

***PROMOTING VOLUNTEERING FROM WITHIN
THE ETHIOPIAN DIASPORA IN CANADA***

A JOINT PILOT PROJECT BY THE ASSOCIATION FOR HIGHER
EDUCATION AND DEVELOPMENT (AHEAD), CUSO-VSO & VSO ETHIOPIA

PROJECT FINAL REPORT

FOR THE PERIOD FROM JUNE 2008 TO JULY 2010

PREPARED FOR:
THE INTERNATIONAL DEVELOPMENT RESEARCH CENTER (IDRC) & THE PROJECT STEERING
COMMITTEE

BY:
DR. ANNA E. MUDUKUTI

Table of Contents

EXECUTIVE SUMMARY	iv
ACKNOWLEDGEMENTS	vi
ACRONYMS	vii
1. INTRODUCTION	1
1.1 BACKGROUND AND CONTEXT OF THE PROJECT	1
1.2 PROJECT OBJECTIVES	2
1.3 THE PILOT PROJECT	2
1.4 PROJECT CHARACTERISTICS	3
1.5 PROJECT PARTNERSHIP STRATEGY	3
2. PROJECT MANAGEMENT	3
2.1 PARTNER ROLES AND RESPONSIBILITIES	4
2.1.1 <i>Association for Higher Education and Development (AHEAD)</i>	4
2.2 Monitoring and Evaluation	5
3. PROJECT IMPLEMENTATION	5
3.1 PLANNING AND ORGANIZATION	5
3.2 BASELINE RESEARCH/NEEDS ASSESSMENT	6
3.3 NEEDS ASSESSMENT TRIP TO ETHIOPIA	6
3.4 VOLUNTEER RECRUITMENT ACTIVITIES	7
3.4.1 <i>First Recruitment Drive</i>	7
3.4.2 <i>Second Recruitment Drive</i>	7
3.4.3 <i>Third Recruitment Drive</i>	8
3.4.4 <i>Results of 3rd Round Recruitment</i>	9
3.3.5 <i>Review of Volunteer Applicants' Credentials</i>	12
4. VOLUNTEER PLACEMENTS	12
4.1 PLACEMENT IDENTIFICATION, VERIFICATION & DESCRIPTIONS	12
5. DIASPORA VOLUNTEERS' JOURNEY	12
5.1 SELECTION- PRELIMINARY PHONE INTERVIEW	12
5.2 VOLUNTEER ASSESSMENT	13
5.3 PRE-DEPARTURE TRAINING -PREPARING FOR CHANGE	13
5.4 PRE-DEPARTURE TRAINING - SKILLS FOR WORKING IN DEVELOPMENT (SKWID)	14
5.5 DEPARTURE AND ARRIVAL IN ADDIS ABABA, ETHIOPIA	14

5.6	VOLUNTEERS' ACTIVITIES IN ETHIOPIA	14
5.7	COMMUNICATION WITH UNSELECTED VOLUNTEER APPLICANTS	14
6.	UPDATING FUNDER WITH PROJECT ACTIVITIES.....	15
6.1	MEETING WITH IDRC OFFICIALS.....	15
7.1	MEETING WITH FOREIGN AFFAIRS & INTERNATIONAL TRADE CANADA OFFICIALS	15
7.3	THE NEXT GLOBAL FRONTIER: INNOVATION & TECHNOLOGY IN THE NEW AFRICA CONFERENCE	15
7.4	A CAPACITY BUILDING WORKSHOP FOR WOMEN LEADERS OF DIASPORA ASSOCIATIONS	16
8.	DIASPORA VOLUNTEERING PROGRAM WORKSHOP ADDIS ABABA, ETHIOPIA	16
8.1	DIASPORA VOLUNTEERING PROGRAM: PARTNERS REVIEW WORKSHOP, ADDIS ABABA	17
8.2	ETHIOPIAN DIASPORA VOLUNTEERING PROGRAM FIVE-YEAR' STRATEGIC PLAN (2010-2014)	18
8.3	REVISION AND DISCUSSION ON THE DRAFT MOU AND WRITE UP	19
8.4	PARTNERS' VISIT TO CIDA AND HAPCSO.....	19
9.	RE-ENTRY/RESETTLEMENT PROGRAM.....	20
9.1	DIASPORA VOLUNTEERS REINTEGRATION	20
9.2	DIASPORA VOLUNTEER PUBLIC ENGAGEMENT AND ACTION PLAN	20
10.	PROJECT PERFORMANCE AND ACHIEVEMENT	20
10.1	ATTAINMENT OF PROJECT OBJECTIVES.....	20
11.	PROJECT MONITORING AND EVALUATION	21
11.1	DIASPORA VOLUNTEER END OF PLACEMENT REPORT FINDINGS	22
12.	DISCUSSION, LESSONS LEARNT AND RECOMMENDATIONS.....	27
12.1	VOLUNTEER RECRUITMENT.....	27
	<i>12.1.1 Outreach & Marketing Strategy</i>	27
	<i>12.1.2 Length of Time Willing to Volunteer</i>	28
12.2	PROJECT MANAGEMENT & IMPLEMENTATION.....	28
	<i>12.2.1 Communication among Partners</i>	28
	<i>12.2.2 Implementation Structure and Roles</i>	28
12.3	VOLUNTEER PLACEMENT IDENTIFICATION & VERIFICATION	29
	<i>12.3.1 Timeline</i>	29
12.4	VOLUNTEER SELECTION, ASSESSMENT AND PRE-DEPARTURE-TRAINING	29
	<i>12.4.1 Alignment of Project Activities and CUSO-VSO Activities</i>	29
12.5	MONITORING AND EVALUATION	30
13.	SUMMARY AND CONCLUSIONS	30
14.	DOCUMENTS REVIEWED.....	33

15. APPENDIXES	34
APPENDIX 1: MEMORANDUM OF UNDERSTANDING	34
Pilot Project objectives	34
APPENDIX 2: PROJECT PARTNERS’ DESCRIPTIONS	43
APPENDIX 3: BIOGRAPHICAL OUTLINE OF PROJECT COORDINATORS	45
APPENDIX 4: CALL FOR ETHIO-CANADIAN PROFESSIONALS INTERESTED IN VOLUNTEERING IN ETHIOPIA.....	46
APPENDIX 5: CALL FOR ETHIO-CANADIAN PROFESSIONALS INTERESTED IN VOLUNTEERING IN ETHIOPIA.....	48
APPENDIX 6: LIST OF ORGANIZATIONS REACHED OUT FOR 3RD ROUND RECRUITMENT	49
APPENDIX 7: END OF VOLUNTEER REPORT /EVALUATION FORM.....	50

EXECUTIVE SUMMARY

Studies by the Association for Higher Education and Development (AHEAD) showed that there was a growing drive among Ethiopian-Canadian Diaspora communities to be involved in the development efforts of their country of origin. These studies also showed that in Ethiopia the government welcomed this inventiveness by the diaspora communities and in 2002 established the Ethiopian Expatriate Affairs General Directorate and put in place several measures that aimed at harnessing the Ethiopian Diaspora resource effectively. AHEAD is an Ethiopian-Canadian non-profit organization whose goal is "*To contribute towards development efforts in Ethiopia by mobilizing, coordinating and channeling the necessary resources and relevant expertise to Ethiopian higher academic institution*".

This pilot project was motivated by the diaspora work CUSO-VSO has been involved in. AHEAD had an interest of working in partnership, based on the shared development goals with those of CUSO-VSO. The two organizations recognized the potential of Diaspora volunteering because of the commitment of the Ethiopian Diaspora in Canada to the development of their country of origin. The project partners also tapped into the growing momentum within the Ethiopian-Canadians commitment to involvement in capacity building endeavors in Ethiopia.

The project was implemented through a partnership among four organizations: Association for Higher Education and Development (AHEAD), Canadian University Service Organization -Volunteer Services Overseas (CUSO-VSO), Volunteer Services Overseas Ethiopia (VSO-E), Association for Brain-Gain and Innovative Development in Ethiopia (ABIDE). The International Development Research Center (IDRC) and CUSO-VSO jointly provided funding for this action research project. This project began 2008 with scoping, planning, needs assessment and volunteer recruitment and placement, and was implemented for duration of 25 months.

The main purpose of the project was to experiment with involving the Diaspora in short-term volunteer assignments in Ethiopia and to determine the effectiveness of this type of volunteering.

The Specific objectives of the Diaspora volunteer (DV) initiative were to:

- design and implement a pilot Diaspora volunteer engagement program that involves recruiting, selecting, and training four volunteers from the Ethiopian Diaspora in Canada for placement in partner institutions in Ethiopia,
- document the experiment and assess its potential to be turned into an on-going program that contributes to home country development; and,
- establish a network of key stakeholders – in Ethiopia and in Canada – that are involved in Diaspora engagement.

This project was by in large successful and achieved its objectives. Thus, 27 volunteer applicants were recruited from Ethiopian Diaspora professionals, 64% were male and 36 % were female. Furthermore, Diaspora volunteer were highly qualified with 33% Bachelors degree, 19% Masters Degree, 7% Honor's degree, 7% PhD and 4% Ph.D. candidate. At the inception of the project it was assumed that Ethiopian Diaspora volunteers were only willing to volunteer for a short term (3-6 weeks), however, to the partners' amazement the majority of the applicants (40%) indicated that they were willing to volunteer from 6 months to 2yrs and 30% for 2 to 6 months.

Implementation of the project faced some challenges both in Canada and Ethiopia. In Canada there was an assumption that highly qualified specialists could be found rapidly for short term assignments in the medical field. In Ethiopia the diaspora pilot project had to be fitted into the regular volunteer program at a time when VSO-E was already going through major changes. In spite of this VSO-E did identify

specialist requirements for several assignments. Unfortunately, no volunteers could be identified within the Canadian diaspora for these positions. It took time both in Canada and in Ethiopia to regroup after this disappointment. Ahead and CUSO-VSO eventually designed a new recruitment strategy, while in Ethiopia a local NGO, ABIDE was brought in as a partner to find volunteer assignments. ABIDE identified, verified and secured placements for the Diaspora volunteers' with two organizations - (HAPCSO, HIV/AIDS Prevention, Care & Support Organization and Medical Education Unit, Medical Faculty, Addis Ababa University). The third volunteer was placed with ABIDE.

At its inception the project's plan was to place 4 volunteers in Ethiopia for 6 weeks, however, the project opted to place 3 diaspora volunteers with one volunteer assigned for 6 months and two for 3 months. AHEAD was the lead partner in marketing the project and recruiting diaspora volunteers, while CUSO-VSO took lead in the selection and pre-departure training of diaspora volunteers jointly with AHEAD. In February 2010, the project successfully placed 3 diaspora volunteers within Ethiopia. VSO-E was responsible of in-country training, accommodation, transport, security health and safety for the Diaspora volunteers.

Other project activities included public engagement and project learning, AHEAD & CUSO-VSO held meetings with the project funder (IDRC), relevant stakeholders, such as Canadian Foreign Affairs and International Trade Officials, attended conferences. In collaboration with VSO-E, ABIDE, AHEAD, CUSO-VSO organized a Diaspora volunteering program workshop held July, 2010 in Addis Ababa, Ethiopia. The workshop brought together project partners and other key stakeholders for the purpose of learning about project, discussing lessons learnt and way forward.

Upon the return of diaspora volunteers the steering committee worked with CUSO-VSO's Diaspora Coordinator to include the three diaspora volunteers within the regular CUSO-VSO's re-entry and reintegration volunteer activities which were held August 13th 2010.

The project provided valuable lessons in project management and implementation. Based on the 1st & 2nd recruitment results, the project decided that, it was time to develop and implement a strategy that combine both demand- and supply-driven approaches in an effort to match existing needs in Ethiopia with the supply of skills and expertise available within the Ethiopian Diaspora community in Canada. The project partners learnt that there was need for additions to pre-departure training that would address the political suspicion, local expectations of contacts and relatives. Some of the insights gained from this project are the unique aspects of Diaspora volunteering, obvious advantages of engaging them, such as their commitment to country of origin, cultural awareness, language skills and sharing of the same background; hence greater compassion is created, helping the facilitation of development of Ethiopia. However, diaspora volunteers do face unique challenge such as political suspicion. The implication is that planning for diaspora volunteering is a specialized task that requires some adjustments to recruitment, training and in-country support.

ACKNOWLEDGEMENTS

This project benefited from the support and guidance of a number of actors whose unfailing assistance during the various phases of this project we would like to acknowledge.

This project has been possible through the financial support of the International Development Research Center (IDRC). We would like to express our gratitude to IDRC for its commitment to furthering knowledge and work on the role of the Diaspora in development of their country of origin.

The project team would like to thank the three Ethiopian-Canadian Diaspora volunteers, without them this project could have not been completed successfully. The project team is also grateful to the host institutions – Hiwot HIV/AIDS Prevention, Care & Support Organization (HAPCSO), the Medical Faculty of University Addis Ababa & the Alliance for Brain-Gain and Innovative Development (ABIDE) and their personnel for providing placements for the Diaspora volunteers. Project team had the opportunity to visit with families affected by HIV/AIDS in Addis Ababa community currently receiving support from HAPCSO and would like to thank them for taking the time to share their valuable experiences with the Diaspora volunteers and the project team. The host institutions and families visited helped the project team understand the impact of this project; the project team owes them a great debt of gratitude.

The project team would like to thank the Ethiopian Ministry of Foreign Affairs (MoFA), the Director General of the Ethiopian Diaspora Affairs Directorate at MoFA, the Ethiopian Embassy in Ottawa, Canada, and various other stakeholders in Ethiopia and Canada whose experiences the project benefited from.

Our heartfelt thanks go to the Institute of Health Sciences of Jimma University and the College of Medical Sciences of the Gonder University who provided data and shared ideas during the project's needs assessment phase; all the organizations that helped posting calls for Ethiopian-Canadian Diaspora volunteers and all the volunteer applicants who responded to the project's call for volunteers.

The project research and liaison coordinator expresses special mention and sincere gratitude to AHEAD, CUSO-VSO, VSO-E, ABIDE officials and IDRC for their time, encouragement, support, guidance and constant supervision as well as for providing necessary information regarding the project. It is important to mention that the four project partners (AHEAD, CUSO-VSO, VSO-E, ABIDE and their personnel) have taken considerable time, shown commitment to nourish and sustain partnerships to facilitate the implementation of this project and ensure its successful completion.

