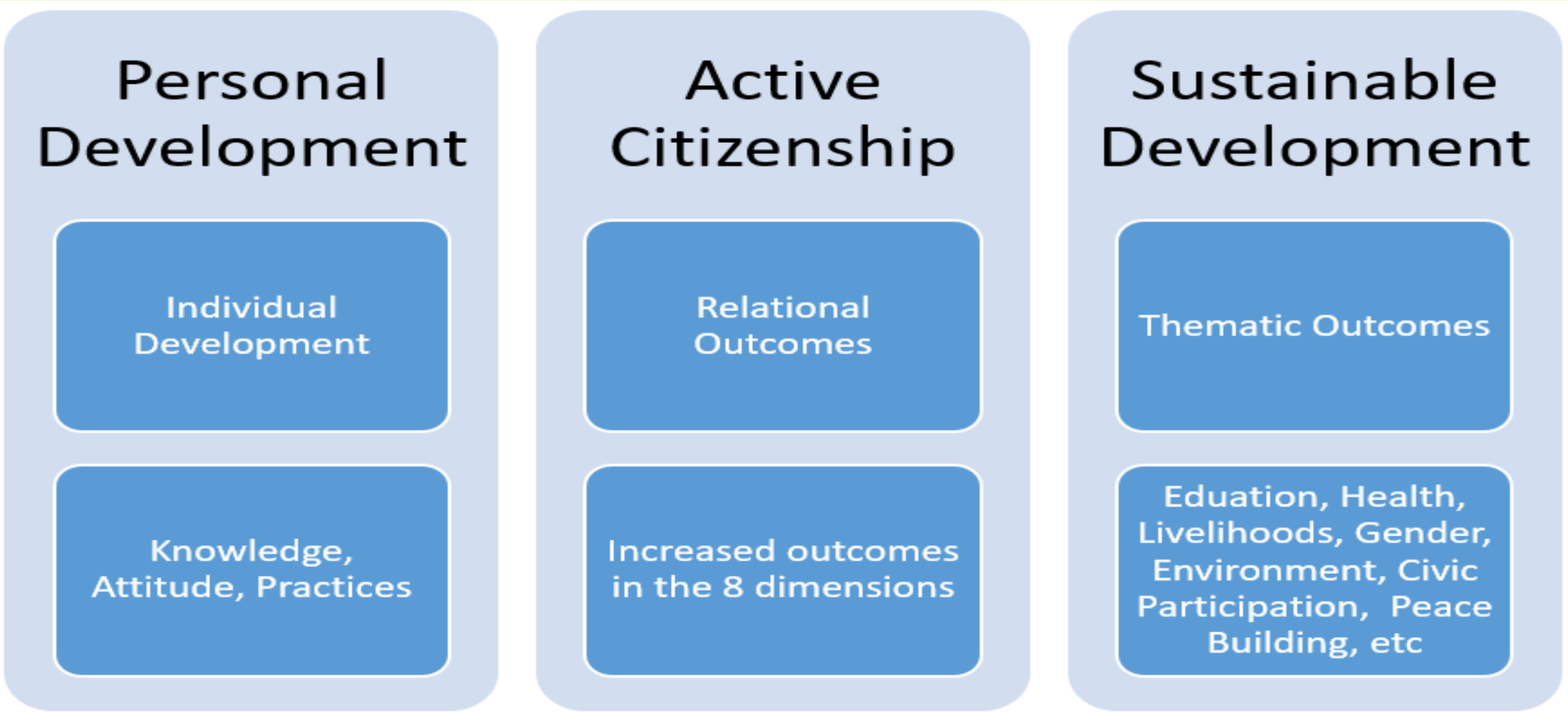


Figure. VSO's Youth Volunteering Programme (ICS) Outcomes (adjusted)

Volunteerism as a pathway to find yourself and give back to your community

https://www.youtube.com/watch?v=L_MWpvMm5tk

What is your vision in becoming a youth volunteer providing community service??

PART 2: Community ENGAGEMENT APPROACHES & TOOLS

Objectives

- Understand the importance of community engagement/facilitation in community development
- Understand connection between community engagement and the different government structures and institutions at various levels
- Understand sample social accountability & resilience Tools as a community engagement tools

2.1 Community Engagement & Institutional Structures

- We learn the needs of our community when we actively pay attention not only to the experience of ourselves, but those of others

- Youth should be actively watching the space for positive contribution in their communities, while understanding clearly what they individually can contribute, what can be achieved with the collaboration of others.

