**Beneficiary Feedback and Impact Assessment Form**

*Organization/Project Name:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Date of Assessment:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Evaluator:* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 1: Beneficiary Information**

1. Full Name:
2. Age:
3. Gender:
	* Male
	* Female
	* Prefer not to say
	* Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Location (Province/District):
5. Contact Information (optional):
	* Phone:
	* Email:

**Section 2: Project/Program Information**

1. Name of the Project/Program:
2. Duration of involvement with the project/program:
3. Type of services received (legal aid, education, health, etc.):

**Section 3: Feedback and Satisfaction**

1. Please rate your overall satisfaction with the services provided:
	* Very Satisfied
	* Satisfied
	* Neutral
	* Unsatisfied
	* Very Unsatisfied
2. What aspects of the service were most beneficial to you?
3. Were there any challenges or difficulties you faced during the project/program?
4. How could the services be improved? Please provide specific suggestions:

**Section 4: Impact Assessment**

1. How has the project/program impacted your life? Please describe:
2. In what ways have you applied the knowledge or assistance received?
3. Has your situation improved since receiving services from the project/program?
	* Significantly improved
	* Somewhat improved
	* Remained the same
	* Worsened
4. Are there any noticeable changes in your community as a result of the project/program?
5. Do you feel more empowered to address your own needs or the needs of your family?
	* Yes
	* Somewhat
	* No

**Section 5: Additional Comments**

Please share any additional comments or stories about how the project/program has affected you:

*Thank you for taking the time to complete this assessment. Your feedback is invaluable to us and will be used to improve our services.*

**Please return this form to the project/program staff or at the following address:** *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [Organization's return address or email] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

## **Client Intake Form for Civil Society Organizations**

**1. Organization Name:** [Name of the Organization]

**2. Client Information:**

* **Full Name:**
* **Date of Birth (DD/MM/YYYY):**
* **Gender:**
* **Contact Information:**
	+ **Phone Number:**
	+ **Email Address:**
	+ **Address:**

**3. Emergency Contact:**

* **Name:**
* **Relationship to Client:**
* **Phone Number:**

**4. Service Required:**

Please describe the type of assistance or service you are seeking.

**5. Background Information:**

* **Occupation:**
* **Education Level:**
* **Language(s) Spoken:**

**6. Case Details:**

Please provide details about your situation or case, including any relevant history or context.

**7. Special Needs or Considerations:**

Please note any special needs or considerations, such as disabilities, dietary restrictions, etc.

**8. Consent and Confidentiality:**

By signing below, you acknowledge that:

* You have read and understood the organization's privacy policy.
* You consent to the organization collecting, storing, and using your personal information for the purpose of providing you with services.
* The organization will keep your personal information confidential, except as required by law.

**9. Signature of Client:**

Date:

**10. Organization Representative:**

* **Name:**
* **Position:**

**11. Signature:**

Date:

## **Community Impact Assessment Form**

Organization: [Your Organization Name]

Project Title: [Project Name]

Assessment Date: [Date]

I. Introduction:

This form is designed to assess the impact of your organization's activities on the local community. It aims to capture both positive outcomes and areas for improvement, allowing for a comprehensive understanding of your work's effectiveness. Please answer all questions to the best of your ability and provide detailed information where possible.

II. Project Description:

* Briefly describe your organization's mission and vision.
* Provide a concise overview of the project, including its objectives, target community, and activities implemented.
* Specify the timeframe of the project being assessed.

III. Positive Outcomes:

1. Community Empowerment:
	* In what ways has your project empowered individuals and communities?
	* Has the project contributed to increased participation in decision-making processes?
	* Have your activities fostered a sense of ownership and responsibility within the community?
2. Improved Living Conditions:
	* How has your project directly improved the living conditions of the target community?
	* Has the project addressed any key needs identified through community assessments?
	* Has access to resources and services increased as a result of your work?
3. Enhanced Skills and Knowledge:
	* Describe any skills development or knowledge transfer initiatives included in your project.
	* Have individuals gained new skills or knowledge relevant to their personal or professional lives?
	* How has your project contributed to increased employability or entrepreneurship within the community?
4. Strengthened Social Cohesion:
	* Has your project facilitated collaboration and cooperation within the community?
	* Have community networks been strengthened as a result of your activities?
	* Has the project contributed to a sense of belonging and social inclusion?
5. Policy and Advocacy:
	* Has your project informed or influenced any local policies or programs?
	* Have you advocated for systemic changes that address community needs?
	* Has your organization collaborated with government or other stakeholders on policy issues?

