



Lessons Learned Procedure for the HANWASH Program

Version #: Draft 1

I. What is HANWASH?

HANWASH, also known as the Haiti National Water, Sanitation, and Hygiene Initiative, is a national program established through a collaborative effort between Rotary International District 7020 and the National Directorate for Water Supply and Sanitation (DINEPA). Building upon the WASH implementation model developed by the non-governmental organization Haiti Outreach, HANWASH serves as a platform for bringing together both local and international partners. This collaboration aims to facilitate the transfer of knowledge and skills while empowering local communities and leaders to effectively govern WASH initiatives.

The goal of HANWASH is an “increased access to safe, sustainable and affordable water, sanitation and hygiene (WASH) services in Haiti”. Working with a variety of partners, HANWASH investments are made according to national policies, international good practices in the WASH sector, and a set of core values predicated on local leadership and business principles. Through a combination of strategic planning, full community engagement, and targeted interventions, HANWASH aims to ensure that every individual in these communes has access to clean water and adequate sanitation facilities, thereby promoting public health, environmental sustainability, and overall well-being.

HANWASH, Inc. is a Florida nonprofit corporation qualified as a public charity under section 501(c)(3) of the United States Internal Revenue Code (IRC) having an IRS tax identification number of 84-4393469, and an office located at 8200 Seminole Boulevard, Seminole, Florida 33772.

II. Purpose of this lessons learned procedure

The purpose of this procedure is to establish a standardized process for capturing, documenting, analyzing, and applying lessons learned from all WASH projects implemented under the HANWASH program. This procedure aims to foster a culture of continuous learning and ensure that best practices are applied to future interventions to improve project outcomes and efficiency.

III. Scope

This procedure applies to all projects and activities under the HANWASH program, including water, sanitation, and hygiene (WASH) interventions. (All the stakeholders (project team members, Rotarian volunteers, partner organizations, local authorities, OREPAs, and community participants) are responsible for contributing to the lessons learned process at various stages of the project life cycle.

IV. Roles and Responsibilities (Who)

- **M&E Officer:** Responsible for overseeing the lessons learned process, coordinating data collection, organizing debrief sessions, and ensuring documentation and analysis are completed.
- **Project Managers:** Facilitate the collection of lessons from field teams, partners, and local communities during and after project activities. (Define specific categories of Lessons learned).



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- **Field Teams/Implementing Partners/Rotarian volunteers:** Document and report lessons learned during the project's implementation phases, particularly focusing on **community engagement, technical challenges, and results.**
- **HANWASH Leadership** (Executive Director and Steering Committee): Validate lessons learned, ensure they are integrated into building the strategic plan, and provide feedback on the application.
- **Other partners** (Local Authorities, Community Leaders, OREPAs, WASH organizations): Provide local insights and contribute to lessons learned from the perspective of beneficiaries and local participants.

V. Timing of Lessons Learned Collection (When)

Lessons learned will be captured at specific points throughout the project life cycle:

- **During Project Definition and Planning:** Identify lessons from similar past projects and incorporate them into project design.
- **During Implementation:** Capture lessons learned during fieldwork, monitoring visits, or community training sessions. (Highlight the different steps in the implementation)
- **Post-Activity Reviews:** Conduct debriefs immediately following significant milestones (e.g., water system completion, Well's inauguration, sanitation infrastructure setup, etc.).
- **During Project Closure:** Comprehensive lessons learned review during the project closure phase, particularly during the final evaluation of the project. (3 time: during design, during implementation, after implementation). Who's writing the final reports for the projects?
- **Ad-hoc:** Capture lessons at any point where a significant challenge or success is encountered.

VI. Procedure Steps (How?)

Step 1: Training on Lessons Learned Procedure

The purpose of this preliminary step is to ensure that all HANWASH stakeholders are equipped with the necessary knowledge and skills to effectively capture, document, and share lessons learned throughout the project life cycle.

Quarterly training sessions will be conducted virtually for key stakeholders from each intervention commune, including HANWASH staff, Rotarian volunteers, local authorities, OREPAs, Subcommittee Leaders, implementing partners, and project teams. A PowerPoint presentation will be used as training manual and will be shared with the participants. The training should cover the following:

- **Overview of Lessons Learned:** Importance and purpose of capturing lessons learned in project management and continuous improvement.
- **Procedure and Roles:** Detailed explanation of the lessons learned procedure, including each stakeholder's role and responsibilities, and the timing of lessons learned collection.
- **Documentation Tools:** Introduction to the data collection tools, such as the standard lessons learned form, mWater platform, and interview and focus group guides.