2.1 Community Engagement ….

- *Henock is a university student living in one of the cities in Ethiopia. Around his university, Henock sees street children who are making their living on the street. These children struggle to find a proper food every day, some of them even die out of hunger and preventable diseases. Sometimes, they face gender-based violence by perpetrators, and such cases are rarely reported to the Police. Henock is disturbed by the dire challenge these kids face every day. He thinks that it is not their fault to face all these challenges as they are children/youth and need protection by others. Henock wants to be an active citizen and engage in a community development work to help these children.*

- *What should Henock do? Where should he start & what process should he follow?*

Key consideration in the response action

- **Gather information/data -** sufficiently beyond what is visible
- **Initial Meeting with key community members** – to mobilize support, resource, and understand the core problem
- **Develop an Initial Plan -** based on key area of focus on the response, who will be involved, anticipated resource need, time, etc
- **Systemic thinking** – understanding who/how to make the most influence, who are the key decision makers –to solve issues systematically
- **Empowerment of the beneficiaries themselves** – they should have voice & the plan should intend to take them out of dependency
- **Participatory M&E**

Map out key stakeholders

- *Government Organizations – depending on our focus area for intervention*
- *Civil society Organizations – associations, CBOs, different platforms*
- *Private sector & individuals*

Brief - Different Government Structures & how they function

Social Accountability is a process of constructive engagement between citizens and government to check the conduct and performance of public services, improve community welfare, and protect people's rights

- *Social Accountability is a very strong approach to bring in good governance at different levels and enhance citizens active participation in development*

- *Align the key principles of SA & that of good governance (discussed in module 3)*

- ***Scenario:***

Woreda X has a safety net program that provides support to all members of the community who are identified as very low-income Households. The program is governed by an entity assigned by the Woreda government structure. The Package is 50 kg wheat and 5 litres of oil for every month per household. Some households preferred Teff over wheat but there was no option. Initially it was designed to select beneficiary in participatory way, and only the women association have participated in the selection process. The distribution was actually made once in a quarter, and some of the community members were not able to know what the distribution package included. The woreda was expected to post the actual distribution to the beneficiaries every month and has not reported(posted it) once in the past three months

2.2.1 Background on SA

- ***We need a clear & transparent process to demand social accountability***

- ***Social Accountability is not an individual matter – but a joint up effort to ensure service recipients are not failed in the entitlements & rights they are granted already***

- ***While failure in service delivery can make service recipients emotionally upset, approaches like SA help us have a consistent and strong process to ensure good governance and tackle challenges in a more strategical manner***

2.2.2 Community Score Card

Expectation/Criteria(examples)	Score/scale 1-5 (1 poor, 5 excellent)	Explanation/Reasons
Participatory		
Responsive		
Accountability		
Transparency		
Effectiveness & Efficiency		

Explaining the steps

- **Step 1: Set Agenda –** what are the sectors & issues citizens want to take forward?
- **Step 2: Understanding the space for Social Accountability action**
- **Step 3: Build Alliances**
- **Step 4: Using the Community Scorecard**
- **Step 5: Service Providers' self-assessment**
- **Step 6: Community Action Planning**
- **Step 7: Interface Meeting with service providers**
- **Step 8: Monitoring of Commitment and Actions**
- **Step 9: Open up spaces to enforce rights**

Explaining the steps

- **Community Score Card is only one tool in Social Accountability. There are other tools that can be applied also**

- **The overall objective of CSC & SA is for voices of people to be continuously heard and for public service decisions to be more relevant and effective to the needs of citizens**

- **Social accountability works best when citizens know their rights, responsibilities and their entitlements and have some level of knowledge around public sector functions**

- Community Vulnerability/Capacity Assessment

- **Hazard:** A dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage. When we discuss hazards we are referring both to shocks and stresses.

- **Shock:** A shock happens as a fast onset hazard (a ‘sudden event that impacts on the vulnerability of a system and its components’) or slow onset hazard (when the event passes its tipping point and becomes and extreme event).

- **Stress:** A long term trend that undermines the potential of a given system and undermines actors within, by reducing their quality of life. It will often have an erosive effect on livelihoods.

- **Vulnerability:** The degree to which people are susceptible to loss, damage, suffering and death when they encounter a hazard (shock or stress).

