Powerful Delivery
in an Unpredictable Time
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Being born and raised in Vietnam, I understand the challenges and limitations the communities we serve endure and overcome. The pandemic in addition to multiple climate induced events only compounded the hardships that threaten families’ well-being and financial security. I am proud and humbled by our achievements during this past year despite the unprecedented challenges our organization, staff, partners, and beneficiaries faced in the midst of the COVID pandemic, historic typhoons, flooding and drought. I am thankful to our former CEO, who continues to be a steward of our organization as a board member, for her tireless efforts and leadership.

The pandemic reminds us that nothing is certain. Our teams and our donors, however, have proven that if you stay true to your organization’s purpose and focus on the long-term mission, while adapting to this new world around us, we will deliver greater impact to the communities we serve.

Looking forward, our next step is to leverage our expertise to deliver long-term transformations to the most vulnerable populations, form new partnerships to extend our reach to even more communities, and expand our applied research projects and initiatives to strengthen our commitment to systematic change in Cambodia, Laos and Vietnam.

Thank you for your inspiration and support. I am excited for the work ahead and the opportunities we will engage in together!

Sincerely,

Thuy Ngo
Executive Director

http://thrivenetworks.org
2021 Highlights and Accomplishments

Uncertainty is a difficult adversary. In 2021, as the COVID pandemic continued to disrupt supply chains, healthcare systems, schools and economies, EMW was challenged to adapt and find new service delivery models to meet the needs of our clients.

The drive and dedication of EMW staff to continue providing capacity building programs directly contributed to the accomplishments of our partner organizations, the personal growth of the individuals we trained and to the resilience of their communities in the midst of uncertain times.

We are particularly pleased to study and test climate change resilience and adaptation strategies in rural communities and to run a 1-year pilot of the Citizen’s Climate Network in Cambodia, as well as launch a COVID emergency fund in Vietnam.

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<td>• Medal on the International Day for Disaster Risk Reduction and ASEAN Disaster Management recognizing EMW’s participation in emergency humanitarian relief campaigns that supported people affected by floods and droughts.</td>
<td>The Ministry of Rural Development Minister and PDRD Prey Veng Director recognized EMW Cambodia’s COVID education efforts and provision of handwashing devices and soap for households.</td>
<td>The Prime Minister of Laos officially decreed to authorize Public/Private Partnerships (No. 624/LGol) as a recommended and approved method of improving infrastructure following EMW’s success in building water system PPPs.</td>
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<td>• 2021 AmCham CARES Award, COVID Relief and Recovery, for “Leadership in International NGO Projects.”</td>
<td><a href="http://thrivenetworks.org">http://thrivenetworks.org</a></td>
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EMW Country Programs – 2021 Recognition and Awards
Despite the challenges created by COVID, EMW Cambodia successfully completed its program targets. The Ministry of Rural Development Minister and PDRD Prey Veng Director recognized EMW Cambodia’s COVID-19 education efforts and provision of handwashing devices and soap for households. Under the COVID initiative, our team delivered Menstrual Health Management (MHM) training to 2,951 women and girls and 344 government staff at district, commune and village levels, who in turn provided COVID WASH and MHM information to girls and women around the country.

The EMW-designed double pit latrine was specifically requested by Cambodia’s Ministry of Rural Development (MRD) for use in a pilot fecal sludge management (FSM) onsite treatment project in Kratie, demonstrating that our work is innovating WASH products in Cambodia.
"Without the EMW project only the non-poor households would have water connections. It is only possible for poor & disability households to connect because each household is allowed to pay the USD10 connection fee in installments. EMW has taught me and my staff to communicate more effectively with clients and expand my services to reach more households. It is my honor to support poor & disability households to connect to piped water so that they have access to the health benefits too."

Ms. Eng Rotha is a water entrepreneur selected from a cohort of 20 women who all received training in water management and finance, leadership of water committees, regulation compliance and quality standards, and staff management. Her company, Kamchay Mear Piped Water Supply has completed 445 water connections for poor & disability households in 36 villages.
The EMW team in Laos significantly exceeded its 2021 goals for capacity building and feasibility studies. Despite COVID restrictions, our team was able to expand access for underserved communities to clean water, sanitation, hygiene behavior education and much more.