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- **Best Practices for Collection:** Guidance on effective techniques for documenting observations, conducting interviews, leading focus groups, and using surveys to capture meaningful insights.
- **Data Quality and Consistency:** Training on how to document lessons clearly, objectively, and consistently, emphasizing the use of structured formats and templates.

Step 2: Collection of Lessons Learned

The following methods and tools will be used for the collection of lessons learned (Those methods below are options) :

- **Field Observations:** During field activities and/or field visits, the implementing partners, the M&E Officer and/or the Project Manager will document key challenges, successes, and opportunities for improvement using a standard lesson learned form.
- **Interviews and Focus Groups:** Organize semi-annual interviews and focus groups with key stakeholders (Rotarian volunteers, community leaders, community participants, local authorities, OREPA) to gather qualitative insights on project performance, challenges, successes, best practices and opportunities for improvement.
- **Surveys:** Distribute post-project surveys to gather feedback from community participants and partners regarding the lessons learned from and impact of the interventions.
- **Internal Debriefs:** Hold quarterly internal meetings with staff, Subcommittee Leaders, and implementing partners to reflect on the lessons learned from the projects and document insights.

Data Collection Tools:

- Lessons learned form on Microsoft word (**Annex I**)
- Lessons learned form on mWater
- Focus group discussion guides (**Annex II**)
- Key Informant Interviews guides (**Annex III**)

Step 3: Documentation of Lessons Learned

All lessons learned will be documented using the mWater platform to ensure consistency, centralization and easy access for all the HANWASH stakeholders. The documentation should include:

- **Project details:** Name, category (*Global Grant, Adopt-A-Well, other project*), location (*Commune, communal section and locality*), date, and key stakeholders.
- **Key Lessons:** Clearly defined lessons learned categorized as successes, challenges, or opportunities for improvement.
- **Project phase:** Specify in which phase of the project life cycle the lesson has been learned
- **Recommendations:** Actionable recommendations for future projects based on the lessons learned.



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- **Context:** Any unique factors or circumstances that influenced the outcome (e.g., political environment, weather, etc.).

Step 4: Analysis and Review

Once lessons are collected, the M&E Officer will conduct a review and analysis:

Establish report dates with the key stakeholders to present LL.

- **Validation:** First, the M&E Officer will present the lessons collected to key stakeholders, including project staff, implementing partner, and HANWASH Leaders (Executive Director and Steering Committee) to validate and ensure they are grounded in practical experience.

After validation, the following analysis will be conducted:

- **Thematic Analysis:** To identify common lessons learned themes across different projects (e.g., community engagement, management of infrastructure challenges, WASH-related behavior change, performance of service providers, etc.).
- **Root Cause Analysis:** To determine the underlying causes of both successes and challenges.

Step 5: Dissemination and Sharing

- **Internal Sharing:** The lessons learned reports will be shared with HANWASH Leaders, project teams, implementing partners and local authorities via quarterly project update meetings, the semi-annual lessons learned workshops named “**Kafe WASH**”, and mWater dashboards.
- **External Sharing:** The HANWASH Leaders (Executive Director and Steering Committee) will disseminate the key lessons learned to key partners, funders, and the broader WASH community through semi-annual reports, webinars, and/or community feedback sessions.

Step 6: Integration into Future Projects

The HANWASH Leaders, the Project Managers and the M&E Officer will ensure that the lessons learned are actively incorporated into the planning, design, and implementation of future projects. This will be done by:

- Referencing lessons learned in new project proposals and designs.
- Using lessons learned during training and capacity building sessions.
- Regularly updating the lessons learned repository on mWater to ensure that ongoing projects benefit from the most recent insights.

Step 7: Tracking of the use of Lessons Learned

The M&E Officer will track the use of lessons learned in future projects by:

- Reviewing project designs to check references to previous lessons learned.
- Monitoring how lessons are applied during implementation.
- Gathering feedback from stakeholders on a semi-annual basis on the impact of applying lessons learned.

Step 8: Review and Update of the procedure



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The lessons learned procedure will be reviewed annually by the M&E Officer to ensure its relevance and effectiveness. Updates will be made annually by the M&E Officer based on feedback from stakeholders and the evolving needs of the HANWASH program.

VII. Conclusion

This procedure seeks to ensure that valuable insights are not lost and are used to improve the HANWASH interventions over time. It provides clarity on the roles and responsibilities, structured processes for collecting and sharing lessons learned, and a mechanism to integrate those lessons into future projects.

A robust Lessons Learned procedure is critical for continuous improvement and sustainability in the HANWASH program. By systematically capturing and applying lessons learned, HANWASH will enhance its ability to deliver impactful, sustainable WASH solutions in Haiti.



Annex I: Lessons learned form

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Annex II: Focus group discussion guides

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Annex III: Key Informant Interviews guides

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