ACRONYMS

ABIDE	Alliance for Brain-Gain and Innovative Development
AHEAD	Association for Higher Education and Development
CIDA	Canadian International Development Agency
CoO	Country of Origin
CUSO-VSO	Canadian University Service Organization -Volunteer Services Overseas
DV	Diaspora Volunteering
DVP	Diaspora Volunteering Program
ENAHPA	Ethiopian North American Health Professionals Association
HAPCSO	Hiwot HIV/AIDS Prevention, Care & Support Organization
HLM	<i>Hibret Lelimat Ma'ekel</i>
IDRC	International Development Research Center
LT	Long-term
LTV	Long-term Volunteer
MoCB	Ministry of Capacity Building
MoFA	Ministry of Foreign Affairs
MoU	Memorandum of Understanding
P2P	People to People
SKWID	Skills For Working In Development
ST	Short-term
STV	Short-term Volunteer
VSO	Volunteer Services Overseas
VSO-E	Volunteer Services Overseas Ethiopia

1. INTRODUCTION

1.1 BACKGROUND AND CONTEXT OF THE PROJECT

In August 2008, a pilot project named “*Promoting Volunteering from within the Ethiopian Diaspora in Canada*” was launched to assess the effectiveness of short-term (ST) Diaspora volunteer (DV) assignments of 3-6 weeks in promoting institutional capacity building in Ethiopia.

The purpose of this project was to facilitate and support AHEAD, CUSO- VSO and VSO-E develop and implement an 18-month pilot project. This joint pilot project was led and managed by three partners:

- The Association for Higher Education and Development (AHEAD), an Ethiopian-Canadian non-profit organization dedicated to facilitating capacity building in Ethiopia through the transfer of resources and expertise from the Ethiopian Diaspora in Canada;
- CUSO-VSO¹, the Canada-based North American member of the International VSO Federation which is the world’s largest international development organization that works through volunteers; and,
- Voluntary Service Overseas Ethiopia (VSO-E), organization based in Addis Ababa and which forms the largest country program worldwide with over 100 volunteers working in various areas, including health and education.

The project examined how both three organizations could work together to recruit and place members of the Ethiopian Canadian Diaspora as volunteers in Ethiopia. The project also sought to involve building the organizational capacities of implementing partners in Canada and Ethiopia to effectively manage and implement a Diaspora volunteer program. AHEAD and VSO-E approached the International Development Research Center (IDRC) for funding of the project that involved undertaking needs assessment and development of the project framework through pilot volunteer placements to test the viability and feasibility of the Ethiopian Diaspora volunteering initiative.

VSO Canada was one of VSO’s international recruitment bases, a registered Canadian charity, federally incorporated in 1995. VSO stands for *Voluntary Service Overseas*, an international development agency that works through volunteers. VSO have a network of Program Offices in all of the countries where they work. At any one time there are approximately 1500 volunteers working overseas through VSO in a wide range of professions.

VSO Canada recruited its first group of volunteers in 1992 and has so far sent over hundreds of skilled Canadian and American professionals as volunteers to work in more than 40 countries (<http://www.cuso-vso.org/about-cuso-vso>). VSO Canada’s volunteers come from all over the world to share skills, experience and learning with communities and organizations throughout developing countries. VSO volunteers work with overseas partners to build the capacity of individuals, organizations and institutions, to work towards positive change. VSO recognized that Diaspora communities were already contributing to international development efforts through financial contributions and by running their own projects and programs.

¹ Initially, the agreement for partnership was between AHEAD, VSO Ethiopia and VSO Canada. The latter merged with CUSO (Canadian University Volunteer Overseas) in November 2008 to form CUSO-VSO.

Diaspora communities have the potential to be further involved in community development through volunteering but often face a number of barriers due to the limited capacity of Diaspora organizations to manage effective volunteering programs.² In 2007, VSO began to look at opportunities for the placement of members of the Diaspora in Canada through strategic assignments in their countries of origin. Three countries were identified for possible pilot projects: Guyana, the Philippines and Ethiopia.

VSO Canada and CUSO (Canadian University Volunteer Overseas) merged in 2008 and became CUSO-VSO, the North American member of the VSO International Federation. CUSO-VSO has been involved in promoting and supporting national engagement of Diaspora volunteering initiatives in countries where it operates. This project was motivated by the diaspora work CUSO-VSO was involved in and collaborated with the Guyanese and Philippines Diaspora in Canada. CUSO-VSO worked with VSO Guyana on a pilot project that matched the skills and experience of Canada's large Guyanese community to the under-resourced social development sector in Guyana. Ethiopia was chosen because of its existing connections with the Ethiopian Diaspora community and organizations (such as AHEAD) in Canada.

The Association for Higher Education and Development (AHEAD) is an Ethiopian-Canadian non-profit organization whose goal is "*To contribute towards development efforts in Ethiopia by mobilizing, coordinating and channelling the necessary resources and relevant expertise to Ethiopian higher academic institutions.*" AHEAD had an interest of working in partnership, based on the shared development goals with those of CUSO-VSO.

1.2 PROJECT OBJECTIVES

Specific objectives of this project were to:

1. Design and implement a pilot Diaspora volunteer engagement program that involves recruiting, selecting, and training four volunteers from the Ethiopian Diaspora in Canada for placement in partner institutions in Ethiopia,
2. Document the experiment and assess its potential to be turned into an on-going program that contributes to home country development; and,
3. Establish a network of key stakeholders – in Ethiopia and in Canada – that are involved in Diaspora engagement.

1.3 THE PILOT PROJECT

This initiative was borne out of the three partner organizations' commitment to shared development objectives and goals that include, among other, engaging diaspora communities as full-fledged actors in the development efforts of their countries of origin. This joint pilot project "*Promoting Volunteering from within the Ethiopian Diaspora in Canada*" was led and managed by three partners (AHEAD CUSO-VSO & VSO-E).

Diaspora communities in Canada maintain strong links to their countries of origin (CoO) and already contribute to international development efforts, be it through remittances or by running their own projects. AHEAD studies on Ethiopian diaspora also reveal a growing momentum within the community

² Based on a needs assessment carried out by VSO Canada with 3 Guyanese Diaspora partner organizations involved in this year's pilot, Diaspora organizations expressed the experience of: significant capacity constraints in strategically planning and implementing development projects (mainly through volunteering); facing weakness in fundraising and financial planning; lacking organizational systems or structures and skills and knowledge on volunteering management; and, limited engagement in dialogue with key stakeholders and limited coordination, networking and sharing of skills and information.

for involvement in various types of capacity building endeavours in Ethiopia (AHEAD, 2004 & 2007). However, the lack of established mechanisms to facilitate diaspora activities severely limits diaspora organizations who continue to face important capacity constraints, be they financial, organizational or other.

1.4 PROJECT CHARACTERISTICS

The project's approach was to link two 'communities' together – members of the Ethiopian Diaspora in Canada interested in developmental issues in their country of origin and professionals within Ethiopia currently working in the education and health sectors. Initially, the Institute of Health Sciences of Jimma University and the College of Medical Sciences of the University of Gondar were identified as host organizations as the pilot sought to focus on the health sector, an area considered a priority by VSO-E and its local partners. However, as the project progressed, it became necessary to target other host institutions as volunteers fitting the profiles sought by these two organizations were not found.

1.5 PROJECT PARTNERSHIP STRATEGY

The innovative partnership between the three organizations was established as one such potential – and much needed – mechanism that would link needs in Ethiopian institutions with resources in the Ethiopian Diaspora in Canada. This innovative partnership was designed to take advantage of each organization's expertise, such as AHEAD's knowledge of Ethiopian diaspora in Canada and experience of working with higher education institutions in Ethiopia, VSO Canada and VSO Ethiopia, their vast experience in overseas volunteer placement and ABIDE's experienced in linking institutions and professionals in the country with professionals of Ethiopian origin in the Diaspora. In July 2009, a fourth partner, Alliance for Brain-Gain and Innovative Development (ABIDE) formerly known as *Hibret Lelimat Ma'ekel* (HLM) joined the project. To further strengthen the foundation of the partnership between AHEAD, CUSO-VSO and VSO-E the partners developed partnership frameworks, agreed-upon operational and conceptual definitions and developed guidelines and protocols – Memorandum of Understanding (Appendix 1) for working together (including communications management and conflict resolution mechanisms).

2. PROJECT MANAGEMENT

The three primary partners (AHEAD, CUSO-VSO and VSO Ethiopia) worked together on this project, each with distinct roles consistent with their mandate and capacity. The three partners formed a steering committee made up of one representative from each organisation. This committee oversaw the development and delivery of the project. All three organisations were to decide to involve other groups in the project but the three principal partners would retain responsibility for the overall direction of the project. AHEAD, CUSO-VSO and VSO Ethiopia conducted regular project steering committee meetings, teleconferences, and a mid/end of year partnership review to effectively manage the project, as developed and agreed-upon.

2.1 PARTNER ROLES AND RESPONSIBILITIES

2.1.1 Association for Higher Education and Development (AHEAD)

As the lead partner, AHEAD was the lead partner organization to outreach and recruit the Ethiopian Diaspora Volunteers. As the lead partner in recruitment of the Diaspora volunteers, AHEAD promoted the project to the Ethiopian-Canadian community, assisted in the selection process and was a resource in the pre-departure training for Diaspora volunteers, as well as participating in the end-of-placement evaluation and project reviews (Appendix 1). AHEAD was responsible for identifying the Research and Liaison Coordinator for the project, to work with AHEAD, CUSO-VSO and VSO Ethiopia. The Research and Liaison Coordinator's responsibilities conditions and specific timeframe were worked out by AHEAD and CUSO-VSO during the scoping and planning phase of the project.

2.1.2 Canadian University Service Organization-Volunteer Services Overseas (CUSO-VSO)

CUSO-VSO was the lead partner in developing and implementing of the project. CUSO-VSO's main responsibility was to managed the Diaspora volunteer selection process, pre-departure training and also managed the administrative and financial aspects of the Diaspora volunteer placements such as travel, insurance, security checks and medical services. CUSO-VSO jointly worked with AHEAD in the recruitment, selection, assessment of volunteers as well as reviewing and supplementing the pre-departure training to suit Diaspora volunteers' needs (Appendix 1).

2.1.3 Volunteer Services Overseas Ethiopia (VSO-E)

The three partners agreed that VSO Ethiopia be the lead partner in developing volunteer placements in Ethiopia and managed all the in-country aspects of the project with the assistance of the AHEAD Research and Liaison Coordinator where needed (Appendix 1). VSO-E was to be responsible of in-country training, accommodation, transport, security health and safety and support for the Diaspora volunteers.

2.1.4 Joint Responsibilities

It was the joint responsibilities of AHEAD, CUSO-VSO and VSO-E to conduct a baseline needs assessment and project design process with local partner organizations and key stakeholders in Ethiopia, identify project beneficiaries and target groups in Ethiopia, and prepare an implementation plan for the project.

The three partners jointly worked on the scoping, assessment, and planning process on the ground in Ethiopia. The partners also agreed to worked together to promote the effective involvement of local partners in Ethiopia, such as the Institute of Health Sciences of Jimma University and the College of Medical Sciences of Gonder University, in the project, they identified and collaborated with other key stake holders involved in similar diaspora work in Ethiopia.

AHEAD and CUSO-VSO agreed to work together in the engagement of the larger Diaspora communities and relevant stakeholders in a forum that would contribute to the current discourse on the issues and challenges that Diaspora communities in Canada face in supporting social development initiatives in their countries of origin.

AHEAD, CUSO-VSO and VSO-E agreed to jointly prepare an agreed upon logical framework within the Monitoring & Evaluation plan that would have outlines the specific indicators by which project outputs, outcomes and impacts would be measured and evaluated at the end of the project. The partners also agreed to jointly develop and implement a communications program to inform key Canadian and Ethiopian publics about this project and to develop and share information needed for monitoring and evaluation (Appendix 1).

2.2 Monitoring and Evaluation

CUSO-VSO, AHEAD and VSO-E did not outlined a set specific indicators for use in measuring the expected outputs, outcomes and impact of the Diaspora volunteering pilot project which would have been used for monitoring and evaluating this project it's progress. These indicators and the relevant methods of verification were to be discussed and agreed upon with the local partners in Ethiopia during the scoping and planning phase, to ensure that monitoring and evaluation fully utilizes existing information available from each organization and thereby avoiding any unnecessary administrative burden. Three midterm reports and several progress reports were produced for the steering committee and the funder (IDRC).

3. PROJECT IMPLEMENTATION

The project was officially launched in August 2008 with the signing of the funding agreement between AHEAD and IDRC, and the first meeting of the project steering committee in Canada which took place on 7th August 2008. The project engaged in scoping needs assessments and planning which took 5 months. The project was implemented through a partnership among AHEAD, CUSO-VSO, VSO-E and ABIDE organizations with three diaspora volunteers. The project beneficiaries organizations were ABIDE, HAPCSO and Addis Ababa University.

3.1 PLANNING AND ORGANIZATION

Activities in the first three months leading up to the assessment trip to Ethiopia in late October 2008 focused on establishing a solid foundation to promote the successful fulfillment of stated operational, learning and partnership objectives and plans for the pilot project. The following activities were undertaken:

- Recruitment of the AHEAD Research and Liaison Coordinator, tasked with coordinating the project as well as serving as the lead researcher;
- Establishment of the Project Steering committee in Canada composed of representatives from AHEAD and CUSO-VSO as well as a volunteer advisor (Mr. Norman Moyer). In this initial phase, the team generally met every 2 weeks to ensure that the objectives and goals of the work plan covering the first three months were being met, suggesting areas for improvement as appropriate, resolving any issues that arose, guiding the work of the Research and Liaison Coordinator and generally assessing progress;
- Establishment of a preliminary roadmap based on an initial distribution of the 18 months allotted to the project as follows: a 6-month preparatory phase (August 2008-January 2009), a 6-month field work segment (February 2009-July 2009) and a 6-month evaluation/finalization period (August 2009-January 2010);
- Development of a *Memorandum of Understanding* between the three partner organizations, establishing the framework for managing the partnership in support of the project's goals and objectives as well as setting out respective roles and responsibilities (Appendix 1);

- Acquisition of learnings from CUSO-VSO's approach to engaging Canadian volunteers in international development work through AHEAD Research and Liaison Coordinator's secondment to CUSO-VSO. This included gaining an understanding of the systems and procedures of CUSO-VSO's recruitment, selection, training and management of volunteers through the Research and Liaison Coordinator's participation in relevant CUSO-VSO events as well as working with relevant CUSO-VSO staff members;
- Discussions with the executive of the Canadian branch of the Ethiopian North American Health Professionals Association (ENAHPA), a diaspora organization involved in development action in Ethiopia the field of health. These preliminary discussions sought to introduce the project to the ENAHPA leadership and to enlist practical assistance, such as recruitment of volunteers, as the pilot project also focused on the area of health; and
- Preparations for the initial assessment trip to Ethiopia to ensure productive consultations with VSO-E and local beneficiary institutions.