**Key accomplishments in 2021 include:**

- **Completed feasibility studies and designs for 05 water schemes in Luang Namtha, Luang Prabang, Xayabury Province and Vientiane.**
- **Conducted customer satisfaction surveys for 04 water systems at Takdad, Souvannaphoum, Nahin and Boten sites, which provided operators with key insights to improve their services.**
- **Achieved government Open Defecation Free certification for 37 villages in Champasak Province after 1,127 households built hygienic latrines.**
- **Delivered train-the-trainer coaching to 24 partner government agencies, which then trained 2,391 villagers on gender equality, social inclusion and hygiene behavior change.**

![Image](http://thrivenetworks.org)
Laos

Success story – It takes a village

An extended national COVID lockdown in Laos at the end of 2021 prevented our EMW Laos team from traveling for site visits. Staff worked around the restrictions by conducting trainings and supporting our partners virtually. Technical assistance, however, such as supervising pipeline connections still required in-person interaction. This caused delays in community water point connections due to a shortage of technical labor to connect the water from the site to the households.

Finally, in January 2022, the EMW team and the Task Force Authority were able to travel to Keasyphom Village communities. To speed up the connection process, our team provided extra technical support to the concessionaires and the households. In a remarkable display of community spirit, many village residents volunteered their time and labor to speed up the water connection process to ensure that clean water reached all the households in time.
When the COVID-19 Delta variant prompted strict lockdowns throughout Vietnam in mid-2021, many people especially in the rural and most vulnerable communities were left without jobs, food, and basic services. EMW Vietnam provided needed hygienic facilities, access to clean water, encouraged communities to adopt important personal hygiene habits, gave trainings, resilient homes, smart cities innovation and many other impacts in the face of pandemic.

**Vietnam**

- **5,584** hygienic toilets
- **3,278** household water connections
- **16,390** people with clean water
- **3,239** people trained in hygiene education
- **05** school facilities upgraded
- **20** climate resilient homes built

**Women-led Output Based Aid (WOBA) project**

- 4,674 hygienic latrines were built by poor & disability households and poor households,
- Completed the private section delivery model pilot, including installation of hygienic latrines for 910 non-poor households by 36 private suppliers.
- Completed 3,278 new water connections under 18 water schemes for poor and poor & disability households by 4 private water operators.
- Conducted 2 climate resilient water safety planning trainings for water operators and supported the work of 3 water schemes to develop their own plans.
- Signed an MOU with Ben Tre City People’s Committee to support using financial models to manage Fecal Sludge Management services and develop pro-poor policies for poor & disability households.
Vietnam

Building Healthy Cities (BHC) Project

The BHC project focused on **05** key areas: food safety education, 1022 citizen reporting system, environmental protection education, systems mapping and secondary data collection.

With Danang’s Smart City initiatives, BHC leveraged technology for enhanced citizen reporting tools. Innovative projects have been implemented including the Waste Free Schools pilot. The multisectoral approach of BHC has resulted in improvement in food safety, better environment for tourism and healthy schools.

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**BHC Engagement**

- **12** trainings/workshops
- **04** private companies
- **07** governmental agencies
- **14** beneficiary schools
- **2230** beneficiary students
- **300** event participants

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Vietnam

Resilient Community Projects (RCP)

1. Building Healthy Schools in Da Nang
   Installed UV-RO water filtration systems, upgraded classrooms and facilities at 05 primary schools benefiting 4,104 students in Hoa Vang district.

2. Building Healthy Schools in Quang Nam
   Provided facilities for 01 semi-board kitchen at Mac Dinh Chi primary school in Thang Binh district.

3. Resilient Compassion Homes
   Completed 20 Resilience Compassion Homes in Quang Nam to support poor families whose houses were destroyed by 2020 storms.

4. Empowering poor vulnerable women
   Supported livelihoods for 270 beneficiary households with female members in Hai Duong province who were affected by the COVID-19 pandemic.

5. Flood relief respond
   Presented funds to 35 families affected by the destructive flood in 2020 in Quang Nam province.

6. KPMG Cares
   Provided RO Water Filtration Systems and medical supplies for 02 health centers in Da Nang city.

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Vietnam

Ms. Nhiem’s story – Advocating for People with Disabilities

“My focus now is to find ways to convince the small, local businesses that build latrines to build them accessible to people with disabilities.”