IV. Areas for Improvement:

1. Unmet Needs:
	* Were there any needs identified through the project that were not adequately addressed?
	* Did any unforeseen challenges arise during project implementation?
	* How did you adapt your approach to address these challenges?
2. Sustainability:
	* What mechanisms are in place to ensure the long-term sustainability of project outcomes?
	* Have you empowered community members to continue project activities beyond the initial funding period?
	* What are the potential risks to sustainability, and how can they be mitigated?
3. Inclusiveness and Equity:
	* Did all members of the target community have equal access to project benefits and opportunities?
	* Did your approach adequately address any existing inequalities or power dynamics within the community?
	* How can you ensure your future work is more inclusive and equitable?
4. Monitoring and Evaluation:
	* What methods were used to monitor and evaluate the project's impact?
	* Was the M&E framework effective in capturing both positive and negative outcomes?
	* How can M&E practices be improved for future projects?
5. Community Engagement:
	* How did you engage with the community throughout the project?
	* Did you actively listen to community feedback and concerns?
	* How can you strengthen community participation in future projects?

V. Conclusion:

* Briefly summarize the key findings of this community impact assessment.
* Highlight the most significant positive outcomes and areas for improvement.
* Provide concrete recommendations for enhancing the impact of future projects.

Please note:

* This form is a flexible guide and can be adapted to fit the specific needs and context of your organization and project.
* Be truthful and transparent in your assessment, acknowledging both successes and shortcomings.
* Use clear and concise language, avoiding technical jargon.
* Include relevant data and evidence to support your claims.
* Share this assessment with relevant stakeholders, including community members, donors, and

**Community Needs Assessment Form for Civil Society Organizations**

**1. Organization Information:**

* Organization Name: [Name of the CSO conducting the assessment]
* Contact Person: [Name and contact information]
* Date of Assessment: [Date when the assessment is conducted]

**2. Assessment Context:**

* Location of Assessment: [Specify the community or area where the assessment is taking place]
* Population: [Estimated population of the target community]
* Demographics: [Brief overview of the community's demographics, e.g., age, gender, ethnicity]

**3. Assessment Team:**

* Team Leader: [Name and contact information]
* Team Members: [List of team members and their roles]

**4. Purpose and Objectives:**

* Briefly state the overall objective of the community needs assessment.
* List specific objectives for each key area of assessment.

**5. Methodology:**

* Data Collection Methods: Describe the specific methods used to collect data, such as:
	+ Household surveys
	+ Focus group discussions
	+ Key informant interviews
	+ Community mapping exercises
	+ Data analysis from secondary sources
* Sampling Strategy: Explain how participants or respondents were selected for each data collection method.

**6. Key Areas of Assessment:**

* Health and Sanitation: Assess access to healthcare services, prevalence of diseases, sanitation facilities, and hygiene practices.
* Education and Literacy: Assess literacy rates, access to educational facilities, quality of education, and learning outcomes.
* Employment and Economic Opportunities: Assess unemployment rates, available job opportunities, income levels, and skills gaps.
* Safety and Security: Assess crime rates, access to justice, community policing initiatives, and disaster preparedness.
* Access to Basic Services: Assess access to clean water, electricity, sanitation, transportation, and communication networks.
* Environmental Concerns: Assess environmental issues such as pollution, deforestation, and natural resource management.
* Community and Cultural Activities: Assess the strength of community ties, cultural preservation efforts, and opportunities for recreation and leisure.
* Other Relevant Areas: Include any additional areas specific to the context of the community or CSO's focus.

**7. Findings and Analysis:**

* For each key area, present a concise summary of the findings, highlighting key needs, gaps, and opportunities.
* Analyze the data to identify any patterns, trends, or correlations between different areas.
* Include relevant quantitative data (e.g., percentages, statistics) and qualitative information (e.g., quotes, observations).

**8. Community Input:**

* Summarize any specific suggestions, feedback, or concerns shared by community members during the assessment process.
* Highlight areas where community input aligns with or diverges from the findings of the assessment.

**9. Prioritization of Needs:**

* List the identified needs and rank them based on their urgency, impact, and feasibility of addressing.
* Consider factors such as the severity of the problem, the number of people affected, and the resources available.
* Use a participatory approach to involve community members in the prioritization process.

**10. Recommendations for Action:**

* Based on the findings and prioritized needs, develop specific and actionable recommendations for addressing the identified challenges.
* Consider the CSO's resources, skills, and partnerships when formulating recommendations.
* Develop a timeline and budget for implementing the recommendations.

**11. Follow-up Actions:**

* Define concrete actions to be taken in the immediate and short term to address the most pressing needs.
* Develop a monitoring and evaluation plan to track progress and assess the effectiveness of implemented interventions.
* Plan for communication and information sharing with stakeholders, including community members and donors.