3.2 BASELINE RESEARCH/NEEDS ASSESSMENT

As a new initiative, AHEAD, CUSO-VSO and VSO-E conducted a joint baseline needs assessment and designed the project process with local partner institutions (Jimma and Gondar Universities) and key stakeholders (the Diaspora desk at the Ministry of Foreign Affairs), identified possible project beneficiaries and target groups and prepared an implementation plan for the pilot project. AHEAD, CUSO-VSO and VSO-E jointly worked on the scoping, assessment, and planning processes on the ground, first by undertaking an initial assessment visit in November 2008 that included the VSO-E Program Manager assigned to the project, the CUSO-VSO Program and Partnerships Program Manager, AHEAD Executive Director and the appointed Research and Liaison Coordinator for AHEAD. The needs assessment process teased out ideas from the local partners in Ethiopia in terms of how and in what particular areas the Diaspora volunteers could contribute.

3.3 NEEDS ASSESSMENT TRIP TO ETHIOPIA

Project team from AHEAD and CUSO-VSO undertook an initial assessment trip to Ethiopia met and consult with VSO-E partners as well as with representatives from the College of Medical Sciences of the University of Gondar and the Institute of Health Sciences of Jimma University, the two host organizations that were initially selected to participate in this pilot project.

This visit was crucial in laying the foundations for a successful and productive partnership with VSO-E and proved particularly useful in concretizing the nature and aims of the project for all involved. Highlights of the trip included:

- Field visits to Gondar and Jimma to meet with various officials at the College of Medical Sciences of the University of Gondar and the Institute of Health Sciences of Jimma University and introduce the project;
- Identification of the areas of highest need at each university and development of short-term placements for medical specialists (11 in total), 4 of which would be filled with volunteers from the Ethiopian Diaspora in Canada;
- Establishment of relationship and clear communication lines among all partners and at all levels. This was particularly important as lack of communication had proved a major hindrance in the initial phase of the project. The face-to-face meetings between all concerned players was key to

- establishing a smoother work relationship and ease the burden of communicating across different time zones and different communication styles; and
- Signing of the Memorandum of Understanding between AHEAD, CUSO-VSO and VSO-E.

The feasibility of the concept was ascertained; the full project concept, rationale/ framework was developed, with agreed-upon strategic objectives, expected results/outcomes, and implementation plan for the pilot project based on needs. The plan included a communications management plan to share and disseminate information among stakeholders and MoU was signed (Appendix 1)

3.4 VOLUNTEER RECRUITMENT ACTIVITIES

3.4.1 First Recruitment Drive

The first round of the recruitment drive (Appendix 4) was launched in December 2008 and extended to the third week of January 2009. A call for volunteers was developed and posted on AHEAD's and CUSO-VSO's websites and disseminated through its contact list. In addition, the two largest networks of Ethiopian diaspora health professionals in North America – namely the Ethiopian North American Health Professionals Association (ENAHPA) and People to People (P2P) were enlisted to post the call for volunteers on their websites as well as circulating it among their membership. As per previous talks held with ENAHPA executives, the project particularly relayed on their networks to help the project reach qualified and interested candidates as the organization is used to sending its members on medical missions to Ethiopia and assured us that interest in such endeavors was high. The recruitment notice was also sent to a couple of online news outlets catering to the Ethiopian diaspora. However, this first recruitment drive did not provide the expected results as the expressions of interest received were either from Ethiopian diaspora members who are not health professionals or from non-Ethiopians.

3.4.2 Second Recruitment Drive

Based on the 1st recruitment results, a more targeted and intensive 2nd recruitment strategy (Appendix 4) was developed and implemented in February 2008. Thus, while efforts to find candidates specializing in the areas of practice identified as areas of highest need by the host organizations continued, the search for volunteers was expanded to include all Ethiopian diaspora medical specialists. This was done in recognition of the fact that candidates with the particular skill sets sought may simply not exist within the Ethiopian-Canadian community. This expanded call for volunteers was circulated using various community and professional networks and websites. In addition, Ethiopian doctors practicing in Canada were contacted directly to gauge their interest and availability to participate in this project. It was thought that this would not only allow us to reach out directly to members of our target group but also help us further refine our recruitment strategy based on information gathered from our conversations with these contacts and others in their networks that they refer us to. Again, despite these efforts, the project team was not able to find suitable candidates for the 4 placements with the Universities of Jimma and Gondar, and are currently about to launch a broader call for volunteers targeting Ethiopian diaspora professionals from various fields.

At the beginning of the project, a decision was taken by all partners to adopt a purely demand-driven strategy to identify and fill placements in the highest priority areas as defined by the local partners (Universities of Gondar and Jimma), and to ensure a close fit between the Universities' immediate needs and skills provided by the Diaspora volunteers. Results of the 1st & 2nd recruitment efforts showed that, such an approach (demand-driven) might not have been the best appropriate for this pilot project. The 1st and 2nd recruitment call sought for specialized health professionals who could provide clinical services to patients, give lectures to medical students, run staff development sessions on selected specialist

topics and promote team building with the different medical disciplines in Ethiopia. Despite the efforts, the project was unable to find suitable candidates for this kind of placements with the Universities of Jimma and Gondar. After reflecting on the use of a demand-driven strategy they had first adopted and the 1st and 2nd recruitment experiences various options and approaches were explored to allow the project to move beyond this initial set-back.

3.4.3 Third Recruitment Drive

The third recruitment drive (Appendix 5) was implemented in June and July, 2009. Based on the 2nd recruitment results, it was decided that, it was time to develop and implement a strategy that combine both demand- and supply-driven approaches in an effort to match existing needs in Ethiopia with the supply of skills and expertise available within the Ethiopian Diaspora community in Canada. After being informed by VSO-E the steering committee agreed that the project de-emphasized efforts of finding candidates specialized in the areas of medical practice identified as areas of highest need by the host organizations, but broaden and expand to include skills in various fields (specialists in education; information technology; management; monitoring and evaluation; fundraising; HIV/AIDS; and gender and sexual reproductive health). This time the project was able recruit volunteers who were willing to be placed for a long term than just short term. This expanded call for volunteers was circulated using various community and professional networks and websites. It should be noted that during this time the project brought in a fourth partner, Alliance for Brain-Gain and Innovative Development Ethiopia (ABIDE) formerly known as Hibret Lelimat Ma'ekel (HLM). The 3rd round of recruitment, sought to fill volunteer positions from a wide range of placements that were available within VSO Ethiopia's Health and Education programs.

With more marketing strategies and promotional efforts, the 3rd drive was highly successful, as indicated by the huge response of potential volunteers. It was launched June 4, 2009 with the first postings on AHEAD and CUSO-VSO websites. In addition, calls for Ethiopian-Canadian volunteers were sent to various Ethiopian Diaspora organizations through the President and Executive Director of AHEAD's office. Web-based recruitment and promotional programs on mass media (Radio & TV), emails to friends of AHEAD and individuals, word of mouth produced a flood of applications from potential volunteers. This time the project used a large number of Ethiopian Diaspora organizations and news medias throughout Canada, such as the ADMAS TV Ethiopian Horizon, AIGA Forum, Embassy of Ethiopia at Canada, Ethiopian Amharic Radio Program, Ethiopia First News, Ethiopian Religious Organizations, Ethiopian Community Associations, Fana Society, People to People, Friends of AHEAD and Ethiopian individuals (Appendix 6). There was great support from media organizations like ADMAS TV, the Executive Producer advised the President and Executive Director of AHEAD to put a segment of the project's call for volunteers on ADMAS TV instead of flush news, which gave the Director more time to explain and promote the project more effectively throughout Canada in a segment format. ADMAS TV ran the segment on Saturday June 13, 2009 on OMNI television (cable 14) at 2:00 p.m. and an alternative viewing on Thursdays June 18, 2009 at 2:00 p.m.

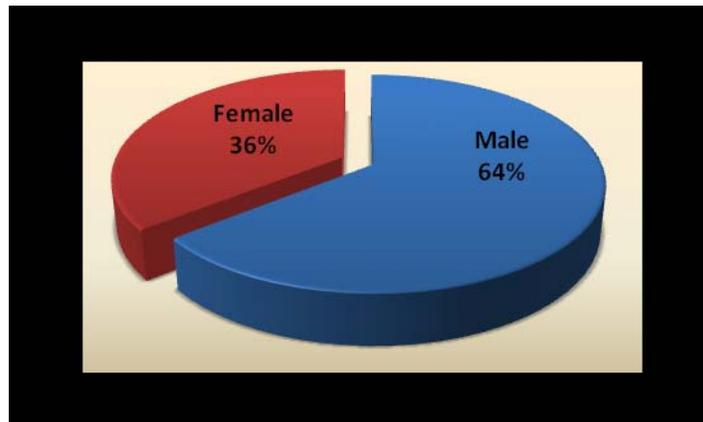
Enthusiasm and interest from the Ethiopian Diaspora community was very high, some individuals took the initiative of directing the project to other avenues of recruiting Diaspora volunteers such as the Ethiopian Radio in Toronto - Medalya Media. The Editor of Ethiopian Radio in Toronto, Medalya Media, and Amharic Radio Program was excited to work with the project for the benefit of Ethiopian community and mutual goals. Medalya Media is a non partisan, non religious, non denominational, community based media and entertainment company committed to connect communities, in particular the Ethiopian Community, with business and service providers in Canada and globally. The Radio station was willing to widely spread the call for diaspora volunteers by offering the Director of AHEAD an

interview to elaborate the project's full message to audiences. This was to be aired from June 19 and 26, 2009.

3.4.4 Results of 3rd Round Recruitment

Soon after the first posting a large number of applicants were received, resulting in 27 volunteer applicants from within the Ethiopian Diaspora community in Canada and 3 from overseas (USA, Hungary Budapest & Belgium) with a wide range of skills expressing interest in volunteering. Figure 1 displays gender distribution of the volunteer applicants received (64% males and 36% females).

Figure 1: Gender Distribution of Volunteer Candidates



Data regarding Diaspora volunteer candidates' level of education is presented in Figure 2. Out of the 27 volunteer applicants, nine had a Bachelors degree, five Masters Degree, two PhDs, two Honor's degree, and one Ph.D. candidate. Figure 3 displays a breakdown of Diaspora volunteers' educational attainment by gender. Figure 4 displays a summary of the Diaspora volunteer candidates' field of practice; most (26%) are in the field of Health, 15% in International Development and 7% in Finance and Accounting. As shown in Figure 5 more volunteer applicants (40%) indicated that they were willing to volunteer from 6 months 2 years, and 30% for 2 to 6 months.