- **Capacity:** The combination of all the strengths, attributes and resources available within an individual, community, society or organization that can be used to achieve agreed goals.

- **Resilience:** Resilience refers to the capacity of an individual, household, population group or system to anticipate, absorb, and recover from hazards and/or effects of climate change and other shocks and stresses without compromising (and potentially enhancing) long term prospects. Resilience is not a *fixed end* state, but is a dynamic set of conditions and processes.

2.3 Community Vulnerability/Capacity Assessment

The 5 pillars

Human: This can be thought of as vulnerabilities or capacities within a person. For example, access to information, health/ education, nutrition knowledge

Socio-political: This can be thought of as vulnerabilities or capacities based on relationships with others. For example, social support systems, community leadership, relationship with local government/ service provider's/ duty bearers.

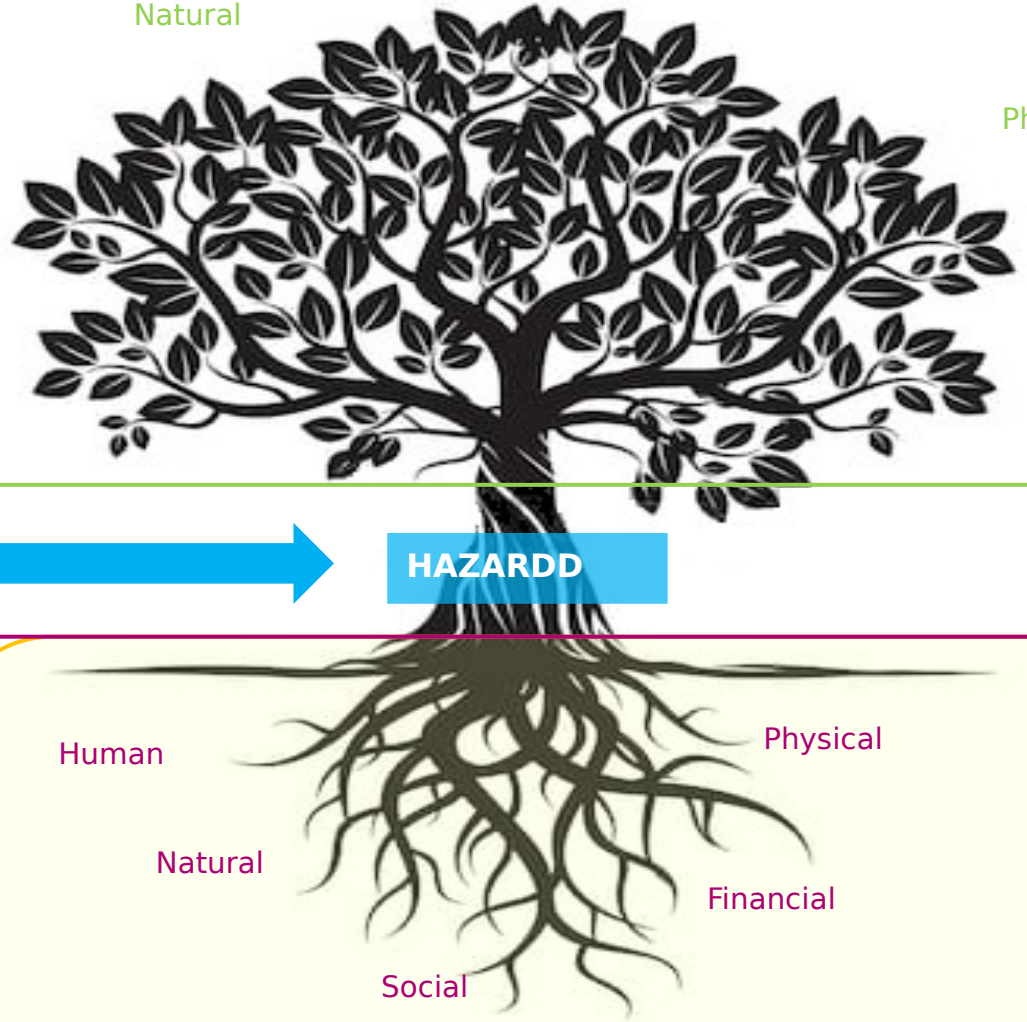
Environmental: This can be thought of as vulnerabilities or capacities around us, due to the natural environment. For example, vegetation or forest coverage, soil quality, water access and quality etc.