As president of the Hung Le Commune Women’s Union, Giong Trom district, Ben Tre province, Vietnam, Ms. Truong Thi Ngoc Nhiem readily admits that before joining the EMW project, she knew nothing about construction technology and did not feel confident talking to people about hygienic latrines. Through one year of WOBA training, Ms. Nhiem has learned IT software skills, how to estimate project costs and the technique for building latrines. Her ideas about social inclusion and sense of responsibility to her community have grown substantially as she has gained an understanding of the challenges that people with disabilities face.
Evaluation

Women-Led Output-Based Aid Mid-Term Reviews

The MERL team conducted Mid-Term Reviews (MTRs) of the WOBA programs in Vietnam and Cambodia to explore the effectiveness and efficiency of the implementation phase from June 2018 to December 2020, capture lessons learnt and provide recommendations to ensure that the program is on track to achieve its end of program outcomes and address the program’s main objectives:

01. Increase marginalized households’ access to piped water and improved sanitation services.

02. Promote women’s participation in household decision making, finances and community leadership through capacity building and implementation of the program.

Full reports can be found on our website:

WOBA VN

WOBA Cambodia

The MTRs uncovered multiple accomplishments and lessons learnt. The research found that Output-based Aid is still viewed in both countries to be a needs-based support model rather than a tool to create market demand at the household level. Paying subsidies after construction, not before, encourages households to commit to building latrines for themselves. Affordability remains the critical barrier for poor and vulnerable households to access sanitation and piped water, and, to effectively provide WASH access to marginalized households, the program must offer a range of products and subsidies.

Interviews with private sector operators in Cambodia revealed that the training provided skills to improve technical latrine construction, however financial literacy and financial management training could be significantly improved in the remaining period of WOBA. Water scheme operators in both countries require household mobilization support to meet water connection targets.

A series of learning briefs were compiled and disseminated to our local partners in both countries.

Learning note series in WOBA Vietnam

Learning note series in WOBA Cambodia

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Research

Effectiveness of the WU's handwashing campaign during WOBA’s COVID 19 response

The MERL team conducted an evaluative research study in Vietnam to understand the effectiveness of the WU's hygiene promotion activities during WOBA’s COVID-19 Response. The study consisted of a survey of 372 households and staff at health centres and kindergartens and interviews with 12 WU staff who conducted the campaign. The study found that while hand washing stations and hand washing materials influenced respondents’ motivation to wash hands, they were not drivers of changed hand washing practices. Contributing factors to changed handwashing practices include accessibility to communication content, communication style, and socio-economic characteristics of participants. The study’s findings were presented at the WASH Futures Forum on COVID 19 in April 2022 and included in Water for Women’s learning brief on Handwashing Behaviour Change (to be released in 2022).

Research on gender and social inclusion impact for households living in Vietnam’s mountainous districts

The MERL team conducted research in seven WOBA Vietnam’s mountainous districts to better understand the extent that WOBA has improved gender and social inclusion and the factors that facilitated or constrained positive change toward gender and social inclusion at the household, community, and institutional level. The study involved survey with 602 households and interviews with 60 survey respondents and village heads. The study found that one of the factors impact the positive changes in gender equality and social inclusion in WASH is the taking up the latrine, while the biggest barrier for the surveyed households who are mostly the poor and vulnerable HHs to take up the latrine is the financial issue. Some implications were offered in relation to targeted subsidies model, inclusion of ethnic minority households, behavioral change communication for meaningful participation for all participants.

Research on climate change impacts in rural Cambodia

The MERL team conducted a scoping review as a basis to design a research study on climate change impacts, adaptation measures, and inclusive resilience system in WASH in 5 provinces of WOBA’ Cambodia’s project areas. The study was awarded funding for 1 year under the Innovation and Grant, Water for Women Fund, and was included in the vignette “Making the Critical Connections between Climate Resilience and inclusive WASH”.

The review highlighted significant impacts at the household and community level such as limited mobilization, contaminated WASH facilities, outbreak of WASH-related diseases and infections, inadequate evacuation resources, limited access to clean water, challenge for fecal sludge management. These impacts are compounded by lack of WASH access, and socio-economic factors such as poverty, livelihood conditions.

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Year Ended December 31, 2021

## REVENUE

- Grants: $3,738,831
- Contributions: $249,054
- Contract services: $1,830
- In-kind contributions: $2,672
  
  **TOTAL**: $3,992,387

## EXPENSES

- Program services: $2,374,546
- Management and general: $493,481
- Fundraising: $66,050
  
  **TOTAL**: $2,934,077

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Provincial People Committees of Thanh Hoa, Nghe An, Ha Tinh and Ben Tre  
Hoa Vang District People Committee  
Quang Nam Study Promotion Association

**LAOS**

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The National Centre for Environmental Health and Water Supply (NamSaat) under the Ministry of Health (MOH)  
The Department of INGO under the Ministry of Foreign Affairs  
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The Department of Public Works and Transport, Luang Prabang Province  
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