Figure 2: Diaspora Volunteer Candidates' Level of Education

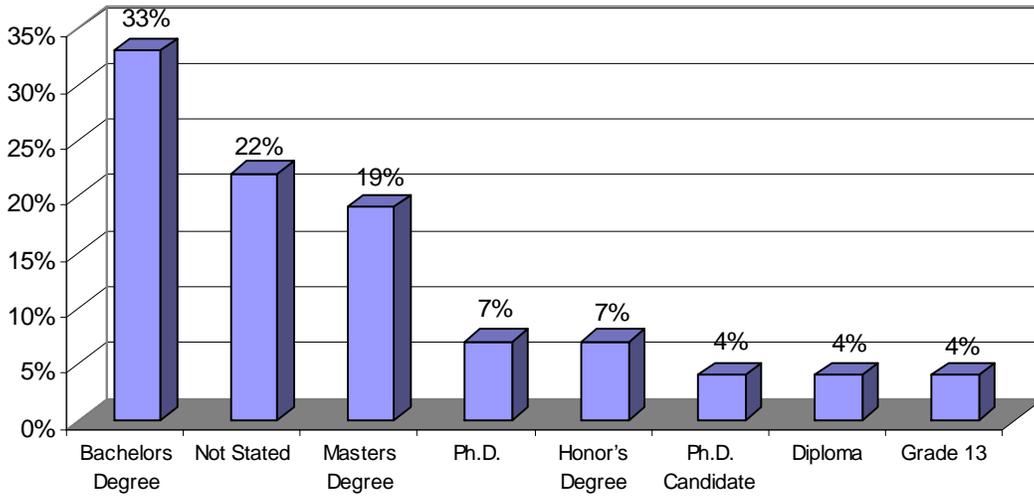


Figure 3: Diaspora Volunteer Candidates' Educational Attainment by Gender

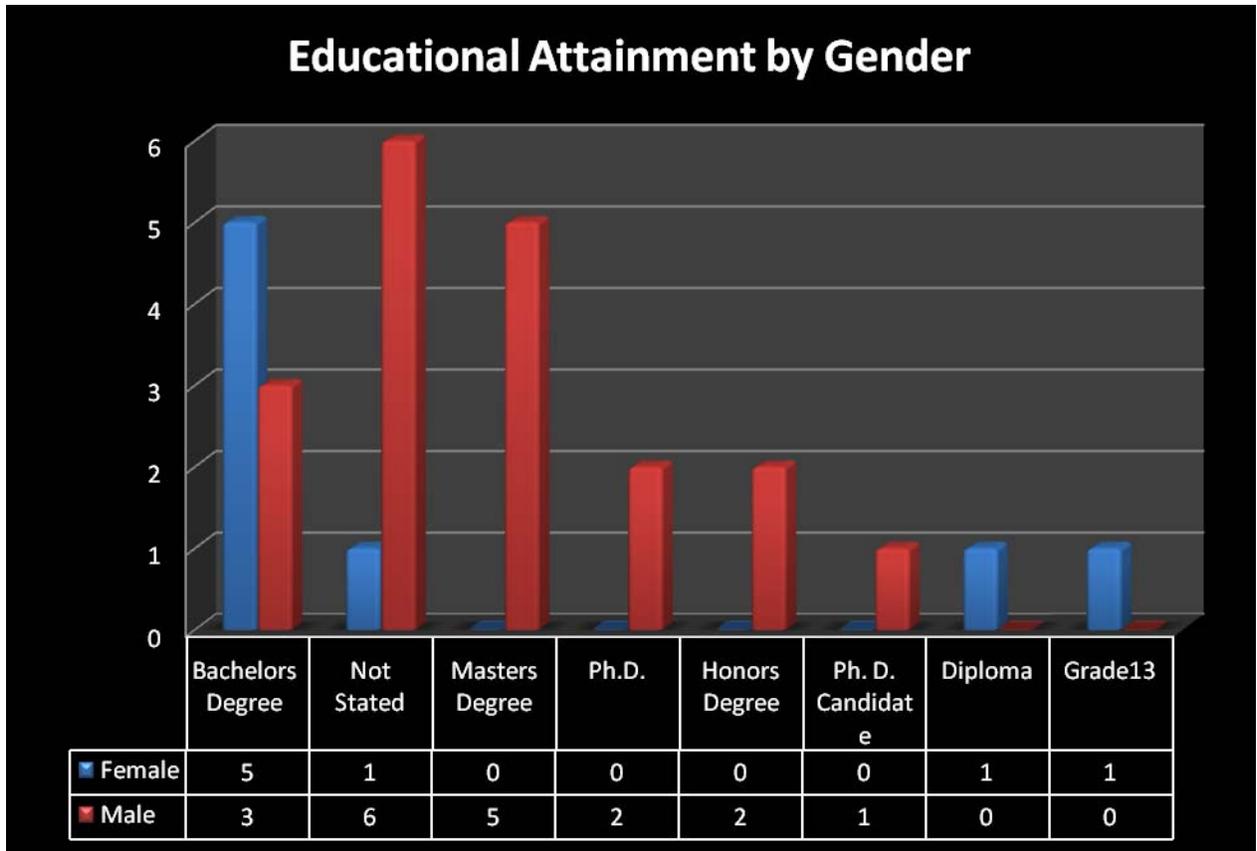


Figure 4: Diaspora Volunteer Candidates' Field of Practice

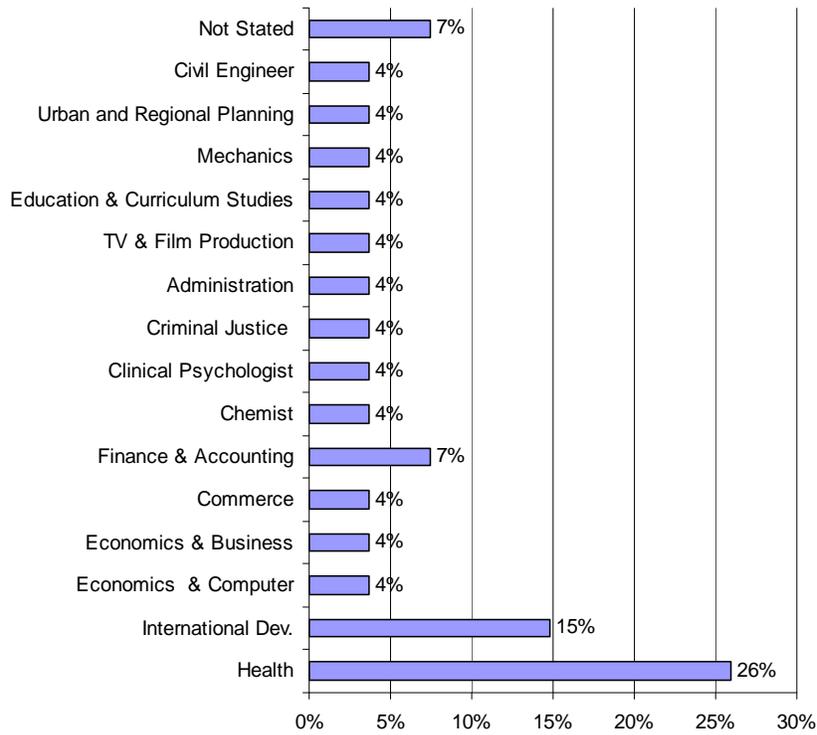
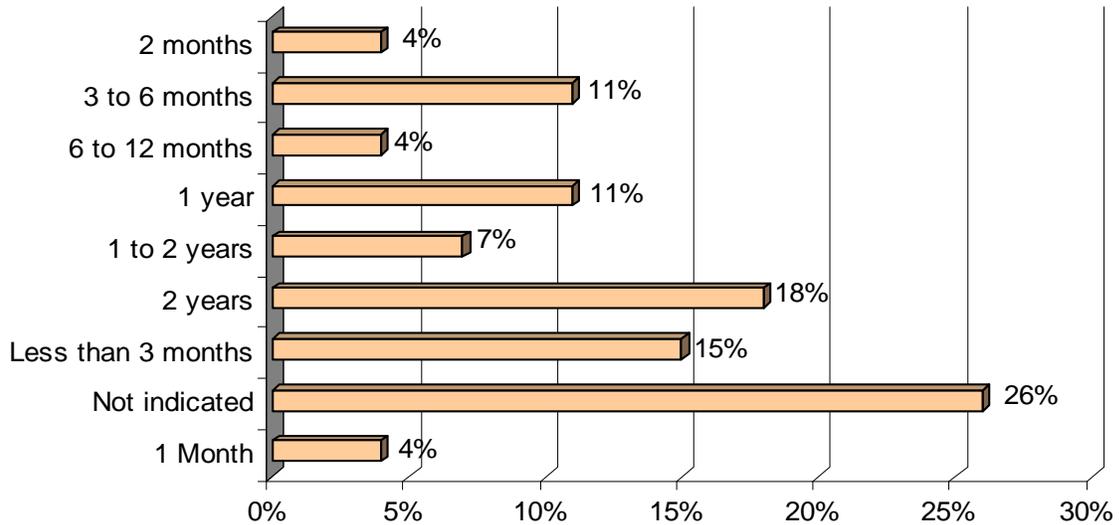


Figure 5: Length of Time Willing to Volunteer



3.3.5 Review of Volunteer Applicants' Credentials

During the month of July the steering committee reviewed the 27 volunteer candidates' credentials and requested them to complete the CUSO-VSO online application form at: <http://www.cuso-vso.org/volunteer/apply-online/>. Volunteers' on-line forms were reviewed by CUSO-VSO Volunteer Advisors and 15 possible volunteer candidates were selected for the project. The 15 selected candidates names and CVs were forwarded to VSO-E and ABIDE, to review and comment on the candidates' skills and expertise in relation to placement assignments available.

4. VOLUNTEER PLACEMENTS

4.1 PLACEMENT IDENTIFICATION, VERIFICATION & DESCRIPTIONS

The results of the 3rd round volunteer recruitment brought excitement and gave the project a great opportunity to send diaspora volunteers to Ethiopia as well as presenting great challenges of responding to volunteer applicants as quickly as possible, without committing ourselves, but making sure that the project does not lose them during the process or dampen their interest and enthusiasm. Implementation of the project faced some challenges both in Canada and Ethiopia. In Canada there was an assumption that highly qualified specialists could be found rapidly for short term assignments in the medical field. In Ethiopia the diaspora pilot project had to be fitted into the regular volunteer program at a time when VSO-E was already going through major changes. In spite of this VSO-E did identify specialist requirements for several assignments. Unfortunately, no volunteers could be identified within the Canadian diaspora for these positions. It took time both in Canada and in Ethiopia to regroup after this disappointment. Ahead and CUSO-VSO eventually designed a new recruitment strategy, while in Ethiopia a local NGO, ABIDE was brought in as a partner to find volunteer assignments. ABIDE identified, verified and secured 4 placements for the Diaspora volunteers' with two organizations - (HAPCSO, HIV/AIDS Prevention, Care & Support Organization and Medical Education Unit, Medical Faculty, Addis Ababa University).

The Medical Education Unit, Medical Faculty, Addis Ababa University agreed to engage one diaspora volunteer to participate in planning and preparing a graduate curriculum on medical education for a period of 6 months, two more diaspora volunteers in the field of health were placed with Hiwot HIV/AIDS Prevention, Care & Support Organization (HAPCSO) to work with families affected by HIV/AIDS in the Addis Ababa community for 3 months, one of the two volunteers was unable to go. The third volunteer was placed with ABIDE to help design and manage ABIDE's database for 3 months (Table 1).

5. DIASPORA VOLUNTEERS' JOURNEY

5.1 SELECTION- PRELIMINARY PHONE INTERVIEW

CUSO-VSO as the lead partner in the development and the implementation of the project took lead, in the selection as well as the pre-departure training of Diaspora volunteers jointly with AHEAD. CUSO-VSO Volunteer Advisors conducted Preliminary Phone Interviews on October 16, 2009 with five Diaspora volunteer candidates whose background and availability were most suitable at the moment for placements with VSO-E and ABIDE local partners. The steering committee carried out an initial screening of these volunteer candidates and agreed that there was a potential fit between volunteers' experience and placement requests from ABIDE local partners in Ethiopia.

Phone interviews provided volunteers with an opportunity to discuss their application and to raise questions they might have. According to CUSO-VSO this exercise allows the continuation of the process of assessing the fit between volunteer experience, motivation and the needs of the project. Phone assessments help CUSO-VSO Volunteer Advisors to determine whether or not to bring applicants in to a full Assessment Day. During the phone interview volunteers were assessed on the following dimensions:

- Positive and Realistic Commitment,
- Commitment to Learning, and
- Flexibility and Adaptability.

Volunteer applicants were informed that their selection as a volunteer was dependent on the receipt of satisfactory references: one personal that could be family or someone who has known them for at least three years; two professional such as their current or recent employer, academic advisor or a client if they are self employed, who could comment on their professional skills.

5.2 VOLUNTEER ASSESSMENT

CUSO-VSO as the lead partner in selection invited the Diaspora volunteers to attend the Assessment Day. CUSO-VSO's volunteer assessment day include a complete assessment of the candidates' soft skills, which were evaluated based on the following dimensions:

- positive and realistic commitment;
- commitment to learning;
- practical problem solving ability;
- flexibility and adaptability;
- self-assurance;
- ability working with others; and
- sensitivity to the needs of others.

These activities enable CUSO-VSO Volunteer Advisors to look for the qualities that volunteers will need to meet the challenges of living and working overseas. CUSO-VSO informed volunteers that it would store and process information volunteers provided in accordance with our Data Protection Policy & Privacy Policy; in keeping with the Data Protection Act, 1998 (UK) and with Canadian Federal legislation –the Personal Information Protection and Electronics Documents Act (PIPEDA). The Data Protection Policy and the Privacy Policy are available on the website at www.vso.org.uk.

5.3 PRE-DEPARTURE TRAINING -PREPARING FOR CHANGE

Preparing for Change training is the first training that all CUSO-VSO volunteers must attend before departing. The training was held December 18-21, 2009. During the project planning questions were raised whether Ethiopian diaspora volunteers should follow the same training process as regular CUSO-VSO volunteers; which elements of the existing CUSO-VSO training courses could be used or adapted for the purposes of this pilot project; how will training in Canada be coordinated with the orientation VSO-E gives incoming volunteers; and what type of pre-departure training/orientation sessions will be most appropriate for short-term diaspora placements?

A rapid assessment of the current CUSO-VSO training program to adapt it to the training of and to identify potential gaps with respect to the needs of Ethiopian Diaspora volunteers was not conducted as planned in the proposal due to time constraint. The Research and Liaison Coordinator of the project attended the *Preparing for Change* training, and found it to be extremely relevant and appropriate to diaspora volunteers' needs.

5.4 PRE-DEPARTURE TRAINING - SKILLS FOR WORKING IN DEVELOPMENT (SKWID)

Skills For Working In Development (SKWID) is the second training that all CUSO-VSO volunteers must, also attend before departing for their assignments. SKWID training was held January 15-18, 2009 and all three diaspora volunteers participated in the training. This training is in line with the preparation required and also the preferred option by VSO Ethiopia.

5.5 DEPARTURE AND ARRIVAL IN ADDIS ABABA, ETHIOPIA

Volunteers arrived in Ethiopia February 1st 2010. Before diaspora volunteers left for Ethiopia the Director of ABIDE communicated a *“Receiving the Diaspora Volunteers Plan”* to AHEAD, CUSO-VSO, VSO-E and key local stakeholders. It was agreed in this plan that ABIDE would manage the programmatic part of project (placement, visits and reports) and assist VSO-Ethiopia in regular appraisals of volunteers’ work; while VSO-Ethiopia would provide ongoing support and assistance throughout volunteers’ period of engagement. A service level agreement that clarified roles and responsibilities of ABIDE, diaspora volunteers, partners and VSO Ethiopia was developed, and diaspora volunteers were to abide by it. Local partners requested that project team in Canada make it clear to diaspora volunteers not to have unrealistic expectations, as far as placement assignments, accommodation, furniture and allowances were concerned. It was important that volunteers know what to expect during their placement before they depart, because if their unrealistic expectations were not met this would affect assignment productivity and the project’s impact.

AHEAD and CUSO-VSO were asked to make sure that diaspora volunteers were well aware of the political situation in Ethiopia. Project partners in Ethiopia requested that the previous MoU, that was signed in December 2008 be revised and modified during the workshop in Addis Abba, Ethiopia (July 27 - 30, 2010).

5.6 VOLUNTEERS’ ACTIVITIES IN ETHIOPIA

The three diaspora volunteers began their assignments February 2010, they worked alongside members of the organizations they were placed in and engaged in a number of activities (Table 4). One diaspora volunteer (STV) was placed in the health service delivery with Hiwot HIV/AIDS Prevention, Care & Support Organization (HAPCSO) for 3 months. The second diaspora volunteer (STV) was placed with ABIDE, to assist in building the organization’s capacity and strengthen its systems for 3 months. The third diaspora volunteer (LTV) was placed with Addis Ababa University Medical Faculty with the Medical Education Unit (MEU) for 6 months. The steering committee agreed that the local partners (VSO-E & ABIDE) and the host organizations in Ethiopia were to manage, monitor, evaluate, support, supervise and document volunteer placement activities to avoiding over burdening diaspora volunteers with evaluation requests from the project team in Canada. It was agreed that M&E information collected would be shared with the project team in Canada and used for writing up the project's reports, however, this information was never communicated.