**12. Approval:**

* Name of Approving Authority: [Name and title]
* Signature:
* Date:

**Additional Notes:**

* This template is a flexible guide and can be adapted to fit the specific needs and context of the CSO and community.
* Ensure clarity and conciseness in reporting findings and recommendations.
* Engage community members throughout the assessment process to ensure their voices are heard and their needs are addressed.

**Mediation Project Template for Civil Society Organizations**

**1. Organization Name:** [Name of the Organization]

**2. Project Title:** [Title of the Mediation Project]

**3. Introduction:**

[Briefly describe the purpose and objectives of the mediation project]

**4. Context and Background:**

[Provide context and background information relevant to the conflict and mediation efforts]

**5. Stakeholder Analysis:**

* Parties Involved: [Identify the primary parties involved in the conflict]
* Stakeholder Interests: [Detail the interests and positions of each party]

**6. Mediation Goals:**

[Define specific goals of the mediation process]

**7. Mediation Team:**

* Lead Mediator: [Name and background of lead mediator]
* Support Team: [List team members supporting the mediation process]

**8. Mediation Approach and Techniques:**

[Outline the approach and techniques to be used in the mediation process, such as facilitative, transformative, etc.]

**9. Timeline and Phases:**

[Provide a timeline for the mediation process, detailing different phases such as preparation, negotiation, agreement, etc.]

**10. Communication Plan:**

* Internal Communication: [Plan for communication within the mediation team]
* External Communication: [Strategy for communication with involved parties and stakeholders]

**11. Logistics and Resources:**

* Location of Mediation Sessions: [Specify locations where mediation sessions will take place]
* Resource Requirements: [List resources needed for the mediation process, such as facilities, materials, etc.]

**12. Confidentiality and Ethical Considerations:**

[Detail measures for ensuring confidentiality and adhering to ethical standards in mediation]

**13. Monitoring and Evaluation:**

* Success Indicators: [Define indicators for measuring the success of the mediation]
* Feedback Mechanism: [Establish a mechanism for collecting feedback from involved parties]

**14. Documentation and Reporting:**

* Record-Keeping: [Plan for documenting mediation sessions and decisions]
* Final Report: [Outline the structure and content of the final mediation report]

**15. Risk Management:**

* Risk Assessment: [Identify potential risks in the mediation process and strategies to mitigate them]

**16. Review and Adaptation:**

* Review Process: [Set a process for reviewing and adapting the mediation approach as necessary]
* Adaptation Strategy: [Plan for changes based on evolving dynamics and feedback]

**17. Approval:**

* Approving Authority: [Name and position]
* Signature:
* Date:

## **Needs Assessment Template for Civil Society Organizations**

**Needs Assessment Template**

**1. Organization Name:** [Name of the Organization Conducting the Assessment]

**2. Assessment Date:** [Date when the needs assessment is conducted]

**3. Purpose of Assessment:**

A clear and concise statement of the needs assessment's objectives. This should explain why the assessment is being conducted and what information it aims to gather.

**4. Target Group/Community:**

Precisely define the specific group or community for which the needs assessment is being conducted. Include relevant socio-demographic information to provide context.

**5. Methodology:**

Detailed description of the methods used for data collection and analysis. Specify the types of data collection tools used, such as surveys, interviews, focus groups, or observation methods. Explain how the data will be analyzed and interpreted.

**6. Key Areas of Assessment:**

Identify and list the specific areas of need or concern that will be focused on during the assessment. These should align with the organization's mission and the target group's needs.

**7. Findings:**

**[For each key area of assessment:**

* Summarize the key findings and insights collected through data analysis.
* Identify the specific needs of the target group within each area.
* Quantify the extent of the needs whenever possible.

**8. Priority Needs:**

Rank the identified needs based on their urgency, severity, and potential impact on the target group. Briefly justify the prioritization criteria used.

**9. Recommendations:**

Based on the findings and identified priority needs, provide actionable recommendations for interventions, programs, or policies that address these needs effectively. Be specific and measurable.

**10. Stakeholders:**

Identify and list the key stakeholders who should be involved in addressing the identified needs. This may include representatives from the target group, government agencies, NGOs, and other relevant actors.

**11. Next Steps:**

Create a clear and concise action plan outlining the next steps for addressing the identified needs. Specify timelines, responsibilities, and resources needed for each step.

**12. Approval:**

Signatures and dates from authorized personnel to validate the assessment findings and recommendations. This demonstrates an organizational commitment to addressing the identified needs.

**Additional Notes:**

* This template can be adapted to fit the specific needs and context of your organization and the target group.
* It is important to involve stakeholders throughout the needs assessment process, from planning to implementation.
* Regularly monitor and evaluate the effectiveness of interventions implemented based on the needs assessment.

Be sure to update the assessment periodically to reflect changes in the needs of the target group and the broader environment.