Physical: This can be thought of as the vulnerabilities or capacities around us due to infrastructure. For examples roads, irrigation and communication systems, livelihood assets, infrastructure related to services

Economic: This can be thought of as vulnerabilities or capacities related to existing livelihood activities or access to finance, savings etc.

Impact of vulnerability (leaves)
What happens to the community after disaster/shock?

Social
Financial
Natural
Human
Physical



Pressures
Who is increasing our vulnerability?

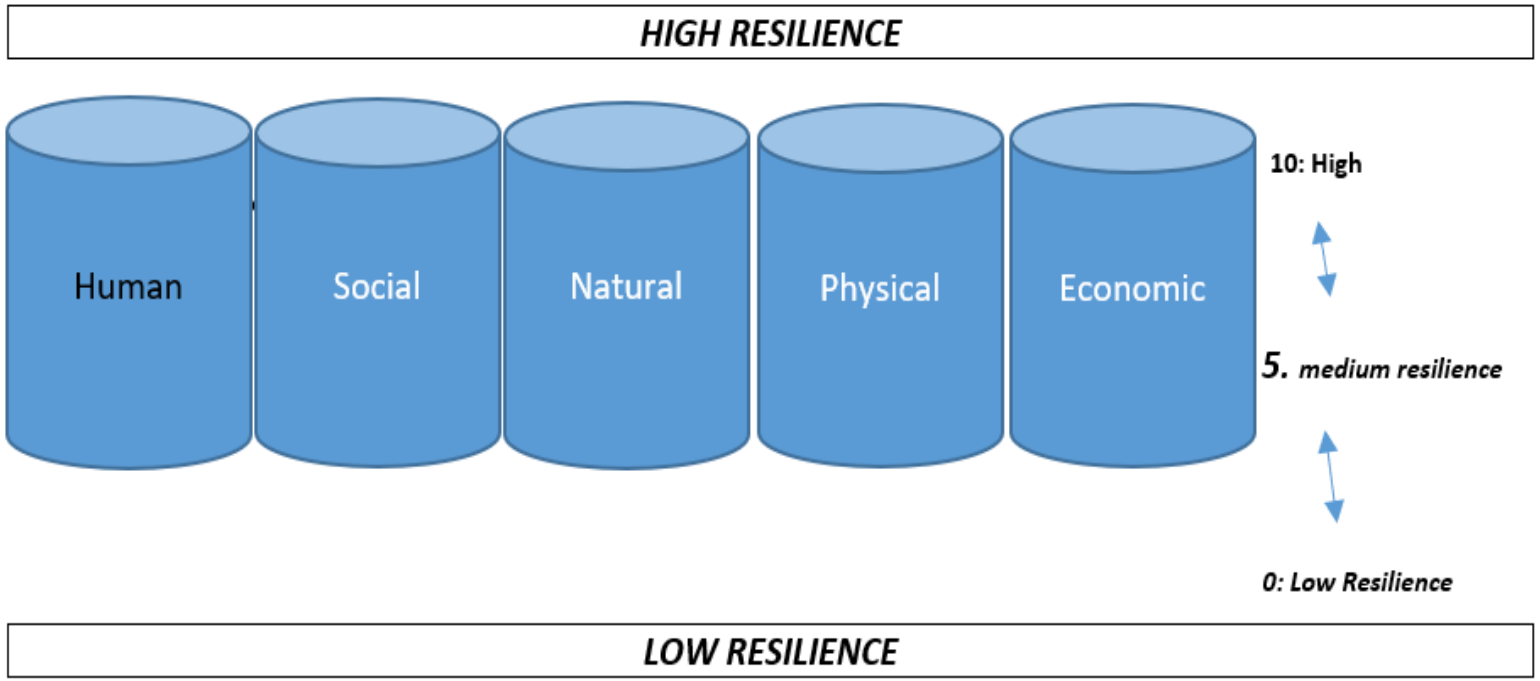
HAZARDD

Sources of vulnerability (roots)
What within our community or surroundings makes us vulnerable to disaster?

Human
Physical
Natural
Financial
Social

Underlying causes (soil)
What are the external factors exacerbating our vulnerability (e.g. climate change, legislation, things beyond control of the community)?