5.7 COMMUNICATION WITH UNSELECTED VOLUNTEER APPLICANTS

A letter was sent to the 23 unselected volunteer applicants, thanking them for their interest and enthusiasm regarding this project and expressing regret that due to the high level of response, the project was not able to provide feedback within the initially specified period. The project team informed them that it had completed its first round of preliminary selection and considering the large number of applicants received and the fact that this was a pilot project, only 4 short-term volunteer placements were offered this time. Also that at this time their skills did not match with the 4 identified

placements sought by the local partners in Ethiopia. The project team requested the 23 unselected volunteer applicants, with their permission, if the project could keep their names and resumes for the project's second round of preliminary selection if a second phase of the project would take place. Responses from all the volunteer applicants were favorable.

6. UPDATING FUNDER WITH PROJECT ACTIVITIES

6.1 MEETING WITH IDRC OFFICIALS

On August 28, 2009 a meeting with IDRC officials was held with the purpose of updating the funder on the progress of the project's activities. The project team reported on specific indicators that measured the expected output and outcomes of the project, such as a successful recruitment of volunteers (27) and dissemination of information among key stakeholders (AHEAD, CUSO-VSO, VSO-E and ABIDE) that were achieved. During this meeting the President and Executive Director of AHEAD requested for an extension of the project for three additional months. This meant that the pilot project would be completed in July 2010. IDRC officials agreed to the extension and were very receptive to the request of a second phase of the project pending IDRC Fiscal budget for 2010-2011. IDRC officials requested that a proposal for the second phase of the project be submitted by the end of year 2009.

7. PUBLIC ENGAGEMENT AND PROJECT LEARNING ACTIVITIES

7.1 MEETING WITH FOREIGN AFFAIRS & INTERNATIONAL TRADE CANADA OFFICIALS

AHEAD & CUSO-VSO engaged the larger Diaspora communities and relevant stakeholders to discussions issues and challenges that Diaspora communities face in supporting social development initiatives in their countries of origin. A meeting was held on October 22, 2009 at CUSO-VSO office, present were: The President and Executive Director of AHEAD, who lead the meeting and presented AHEAD's activities and a brief outline of the Ethiopian Diaspora Volunteering pilot project; the Diaspora Volunteering Program Coordinator of CUSO-VSO presented the role of CUSO-VSO as far as its activities with Canadian Diaspora and development in their country of origin and the Research and Liaison Coordinator reported on the pilot project's activities.

The Senior Policy Analyst and Planner and the Desk Officer for Eastern and Southern Africa Division of Foreign Affairs and International Trade Canada were interested in learning and gathering information on what AHEAD was engaged in as far as diaspora communities activities were concerned, if AHEAD was aware of other organizations that are connecting African-Canadian diaspora with their country of origin, and what the role of the diaspora in development of Africa was. There was a discussion on why Canada is interested in Africa and the verse versa. AHEAD was contacted by the Foreign Affairs official because of its outstanding reputation as a good example of a Diaspora organization in Canada. Upon learning of the upcoming Diaspora workshop in Haifa, Israel, the Research and Liaison Coordinator was to attend, the Foreign Affairs and International Trade Canada officials requested that the project team share with them the workshop's proceedings and a document of the proceedings was forwarded to them.

7.3 THE NEXT GLOBAL FRONTIER: INNOVATION & TECHNOLOGY IN THE NEW AFRICA CONFERENCE

A week after the above meeting, the Foreign Affairs and International Trade Canada officials invited The President and Executive Director of AHEAD to speak as part of a panel on the topic *"Out of Canada: African Diaspora Networks at Work"* at an upcoming conference *"The Next Global Frontier: Innovation*

and Technology in the New Africa,” organized by Canada’s Department of Foreign Affairs and International Trade and the IDRC which took place in Canada February 4th - 5th, 2010. The questions that framed the panel discussion were:

- What role do Canadian networks have in expanding African businesses?
- To what extent does the African diaspora in Canada support development initiatives in Africa?

7.4 A CAPACITY BUILDING WORKSHOP FOR WOMEN LEADERS OF DIASPORA ASSOCIATIONS

The AHEAD Research and Liaison Coordinator was selected to participate in a ten day workshop on “Mobilizing Diaspora Civil Society for International Development: A Capacity Building Workshop for Women Leaders of Diaspora Associations” jointly organized by the Golda Meir International Training Center (MCTC), the Ministry of Foreign Affairs - Center for International Cooperation (MASHAV), the Center for International Migration and Integration (CIMI), International Organization for Migration (IOM) and the Deutsche Gesellschaft Fur Technische Zusammenarbeit (GTZ) held in Haifa, Israel November 16 - 26, 2009. The workshop brought together exceptional women leaders of diaspora associations in Europe, North & South America and other host countries who are active in projects to facilitate the socio-economic development of their origin countries, as well as the integration of their peers in their destination countries.

The aim of the workshop was to strengthen women’s capacity to lead Diaspora organizations, mobilize Diaspora contributions, human and financial capital towards the development of their country of origin. Participants were both members and leaders of Diaspora associations from 8 European countries, USA, Canada, Guatemala and Ecuador as well as original from 17 countries of origin. Participants’ tuition and accommodation in Israel were covered by Israel’s Ministry of Foreign Affairs Center for International Cooperation (MASHAW). Funds to support traveling costs and per diem for project Research and Liaison Coordinator were provided by the International Development Research Centre Canada (IDRC). The project Research and Liaison Coordinator presented an outline of the pilot project “*Promoting Volunteering from within the Ethiopian Diaspora in Canada*” and also presented “*Issues of Working with Volunteers*”. A report of the workshop’s proceedings was submitted to IDRC, the steering committee, AHEAD, CUSO-VSO and The Senior Policy Analyst and Planner and the Desk Officer for Eastern and Southern Africa Division of Foreign Affairs and International Trade Canada.

8. DIASPORA VOLUNTEERING PROGRAM WORKSHOP ADDIS ABABA, ETHIOPIA

A diaspora volunteering program workshop was held during the week of July 27-31, 2010 in Addis Ababa, Ethiopia, among ABIDE, AHEAD, CUSO-VSO, VSO-E, IDRC and other key stakeholders.

The purpose of the workshop was to discuss pilot project progress, lessons learnt, work out terms of reference, and revise the current MoU and to chart the way forward. Also the workshop was to discuss VSO-Ethiopia’s proposed Diaspora volunteering program. The Project budget jointly with CUSO-VSO Diaspora Program Budget allocated funds for this workshop.

VSO-Ethiopia plans to engage Ethiopian Diaspora community to contribute to the CoO and fight against poverty through volunteering. This unique approach has the benefit of recruiting highly-skilled professionals with a particular motivation to return to their CoO, allowing them to quickly engage in both personal and professional activities while confronting less cultural barriers. The workshop also

addressed some of the negative effects of brain drain and drew attention to how volunteers can help reverse some of its ill-effect by transferring their knowledge and skills back to their country of origin.

8.1 DIASPORA VOLUNTEERING PROGRAM: PARTNERS REVIEW WORKSHOP, ADDIS ABABA

The objective of the session on day one was to learn more about the pilot project, discuss lessons learnt and way forward. Representatives from AHEAD, CUSO-VSO, VSO-E, ABIDE and IDRC as well as one Diaspora volunteer attended the workshop. A total of five presentations were delivered by four project partners' representatives and one diaspora volunteer (LTV) placed with the University of Addis Abba:

- VSO-E (DV journey at VSO-Ethiopia),
- CUSO-VSO (Diaspora Program Vision, objectives, projections),
- AHEAD (*Promoting Volunteering From Within the Ethiopian Diaspora in Canada*),
- ABIDE (Linking Ethiopians Globally for Increased Opportunities for Brain-Gain), and
- Diaspora Volunteer (Diaspora Volunteerism-Personal Reflections).

A summary of the lessons learnt and discussions are presented below:

- *Ensuring relevance of pre-departure and in-country trainings*
The pre-departure and in-country trainings were reported to be essential, but there was a need to make them relevant to the situations and challenges faced by the Diaspora volunteers.
- *Political suspicion*
- Participants noted that volunteers are sometimes suspected of harboring hidden political agenda they want to pursue. This is also challenging for partner organizations as those working to recruit and facilitate the deployment of diaspora volunteers sometimes face the risk of being perceived as agents of the Ethiopian government. This was reported to be an important and organizations.
- *Subsistence allowance for volunteers*
Participants raised the issue of minimum payment package, which some felt was not sufficient. The issue of extended family and community perception of a diaspora volunteer as a person with lots of resources adds extra burden on the diaspora volunteer. Considered against the minimum subsistence allowance for diaspora volunteers, this raises the question of whether the payment package for the DV is sufficient and whether there should be a different subsistence payment arrangement that would take this reality into account. It was, however, pointed out that this has to be seen in light of the spirit of volunteerism, which is supposed to be free service, and also the need for caution not to distort the local market by paying diaspora volunteers more than what is paid for a similar profession in the country. In addition, this would be problematic in terms of policy, as giving different compensation packages for diaspora volunteers and international volunteers would appear to violate the VSO minimum subsistence allowance policy, which is based on the basic package survey.
- *Need for readiness by DV/Organizations Involved*
Diaspora Volunteering is unique in its nature and poses its own challenges and opportunities. Challenges include local expectations, culture, contacts and relatives and political suspicion. The DVs need to appreciate this reality in the host country and demonstrate readiness and willingness to adjust.
- *Resources for program activities*

Like any initiative the DV initiative requires resources. The agreement among the participants was to develop a funding proposal to IDRC to further expand the program. If IDRC is not in a position to continue funding the next phase of the project, a concept paper would be developed and distributed among other potential donors.

- *Gap in policy environment regarding involvement of the Diaspora*

The Ethiopian Ministry of Foreign Affairs (MoFA) had commissioned a study on Diaspora engagement which showed there was an important policy gap in Ethiopia in this area. This gap, however, is hoped to be bridged soon as the Ministry is in the process of drafting the Ethiopian Diaspora Policy Initiative, which, according to the MoFA official who was present during the validation workshop, is in its final stage.

8.2 ETHIOPIAN DIASPORA VOLUNTEERING PROGRAM FIVE-YEAR' STRATEGIC PLAN (2010-2014)

On day two, the session was dedicated to the validation and discussion of two key issues: the Diaspora volunteering feasibility study and the Diaspora VSO-Ethiopia volunteering Program Five Year Strategic Plan. Thirty participants and representatives of relevant organizations attended the workshop. The Country Director of VSO-E welcomed the participants. In his opening remark, the Director noted that the VSO-Ethiopia program is currently the largest VSO country program in the world. Coming to the DV Program, he pointed out that the Ethiopian Diaspora maintains strong political, social, economic and emotional linkages and commitment to their home country. He emphasized that this strong link and commitment can effectively be tapped into through the creation of a robust partnership with all the stakeholders.

The key-note speaker, from the Ministry of Foreign Affairs (MoFA), standing on behalf of the Director General of the Ethiopian Diaspora Affairs Directorate at MoFA, indicated that Ethiopia is one of the countries in sub-Saharan Africa that has a large number of its citizens in the Diaspora and is severely affected by the problem of brain-drain. Among this Diaspora population are highly qualified professionals, such as doctors and university professors. He added that the Ethiopian government duly recognizes the potential contribution of the Ethiopian Diaspora to the development of their country and has taken *“some significant legal and procedural measures to facilitate the smooth participation of the Diaspora in the economic and social affairs our country”*. One important development in this connection is drafting of the Ethiopian Diaspora Policy Initiative that is currently in its final stage.

The Feasibility study on Diaspora volunteering was presented by an official of ICOS Consulting Plc. VSO Ethiopia contracted ICOS Consulting to undertake a feasibility study to ascertain the viability of engaging the Ethiopian Diaspora in the development of Ethiopia. Specifically, the feasibility study sought to:

- Ascertain the feasibility of an Ethiopian Diaspora volunteering program,
- Set a firm foundation for a partnership between VSO-E and its partners, and
- Develop a contextualized Diaspora Volunteering strategy document for VSO-E for the coming five years.

The study investigated existing connections between the Ethiopian Diaspora and the Ethiopian government. It found that Ethiopians in the Diaspora are making valuable contribution to their country of origin in the form of:

- Remittances: according to official reports from the National Bank of Ethiopia Ethiopians abroad remitted US\$1.7 billion in 2008,

- Investments: data from the Ethiopian Ministry of Foreign Affairs indicates that some 19,000 Ethiopian Diaspora invested about 17 Billion Birr in the country, thus creating some 80,000 jobs (MoFA, January 2010),
- Philanthropy: Diaspora organizations (ENAHPA, P2P, AHEAD) are implementing charitable and philanthropic programs in Ethiopia, and
- Diaspora organizations are also involved in the transfer of knowledge and technology through voluntary short-term assignments in Ethiopia (visiting professors, distance educators, medical missions).

The feasibility study concluded that the Ethiopian government's increased political commitment to further engage the Diaspora combined with the Ethiopian Diaspora's desire; commitment and ability to contribute to the development of their country of origin make the DVP a viable endeavor.

8.3 REVISION AND DISCUSSION ON THE DRAFT MOU AND WRITE UP

On day three the workshop dedicated its time to the revision of the MoU between CUSO-VSO, VSO-E, AHEAD, and ABIDE. CUSO-VSO official gave a brief presentation that provided a bird's eye-view of MoU the draft. Then the participants embarked on a section-by-section review of the MoU to develop a document acceptable to all partners. The final MoU draft was circulated among the four partner organizations for final editing. The final MoU document was signed by VSO-Ethiopia Country Director, the Director of AHEAD and CUSO-VSO Director on September 9, 2010 in Ottawa Canada and later by the Director of ABIDE.

8.4 PARTNERS' VISIT TO CIDA AND HAPCSO

On the fourth day, participants visited CIDA officials at the Canadian Embassy in Addis Ababa, Ethiopia. Following a brief introduction, the Country Director of VSO-Ethiopia, briefed the CIDA official about the Diaspora volunteer initiative, the feasibility study and the pilot project. He informed the meeting that the pilot project and the feasibility study have shown that diaspora volunteering has a huge potential and that there is a large number of Ethiopian Diaspora willing to contribute to the development of their country through knowledge and technology transfer noting that, however, there was no mechanism to coordinate and tap into this potential until pilot project has provided a good lessons on how best to do that. The Country Director of VSO-Ethiopia expressed gratitude for the IDRC's support in providing the funding for the implementation of the pilot project, noting that the second phase of the project was ready to start but needs resources. The CIDA official briefed the participants on project funding opportunities and difficulties with CIDA.

The group later visited HAPSCO, one of the organizations that hosted a Diaspora volunteer, sent by the pilot project. The volunteer, who concluded her term end of April 2010, was placed with HAPSCO for 3 months. She worked with people affected by HIV/AIDS in the Addis Ababa community. Following a briefing by the founder of HAPSCO on the activities of the organization, the participants went on to visit two of the families benefiting from HAPSCO's work, including one that the Diaspora volunteer was closely involved with during her term with HAPSCO. The visit to the families provided participants of the workshop with first hand insight into the kind of environment in which volunteers work.

9. RE-ENTRY/RESETTLEMENT PROGRAM

9.1 DIASPORA VOLUNTEERS REINTEGRATION

The steering committee worked with CUSO-VSO's Reintegration Coordinator to include the three diaspora volunteers within the regular CUSO-VSO's re-entry and reintegration volunteer activities which were held on August 13th 2010. The main purpose of this session was to provide an opportunity for diaspora volunteers from Ethiopia, El Salvador, Burma, Jamaica and Guyana reflect, de-brief and share with other returning volunteers, CUSO-VSO Staff meeting, steering committee, AHEAD officials and other key stakeholders their personal experiences overseas, what they have learnt; and review the work of the volunteers, capture feedback and provide suggestions for future placements that way continue enhancing CUSO-VSO Diaspora programming.

9.2 DIASPORA VOLUNTEER PUBLIC ENGAGEMENT AND ACTION PLAN

During the beginning of diaspora volunteers placements, volunteers were reminded that upon their return to Canada they were expected to engage the larger Diaspora communities on issues and challenges that Diaspora volunteers face in supporting development initiatives in their CoO and conduct global education activities. The goal was to raise awareness of volunteerism and the role that Ethiopian Diaspora could play in the development of Ethiopia.

The steering committee discussed the project's next steps on reconnecting, recognition, retention and reintegrating the Diaspora volunteers. The goal of conducting diaspora volunteer public engagement and global education activities was to secure public support, understanding and inform Ethiopian Canadian Diaspora communities and Canadians at large. Public engagement action plans included disseminating information to the public about the project's impact, seeking public input and support, advocacy and continuous recruitment of volunteers. The aim was to continue building an extensive engagement with the larger Diaspora communities and various stakeholders, both in Canada and Ethiopia. The plan was to have these public engagement activities take place both in Canada and Ethiopia. The steering committee discussed venues to disseminate and engage with the larger Diaspora communities as round table conferences, workshops, websites and newsletters of AHEAD & CUSO-VSO, TV, Radio stations, newspapers, podcast and social networks such as YouTube, Facebook.

10. PROJECT PERFORMANCE AND ACHIEVEMENT

10.1 ATTAINMENT OF PROJECT OBJECTIVES

At its inception, this project set to achieve the following three objectives:

Objective 1: Design and implement a pilot diaspora volunteer engagement program that involves recruiting, selecting, and training four volunteers from the Ethiopian diaspora in Canada for placement in partner institutions in Ethiopia.

This was a key objective for the project, to recruit, select and train 3-4 Ethiopian Diaspora volunteers for placement in institutions in Ethiopia, because without DVs the project would have not completed. A total of 27 potential volunteer were recruited from within the Ethiopian Diaspora community in Canada with a wide range of skills expressing interest in volunteering. The project achieved this objective because the recruitment drive was successful, it attracted highly qualified Ethiopian Diaspora volunteer

applicants (Figure 2 & 3) and finally three volunteers were successfully placed in Ethiopian institutions for 3 and 6 months.

Objective 2: Document the experiment and assess its potential to be turned into an on-going program that contributes to home country development.

From the perspective of the project partners this objective was achieved. Experiences and lessons learnt from this project have been documented as the project progressed through its various phases. One mid-term report, three progress reports and a final report have been produced. The project partners will develop a concept paper on turning the pilot project into an on-going program that contributes to home country development and present it to potential funders. Also, it should be noted that, as a result of this pilot project, VSO-Ethiopia conducted a feasibility study to ascertain the viability of engaging Ethiopian Diaspora in the country's development and developed a contextualized Diaspora volunteering strategy document for the coming five years as part of its programs.

Objective 3: Establish a network of key stakeholders – in Ethiopia and in Canada – that are involved in diaspora engagement

Throughout the life of this pilot project, strong links and networks have been established with relevant key stakeholders in Ethiopia and in Canada. These include links with organizations such as ABIDE, HAPSCO and Addis Ababa University, as well as with Diaspora volunteers and organizations in Ethiopia and Canada. A major effort to reach as many key stakeholders as possible in the Ethiopian Diaspora community in Canada (including media, religious organizations, community organizations, etc) has been instrumental in the success of volunteer recruitment. There are many benefits to the achievement of this objective such as enlarging the pool of potential Ethiopian Diaspora volunteers and increasing the culture of volunteerism within the community.

11. PROJECT MONITORING AND EVALUATION

The project successfully recruited 27 volunteer candidates, secured 4 short-term placements, 4 volunteers were matched to these assignments, however, one volunteer pulled out after the preliminary interview and 3 volunteers were deployed in Ethiopia. However, the project opted to place 3 Diaspora volunteers with one volunteer placed for a longer period of 6 months than 3 months. Diaspora volunteers were involved in different levels of development and capacity building. One of the volunteers was placed in health service delivery with the HIV/AIDS Prevention, Care & Support Organization (HAPCSO) for 3 months; the second volunteer was placed with the Medical Education Unit, Medical Faculty, Addis Ababa University, building institutional capacity for 6 months; and the third volunteer was placed for 3 months with ABIDE designing and managing database for the organization (Table 1).

Table 1: Diaspora Volunteers Specific Activities Completed During Their Placement		
Addis Ababa University	ABIDE	HASPCO
<ul style="list-style-type: none"> • Development of a post-graduate medical education curriculum, • Reviewing and assisting three major educational researches (and the researchers) so that they are in keeping with the theories and practices of educational research, • Developing a protocol and supporting documents to develop a base-line survey on the daily life of the medical students, • Building the staff and institutional capacity of the Medical Education Unit, development of a newsletter 	<ul style="list-style-type: none"> • Designing and managing a database for the organization (ABIDE) and retrieve it in an orderly fashion. • Created a simple database that integrates information or data using SQL query language, Visual Basic (VBA), excel and access software. • Integrated information system that retrieves data by name, department, email address, city and country. • Updated, maintained and upgraded it to the next version based on the future feedback or request from the user. • Creation, management & maintenance of data 	<ul style="list-style-type: none"> • Patient education of the HIV medication adherence, contraceptives, family planning. • Prevention of virus from mother to baby, nutrition, hygiene and sanitary of the HIV infected and affected people. • Monitored medication adherence of TB and HIV medications. • Contributed in capacity building activities of people affected by the virus and in activities to find sponsorship for orphans who lost their parents by the virus.

The full impact of this type of a project not only does it take time to manifest but is difficult to measure accurately. It was agreed that the local partners (ABIDE & VSO-E) in Ethiopia manage, support, supervise, monitor, evaluate and document Diaspora volunteer activities. During the implementation of the project several issues such as logistics, time, resources and availability of appropriate data did not permit a more scientific measure of the project's impact. A self administering questionnaire (Appendix 7: Diaspora Volunteer End of Placement Report) was used to collect data from the three diaspora volunteers after their return from Ethiopia.

11.1 DIASPORA VOLUNTEER END OF PLACEMENT REPORT FINDINGS

Data collected from the three diaspora volunteers are presented below and some of it in the form of quotations.

a) Marketing and Promotion of the Project

When asked to comment if the project was adequately marketed and promoted, one of the volunteers suggested that it was not adequately done. For example the volunteer reported:

Given the great importance of the project and interest around it, the project can be promoted even further than that has been done. In Canada, more networks must be used through which the Ethiopian diaspora could be reached, such as (Websites, Ethnic newspapers, community associations, Facebook, yahoo and other groups, Ethiopian diaspora organizations). In Ethiopia, the Ethiopian television, FM radios, private newspapers can be used to spread news about the initiative. Diasporas in Ethiopia who are there briefly for holiday, investment, etc needs also to be targeted.

The project team believes that marketing and promotional efforts were highly successful, as indicated by the huge response of potential volunteers. Web-based recruitment and promotional programs on mass media (Radio & TV), emails to friends of AHEAD, individuals, and word of mouth were used and produced a flood of applications from potential volunteers. However, the project was not promoted in any Ethnic newspapers, or social networks such as Facebook and Yahoo and these would be included in the future.

b) Motivating Factors to Participate

When asked about the most important motivating factors for participating in this project, one volunteers reported that he was highly motivated before departure. For example volunteers commented that they were motivated by:

- **The potential of the placement to build/enrich their academic and professional expertise;**
- **The possibility that they could do some private stuff in Ethiopia while accomplishing their primary duty as a volunteer;**
- **The moral obligation that they had to use every opportunity that could help them contributes to the development of their country of origin;**
- **Zeal for sharing skills, fighting poverty or lack of resources and gaining overseas experiences; and**
- **Learning experience and knowledge exchange, contribution in helping those most affected by poverty, and sense of helping others and wanting to learn about the issues in my home country.**

c) Placement Orientation and Duration

When volunteers were asked to indicate how satisfied they were with the orientation to their placement, length of stay and the host organization. On a scale of 1 to 5, one being very dissatisfied and five being very satisfied, all the volunteer's responses were between satisfactory and very satisfied. Volunteers suggested that orientation could be tailored more to the diaspora. For example volunteers reported that:

If the length of stay was a little longer I would have achieved more and finished some of the initiatives I undertook, the host organization should have increased its efficiency to utilize more of my time and talent.

My placement was amazing. I am very satisfied that I worked with them in the fact that they actually work with the poorest population of the city, which fulfilled my goal of working with the most affected population. In terms of the work, it was somewhat out of my scope as the organization now works with more capacity building. I am still satisfied with this because I got to learn the community nurse part of the organization's work, but I just doubted if I contributed enough in helping and supporting the company.

The orientation was mostly focused for volunteers from other countries- not Diasporas as we are already aware about the country's culture.

d) Welfare Issues

Volunteers were asked to indicate their degree of satisfaction with the accommodation provided, in-country transport, personal security, health and safety; using a single number on the scale of 1 to 5 (five point scale) one being very dissatisfied and five being very satisfied. The three volunteers' responses ranged between satisfactory and very satisfied. However, one of the volunteer suggested that in the future if there would budget for those with their own transportation and the other volunteer for reported that:

Transport to and from work was always a challenge and expensive compared to the stipend I was given. One of the issues in going to a developing nation from a developed one is that the adjustment/transition sometimes costs some loss of health. There needs to be enough preparation and care while settling and working there (because the body has been adapting to another environment).

e) Support, Supervision and Directions

Volunteers were asked if they received adequate support, supervision and directions from AHEAD, CUSO-VSO, VSO-E and host organizations during their placement. Volunteer reported that they did receive support, supervision and directions from both partners and host organizations. For example volunteers commented that:

In terms of my expectation and responsibility I feel the first two organizations (AHEAD, CUSO-VSO) have done a good job. But the last two organizations (VSO-E & ABIDE) could have done better to support my work: e.g. providing on-site support, responding to job-related requests, some encouragement and welcoming spirit. There were adequate directions in the country training with VSO-E that was very help full. However there were parts of the training I didn't need to attend as I was a diaspora i.e. language, culture etc. Also in the first meetings I (we) had with VSO-E and ABIDE it was obvious there was tension present in the conversations that were presented and that was somewhat stressful, so in the future, it would be very beneficial for the partner organizations to straighten things out between them prior to meeting up with volunteers. Thus volunteers are prevented from additional stress.

f) Visited and Monitoring

Volunteers were asked which of the following organizations AHEAD, CUSO-VSO, VSO-E, ABIDE and host organizations visited, or in any way monitored how they were doing during their stay at their placement location. One volunteer received supervision from VSO-E, ABIDE, and weekly supervisor of host organization (HAPSCO). One of the volunteer reported that some monitoring was conducted by ABIDE & AHEAD, and commented that:

Once I started my placement the understanding was that VSO-E and host organization continue to follow up and support me (which was never the case). The host organization (VSO-E) had the good will to support me but not the time and energy to do it.

***My Conclusion:* ABIDE supported and provided directions, supervisions, visits and encouragement since the first week of my placement until the end. In fact I was so happy that ABIDE was there to provide a close support.**

g) Achievement and Project Impact

Volunteers were asked if they got along well with staff of the host organizations. Volunteers stated that they had a good working relation except that some of them were busy to support them.