2.3 Battery Tool

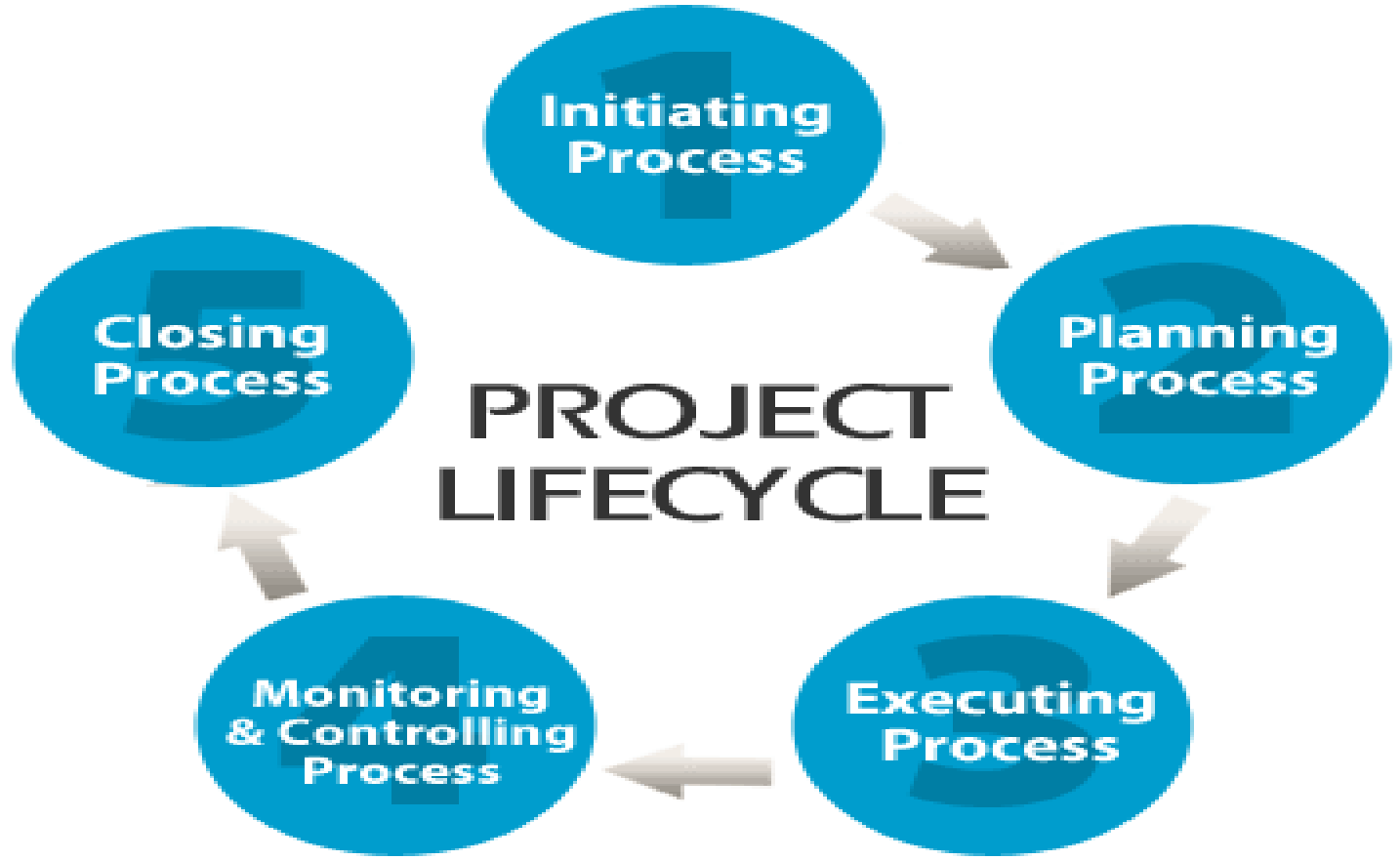


PART 3: PROJECT CYCLE MANAGEENT & LEARNING IN ACTION

Part 3 - PROJECT CYCLE Management

- Why do we need to manage project in community service? We have all the good intention anyway?

Part 3 - PROJECT CYCLE Management



Part 3 – Concept note, what is different?

- It is an approach to sell your project idea to an external audience

1. **Problem Statement** – clearly articulating the problem you would like to tackle
2. **Intervention Plan** – What are the major interventions/strategical activities/ideas that will be realised to respond to the problem
3. **Outcome/Result** – what result is expected after performing the above interventions
4. **Justification of Approach** – what is the specific value & reason you picked the intervention pathways
5. **Monitoring & Reporting Plan** – How do you intend to follow up on progress