For example one volunteer reported that:

Very satisfied- got along with the stuff extremely well. HAPSCO has the most wonderful employees ever, very welcoming well trained and supportive I couldn't have worked with better people.

h) Contributed towards Development Efforts in the Ethiopia

Volunteers were asked if they thought that their placement contributed towards development efforts in the Ethiopia. All the volunteers agreed that their placement increased the level of health for the people, which is a major strategy in the development effort of the country. For example volunteers reported that:

Delivery of quality health services depended on the curriculum materials and the type of training the medical personnel attended. My placement served to bring into light some of the issues involved around this.

i) Personal and Professional Benefits

When asked to comment if volunteers personally and professional benefitted from their assignment. Diaspora volunteers reported that they acquired knowledge, expertise and experience. Also they stated that when they decided to volunteer they had no expectations on their part, but it turned out to be great personal learning experiences for them.

j) Skills and/or knowledge a match

When volunteers asked if their skills and/or knowledge were appropriate (a match) to meet the needs of the host organization. All three diaspora volunteers agreed that they skills were a perfect to the host organizations. One volunteer commented that:

For sure, if there was enough leadership and organizational capacity to share the skills and knowledge. My skills and knowledge were appropriate for the organization indirectly (I didn't give direct care to patients but exchanged knowledge) about care of patients.

k) Volunteers' participation raise a culture of volunteerism among Ethiopians

When asked if volunteers' participation raised a culture of volunteerism among Ethiopians in Ethiopia and Canada. All volunteer agreed and for example volunteers reported that:

Most of the diaspora who came in to contact with me were inspired and wanted to know and do more. One of them started applying for CUSO-VSO, plan on returning to Ethiopia as a Diaspora volunteer I feel there is a lot I can do to contribute to the development of the country and I am going to utilize every opportunity. Volunteer would have liked see more media coverage for the sake of promoting the volunteerism spirit and project.

l) Recommend this Placement for Future Volunteers

When asked if volunteers would recommend this placement for future volunteers. All three diaspora volunteers stated that they would recommend other volunteers, but, would want to see more proper orientation/training for the diaspora and further supervision by the host organization. For example two volunteers reported that:

I am encouraged by the knowledge/awareness I got about the place and importance of my professional expertise and experience. Particularly my placement would be a good one for someone who works in the community nursing field than medicine or for someone who is interested in community nursing.

k) Major Problems Faced

When asked if the volunteers faced any major problems. One of the volunteer reported that:
Most of the problems arose from the general economic and social life patterns of the country. Some consultation from VSO-E and host organization would help a lot. Internet was extremely slow which slowed down my work.

m) Volunteer Placement Impact

When asked if placement assignment meet the goals and objectives set by your host organization. The volunteers agreed that the goals and objectives of the organization were met. On a scale of 1 to 5, one being very dissatisfied and 5 being very satisfied, volunteers indicated that they were fairly successful as far as the host organization's goals were concerned and very successful with the people and family they worked with.

n) Personal Thoughts

Volunteer were asked to rate what they felt was the impact of their placement on the host organization, people they worked with. On a scale of 1 to 5, one being very poor and five being very good, volunteer's responses ranged from good to very good on all the statements. One of the volunteer reported that:

The orientation and introduction from ABIDE to the host organization was very successful but when it comes to the line manager in the host organization introducing me to the appropriate officials and places ...it was too slow.

p) Specific Volunteers' Activities

Volunteer were asked to list specific tasks (activities/responsibilities). Table 4 presents a summary of tasks the three diaspora volunteers completed during your placement at Addis Ababa University, ABIDE and HASPCO. Some volunteers reported that the most important skills they completed were:

Knowledge and skills in curriculum development and pedagogical issues, knowledge and experience in educational research, some administrative skills, computer skills, communication skills, tact and wisdom. IT skills: Visual Basic, SQL, Access and Excel.

o) Changes & Improvement Recommendations

When volunteers were asked about changes they would like to see, improved or completely changed regarding the project. The volunteers stated that they were not pleased by the slow pace and the requirements of the recruitment process and the type of pre-departure training by CUSO-VSO. Volunteer suggested that the in-country training in Ethiopia should be tailored to the needs of the diaspora. Volunteers recommended that host organizations should provide clear roles and responsibilities of Diaspora volunteers; this would make assignments more successful and rewarding. One volunteer suggested that there be someone to continue maintaining or improving the database system at the host organization he was placed. All volunteers suggested that the level of supervision and support during placement been increased. Diaspora volunteers did not elaborate or gave details of what kind of support they would want and also raised concerns about the adequacy of volunteer allowances they would like it increased.

p) Placement Highlights

Volunteers were asked of their placement highlights while at host organizations. Volunteers indicated that they found out about hard-work, vision and innovation some of their co-workers showed was breath taking, their willingness, and openness to listen and to share. For example one of the volunteer reported the following as highlights:

The starting of action-reflection we created in the Medical Education Unit; the speed at which office facilities were provide; initiating pedagogical training material; identified different research topics and developed protocol for one research; reviewed the post-graduate curriculum for medical education; the continuous curiosity from ABIDE's side to know how I am doing in my placement; the great degree to which I was involved and succeeded with other international volunteers in sharing skills and material; some support I provided to schools and institutions in need of my expertise, and the network I created to continue some of the works even after coming

back to Canada. The fact that I actually got chances -- personally visiting the affected people. Returning to own country and sharing all skills you have around you.

Judging from the comments given by all three diaspora volunteers, by in large the host organizations and the diaspora volunteers benefited from this project. The impact for some host institutions seems more obvious and could be easily quantifiable, such as the number of activities, reports, curriculum documents completed and homes or families visited.

12. DISCUSSION, LESSONS LEARNT AND RECOMMENDATIONS

The pilot project has proved that it was possible for AHEAD, CUSO-VSO, VSO-E & ABIDE organizations to work together, recruit and place members of Ethiopian Diaspora as volunteers in Ethiopia; establish a network of key local stakeholders in Ethiopia and Canada working towards the goal of diaspora engagement in developing their country of origin. Although the project was implemented with only three diaspora volunteers, it has yielded valuable lessons that could be used and offer insights to other organizations wrestling with diaspora interface. One major lesson emerging is that there is need for established mechanisms to facilitate diaspora contribution. Diaspora members maintain strong links with their country of origin running their own projects and contributing to international development efforts by sending remittances. Although remittances have positive impacts, they do not substitute for the adverse effects of brain drain. Studies conducted by AHEAD (AHEAD, 2004 & 2007) reveal a growing momentum within the community for involvement in capacity building endeavours in Ethiopia. The project proposed to establish one mechanism that could serve as a formal channel between Diaspora communities and their country of origin, presented a structured process of communication, needs identification and provided an organized way for Diaspora professionals to contribute to home country development. This section will discuss lessons learnt during the implementation of this project and also presents recommendations.

12.1 VOLUNTEER RECRUITMENT

12.1.1 Outreach & Marketing Strategy

The steering committee learnt that for volunteer recruitment to be successful, the project had to use a wide range of marketing strategies to reach out to potential candidates in the Diaspora. There was a major effort to reach as many organizations and individuals as possible in the Ethiopian community in Canada. Calls for volunteer recruitment were launched using different marketing strategies such as: web-based recruitment on AHEAD, ENAHPA and Ethiopian community and religious organizations' websites; emails, radio, TV and word of mouth. Emails were sent out to friends of AHEAD and individuals with requests to distribute the call for volunteers, while radio and TV stations broadcast the call for volunteers to attract potential volunteer candidates. These different avenues effectively targeted the Ethiopian Diaspora population in Canada resulting in greater amount of responses.

During the first two recruitment rounds a purely demand-driven strategy was used to identify and fill placements in the highest priority areas as defined by the local partners. At that time the project assumed that it would be easy to find highly specialized medical professionals willing to volunteer for a short term in Ethiopia. The steering committee reflected and learnt that the first approach was not appropriate for the pilot project, thus decided to implement a strategy that combined both demand- and supply-driven approaches in an effort to match existing needs in Ethiopia with the supply of skills and expertise available within the Ethiopian-Canadian community. The third round of volunteer recruitment was successful because the skills requested were broadened but still specialized in the fields

of Health, Education and Technology. The steering committee was pleased to learn that there was a wide range of skills among Ethiopian Diaspora professionals in Canada (Figure 3).

Recommendation: In the future, social networks, such as Facebook, should also be used to market and promote the project. Recruitment of volunteers should continue using demand- and supply-driven strategies to match existing needs in Ethiopia with the supply of skills and expertise available within the Ethiopian Diaspora community in Canada. Also use more Ethnic news outlets to post calls for volunteer recruitment. It is recommended that the project should budget for funds to use for mass media promotional programs.

12.1.2 Length of Time Willing to Volunteer

The project team was pleased to learn that there was a high interest among Diaspora professionals to volunteer in Health and Education program in Ethiopia as long as the placement period coincided with volunteers' schedule. At the inception of the project it was assumed that Ethiopian Diaspora volunteers were only willing to volunteer for a short term period of 3 to 6 weeks. However, results indicate that the majority of those that responded to the call for volunteers (40%) were willing to volunteer for a longer period of 6 months to 2 years while 30% would be available for 2 to 6 months (Figure 4).

12.2 PROJECT MANAGEMENT & IMPLEMENTATION

12.2.1 Communication among Partners

This project was a partnership among four organizations- two organizations based in Canada (AHEAD, CUSO-VSO) and the other two in Ethiopia (VSO-E, ABIDE). Geographic distance created some challenges in liaising, coordinating and scheduling of meetings. Much time was spent on communication going back and forth among project partners in Canada and Ethiopia creating delays. The project team learnt that communications via emails were reliable; though telephones connections presented challenges sometimes putting a hold to urgent decisions and delaying project progress. However, VSO-E felt that there was a big communication gap between CUSO-VSO and VSO Ethiopia.

Recommendation: In future, a greater attempt should be made to regularly schedule teleconferences. Open, frequent, formal and informal communications could improve the situation. Transparent and inclusive communication is key for successful partnership.

12.2.2 Implementation Structure and Roles

Project implementing structures were at certain times not followed, at times there were confusions among the local partners on who was responsible of placement identification for DVs in Ethiopia creating delays. Effective partnership is at the core of a project's success and is achieved through the establishment of clear roles and responsibilities. However, all partners were very understanding, flexible, creative and willing to consider various options. This was very encouraging for the future of this particular Diaspora volunteering initiative. Also monitoring of the DVs during their placement did not follow planned framework, due to lack of specificity or clarity. The project learnt that it was essential to have clear roles among partners and a clear division of tasks to be undertaken by respective partners.

Recommendation: The project should establish a clear implementation structure among partners outlining in detail each partner's responsibilities. It is essential that all partners be at the same level of understanding on who is responsible for each activity as well as the timeline for implementation. Clear and concrete agreements should be in place to refer to in case of misunderstandings. All partners should refer to the signed MoU when in doubt. Future projects should budget for regular close

supervisory and monitoring visits to volunteers on placements, carried out by the project partners and the host organizations. There is also a need to incorporate the monitoring and evaluation framework from the beginning. Furthermore, effective project management requires a solid understanding and commitment to the terms and conditions of the signed MoU. In future it is imperative that coordination and implementation of project activities by all partners be in synch with agreed protocols (MoU).

12.3 VOLUNTEER PLACEMENT IDENTIFICATION & VERIFICATION

12.3.1 Timeline

The project underestimated the time needed by the local partners to identify, verify and develop placement descriptions. This led to critical reflection on the project processes and outcomes as far as timing of volunteer recruitment activities which are a very important part of the project cycle. The steering committee understood the challenging circumstances faced by local partners in Ethiopia and was flexible. The lesson learnt was to make sure that project activities in Canada were aligned with activities in Ethiopia. This was essential in order to have a good strategic fit and ensure a smooth flow of project activities. One of the special challenges of this pilot project was to learn how to work with host partners in a way that will make short term assignments effective and contribute to goals of the project.

Recommendation: In the future, there is a need to set realistic timeframe because recruitment activities in Canada completed earlier than expected, before volunteer placements were identified and verified. This created the problem of how to respond to volunteer applicants' continuous inquiries on the status of their applications, presenting challenges of how to keep them interested while being unable to give any concrete response. It is recommended that host organisations and diaspora volunteers be connected before their departure from Canada this will allow Diaspora volunteers prepare for their assignments and also host organizations would be ready to include DVs into their system.

12.4 VOLUNTEER SELECTION, ASSESSMENT AND PRE-DEPARTURE-TRAINING

12.4.1 Alignment of Project Activities and CUSO-VSO Activities

CUSO-VSO was the lead partner in selecting, assessing and conducting pre-departure training of the Diaspora volunteers. The researcher attended the CUSO-VSO pre-departure training session. Taking in to consideration CUSO-VSO's experience and expertise, the project team agreed that the training was relevant and appropriate for the Diaspora volunteers' needs as it covered personal preparation, volunteer expectations, community outreach, public engagement, understanding volunteerism and the complexity of international development work. Diaspora volunteers watched videos, discussed and explored issues of personal preparation, adapting to living and working , sensitivity to needs of others, and problem solving strategies.

Even though volunteers were Ethiopians they still needed to be prepared for working in development as a volunteer. CUSO-VSO training process provides an understanding of the intricacy of development and the many factors that contribute to it. Diaspora volunteers learnt more about CUSO-VSO's development goals, how volunteers contribute to development and strategies used. The level of training allows one to become an effective volunteer with the dual role of sharing specialized skills as a volunteer while also serving as an agent of change/development in the home-country. While the steering committee was pleased to learn that the existing CUSO-VSO pre-departure training was appropriate for Diaspora volunteers, it also learned that this needed to be augmented with a briefing specifically tailored to Diaspora volunteers that would address issues such as the political suspicion and local expectations of contacts and relatives.

Recommendation: It is recommended that CUSO-VSO continue taking the lead in training activities as it makes very distinctive contributions, providing mutual benefits to the project, a “win-win situation”. Even though the existing CUSO-VSO pre-departure training is appropriate for Diaspora volunteers, with the support or help from AHEAD, it should include special and specific addition of cultural and political issues crafted to reflect the special issues that face returning Ethiopians. In the future, attention should be given to the project’s timeline, in order to ensure that project activities are more closely aligned with CUSO-VSO’s training activities.

12.5 MONITORING AND EVALUATION

Monitoring and evaluation form an important part of any project implementation. During the project planning, the project partners did not outline a set of specific indicators for use in measuring the expected outputs, outcomes and impact of the pilot project which would have been used for monitoring and evaluating the project’s progress. These indicators and the relevant methods of verification were to be discussed and agreed upon with the local partners in Ethiopia during the scoping and needs assessment visit, to ensure that monitoring and evaluation fully utilizes existing information available from each organization and thereby avoiding any unnecessary administrative burden. Thus, project team agreed that, since VSO-E has experience with the management, monitoring and evaluation of volunteer placements, VSO-E take lead on this activity assisted by ABIDE. Apparently, the project faced some challenges during the implementation both in Canada and Ethiopia; hence, volunteers were not adequately supervised.

Recommendation: To address this challenge all the partners should be involved in the planning process right from the beginning, establishing clear roles, responsibilities and implementation structure among partners. It is essential that all partners be at the same level of understanding on who is responsible for what activities and when to implement them. Partnership plans and agreements should constitute the road map for monitoring the progress of the project. Local partners and direct project beneficiaries ought to be involved in the planning, monitoring and evaluation of diaspora volunteers. Thus, project beneficiaries would be in a position to participate in monitoring and evaluation and be able to see how the project outcomes impacted their organization.

13. SUMMARY AND CONCLUSIONS

The main purpose of the project was to experiment with involving the Diaspora in short-term volunteer assignments in Ethiopia and to determine the effectiveness of this type of volunteering. This diaspora volunteering initiative was borne out of the 3 partner organizations’ commitment to a shared development objectives and goals which include, among other, engaging diaspora communities in the development efforts of their countries of origin. In July 2009, a fourth partner, Alliance for Brain-Gain and Innovative Development (ABIDE) formerly known as *Hibret Lelimat Ma’ekel* (HLM) joined the project. This partnership created and strengthened a multitude of linkages for the partners’ mutual benefit. The project was implemented over 25 months, through a partnership strategy between AHEAD, CUSO-VSO, VSO-E and ABIDE. The focus of the project was on Health (HIV/AIDS), education curriculum development and database-information technology areas, three diaspora volunteers were placed for 3-6 month.

As indicated by several studies brain drain is one of the major contributors to the slow pace of development on the African continent. The magnitude of the brain drain problem and its alarming increase presents a growing urgency for action. According to IOM (2009) Ethiopia has one of the highest African Diaspora populations, which undoubtedly affects the country's sustainable development and poverty reduction programs. Ethiopia has realized a clear need to urgently develop and implement strategies for addressing this issue by transfer of expertise of Diaspora back to home.

Marketing and promotion of this project was highly successfully, as indicated by the huge response of potential volunteers. Project team learnt that to be successful different avenues had to be effectively used targeting Ethiopian Diaspora population in Canada. Web-based and promotional programs on mass media, as well as emails to friends of AHEAD, also word of mouth helped produce a flood of applications from potential volunteers.

The project recruited 27 volunteer candidates, secured 4 placements, 4 diaspora volunteers were matched to these placements, but due circumstances one volunteer was unable go to Ethiopia. However, the project opted to place one volunteer for a longer period of 6 months (LT) and two other volunteer for 3 months (ST).

Implementation of the project faced some challenges both in Canada and Ethiopia. In Canada there was an assumption that highly qualified specialists could be found rapidly for short term assignments in the medical field. In Ethiopia the diaspora pilot project had to be fitted into the regular volunteer program at a time when VSO-E was already going through major changes. In spite of this VSO-E did identify specialist requirements for several assignments. Unfortunately, no volunteers could be identified within the Canadian diaspora for these positions. It took time both in Canada and in Ethiopia to regroup after this disappointment. AHEAD and CUSO-VSO eventually designed a new recruitment strategy, while in Ethiopia a local NGO, ABIDE was brought in as a partner to find volunteer assignments. ABIDE identified, verified and secured placements for the Diaspora volunteers' with two organizations - (HAPCSO, HIV/AIDS Prevention, Care & Support Organization and Medical Education Unit, Medical Faculty, Addis Ababa University). The third volunteer was placed with ABIDE.

Establishing clear implementation structure among partners is very important to avoid dilemmas. It is essential that all partners are at same level of understanding which partner is responsible of what activities and when to implement them; clear roles and division of tasks undertaken by respective partners were at the core of this project's success. Having clear role designation would minimize uncertainties and increase trust and maximized synergy in the collaborative engagement. Other partners felt that if they had, had adequate time during implementation this would have resulted in greater achievement of the project. The project experience was not a typical approach for local partners in Ethiopia, where volunteers were ready and placement has to be sorted later. Partners recommended that understanding each organization's niche is important to increase respect and synergy in the partnership.

Diaspora volunteers also faced some challenges which were institutional, community and physical in nature. The DVs found that there were no clear roles between VSO-Ethiopia and ABIDE, hence they went not visited by VSO-E, while at placements. DVs found that the host organizations' line managers could not make decision quick enough, hence delayed DVs placement activities. As one diaspora volunteer stated, *the community perceived them as a persons with a lot of resource (like the 'ferenjjs')*

which was a challenge. A few health problems were faced by some DVs such as sinus, due to office locations which were too cold, no ventilation, dark and no enough natural light. Diaspora volunteers had major successes at their placements, for example, one of the volunteer placed with Addis Abba University published an article in *A Quarterly Newsletter of the Medical Education Unit of the College of Health Sciences. Addis Ababa of University, Addis Ababa, Ethiopia March-May 2010, Vol. 1. No. 1. p2.* The full impact of a project like this one does not only take time to manifest. There has been many lessons learnt noticeable exciting highlights, such as motivation of diaspora volunteers to want to come back again for a longer term and volunteer, also the project generated interest among Ethiopian second generation abroad. This suggests that there is need to engage more of this generation and promote a culture of volunteerism.

14. DOCUMENTS REVIEWED

Association for Higher Education and Development (AHEAD). South African Rainbow Association in Ottawa (SARA-O) & South African High Commission in Ottawa (April 2005) *African Diaspora Community Forum: Report of the Proceedings*. AHEAD, SARA-O, South African High Commission in Ottawa.

Association for Higher Education and Development (AHEAD). (October 2004) *Semantics Aside: The Role of the African Diaspora in Africa's Capacity Building Efforts (Case Study: Ethiopia)*. Ottawa: AHEAD.

Association for Higher Education and Development (AHEAD). (July 2007). *Enabling Diaspora Engagement in Africa: Resources, Mechanisms and Gaps (Case Study: Ethiopia)*. Ottawa: AHEAD.

Ethiopia Today Focus. (September 2004). *Ethiopians in the Diaspora in Nation Building Endeavors*. Ethiopia Today, 8 (3), 3-7.

Getahun, S.A. (2002). *Brain Drain and its effects on Ethiopian's Institutions of Higher Learning, 1970s - 1990s*. African Issues, Vol. 30, No. 1. P. 52-56.

Ministry of Foreign Affairs of Ethiopia (2010). Website: Ethiopian Expatriate Affairs (EEA). Addis Ababa: Federal Democratic Republic of Ethiopia – MOFA.
http://www.mfa.gov.et/Ethiopians_Origin_Abroad/Ethiopia_Origin.php

Voluntary Service Overseas (VSO) Canada. (2006). *VSO Canada Pilot Project: Canada – Guyana Diaspora Volunteering Initiative*. Ottawa: VSO Canada.

Stakeholder Roundtable (November 2004). *Engaging the African Diaspora in Africa's Capacity Building Efforts*. International Development Research Centre (IDRC) Ottawa, Canada, Organized by Association for Higher Education and Development (AHEAD) www.aheadonline.org

15. APPENDIXES

APPENDIX 1: MEMORANDUM OF UNDERSTANDING

MEMORANDUM OF UNDERSTANDING ON PROMOTING VOLUNTEERING FROM WITHIN THE ETHIOPIAN DIASPORA IN CANADA

Preamble

The Association for Higher Education and Development (AHEAD), Voluntary Service Overseas Canada (VSO-C), and Voluntary Service Overseas Ethiopia (VSO-E) have entered into a development partnership to undertake a pilot project involving recruitment, training, and placement of members of the Ethiopian Diaspora in Canada as volunteers in Ethiopia. The partnership is based upon commitment to shared development objectives and goals of the three organizations. This Memorandum of Understanding (MOU) establishes the framework for managing the partnership in furtherance of the objectives and goals of the project. It also sets out the roles and responsibilities of the three organizations and how they will work together as partners in executing these responsibilities.

VSO's and AHEAD's interest in working in partnership is based on the following shared development goals:

AHEAD's goal - "To contribute towards development efforts in Ethiopia by mobilizing, coordinating and channeling the necessary resources and relevant expertise to Ethiopian higher academic institutions."

VSO Ethiopia's mission statement and Education Program goal: "VSO ETHIOPIA aims to develop the capacity of government organizations and civil society groups in order to enable them to tackle disadvantage and poverty in Ethiopia. Through support for the decentralization process, improve the quality of and accessibility to education to enable practical skills for attaining sustainable development within Ethiopia." ³

VSO Canada's Diaspora Program goal: "To support and promote the mobilization of Diaspora communities to actively contribute, through volunteering, to fighting poverty and disadvantage in their countries of origin."

Pilot Project objectives

The purpose of the pilot will be to develop an effective means of involving the Diaspora in volunteer activities in Ethiopia and to determine the effectiveness of this type of volunteering.

³ The VSO ETHIOPIA Education program also has a sub-sector focus related to higher education which is currently expanding owing to the development of 13+ new universities. VSO ETHIOPIA's other program areas include HIV&AIDS and Participation & Governance.

This MOU is

Between:

The Association for Higher Education and Development, (hereinafter referred to as AHEAD) represented by its President or his designate)

And: Voluntary Service Overseas Canada (hereinafter referred to as VSO-C); VSO Canada and another Canadian volunteer sending organization by the name CUSO have signed a definitive agreement to merge. The go-live for the merger is set on November 1, 2008. The name of the merged organization will be CUSO-VSO. Hence, in this agreement, effective November 1, the name VSO-C will be replaced by CUSO-VSO.

And: Voluntary Service Overseas Ethiopia (hereinafter referred to as VSO-E)

WHEREAS AHEAD, VSO-C and VSO-E (hereinafter collectively referred to as the “Parties”) recognize that the extent to which the pilot project will succeed in achieving its objectives and its development goals is directly linked to how well they work together as partners;

AND WHEREAS the Parties commit themselves to this MOU to undertake the responsibilities outlined in Schedules 1, and 2, in furtherance of the objectives of the pilot project and its development goals;

AND WHEREAS the Parties recognize that this MOU will focus on their joint and individual responsibilities in achieving the objectives and development goals of the pilot project;

AND WHEREAS the Parties to this MOU recognize the organizational strengths and weaknesses of each partner and will capitalize upon the individual and collective strengths to ensure attainment of the objectives of the pilot project and its development goals;

The Parties have, therefore, reached the following understanding

1. Purpose: to help the parties manage the partnership relationships

This MOU will:

- (a) State with greater clarity:
 - (i) the joint responsibilities of the partners
 - (ii) the individual responsibilities of the partners
 - (iii) the partner organization which is the grant holder

(b) Assist the Parties in working together in cooperation, coordination, and execution of joint and individual responsibilities set out in Schedule 2

(c) Provide the basis for discussions and further arrangements, where appropriate, on the other phase(s) of the project

2. Principles

The Parties agree that the following principles will guide partnership decisions and actions in managing the project:

Local Involvement of the Project: The Parties commit to the concept of “local involvement” of the project, accept that it is the key operational principle of successful development action and will strive to ensure the genuine and effective involvement of the local partner organizations and project beneficiaries in Ethiopia in the planning, design, implementation and review of the project

Cooperation: The Parties will have realistic expectations about what each can do; have a clear understanding of roles and responsibilities; make sure each partner is committed and will work to integrate partnership activities into their work; and bring together their resources and expertise to achieve the project’s objectives and development goals

Transparency and Accountability: The Parties will establish effective processes with clear lines of communication and commit to an open and transparent decision-making process in their partnership relationships

Mutual Respect, Understanding and Trust: The Parties will commit to respecting one another’s autonomy, professional expertise, knowledge, views or opinions and foster a climate of mutual understanding and trust in all their partnership activities

Horizontality: The Parties will commit to working with collegiality and collaboratively in order to make the partnerships effective in achieving shared development goals, project objectives and project results as they have been outlined in the joint monitoring and evaluation framework

Knowledge, Information, and Experience Sharing: The Parties will focus on results, and commit to learning from one another to facilitate knowledge, information, and experience sharing

3. Governance

To ensure that the parties are able to achieve the desired project objectives and development goals, the Parties will establish:

(a) An Advisory Project Management Committee (APMC) from both Canada and Ethiopia, which will comprise one representative from each of the partnering organizations. The APMC will meet at least twice over the duration of the project to:

- (i) Ensure that the objectives and goals of the project are being met
- (ii) Identify and recommend changes in project design, implementation, and overall management in furtherance of its objectives and goals, as appropriate
- (iii) Monitor and evaluate the effectiveness of the partnership relationships in promoting a successful project, suggest areas for improvement and resolve other issues related to the partnership, where appropriate
- (iv) If necessary revise the budget and get approval from the grantor

(b) Form an advisory development committee which comprises of representatives from AHEAD, VSO-C, VSO-E and local partners from Jimma and Gonder Universities, and one VSO returned in Canada (Norman Moyer).

(c) Any disagreements during project implementation that can not be solved by the APMC will be referred to the VSO Regional Director of the Horn of Africa, the Executive Director of VSO-C and the AHEAD Board of Directors for final arbitration.

4. Grant Holder / Grant Accountable

AHEAD will assume the duties and responsibility of grant holder and will be directly accountable to the grantor for the manner in which project funds are spent and reported as stated in the grant agreement.

As is reflected in schedule 2 – division of responsibilities and / or in the budget (attached) approved by the grantor, the budget will be divided into the following cost centers:

- a. AHEAD will transfer funds to VSO-C for those budget lines that VSO-C is responsible for, such as volunteer selection and training, upon receiving a copy of the receipts
- b. AHEAD will transfer funds to VSO-E through VSO-C for those budget lines that VSO-E is responsible for, upon receiving a copy of the receipts:
 - i. Volunteers' accommodation and living allowance
 - ii. VSO in-country travel
 - iii. Salary for VSO-E staff (direct transfer)
- c. AHEAD will pay VSO-C \$6,000 from the Overhead budget line in support of the VSO-C Diaspora Volunteering Officer salary
- d. The Ethiopian Partners Support budget line will be managed by AHEAD in consultation with VSO-E
- e. VSO-C and VSO-E will submit reports to AHEAD upon request, along with copies of receipts and supporting documents in support of the financial reports

- f. AHEAD is responsible for compiling and submitting the financial and narrative report to the donor in compliance with the donor requirement.

5. Duration and Renewal of this MOU

- (a) This MOU is effective on November 3, 2008
- (b) This MOU may be amended with the written consent of all Parties
- (c) This MOU will be in effect until the termination of the project

6. Termination

If, for just causes, any of the Parties should wish to terminate this MOU, a written notice should be submitted one (1) month before the desired date of termination. All parties shall be open to discuss any arising concerns related to the project.

7. Ratification

This MOU is ratified and executed by all Parties

8. Notice

Any notice, information or documents pertaining to the project will be considered effectively given if delivered or sent by mail, facsimile or email. Any notice that is sent by mail will be deemed to have been received eight (8) days after being mailed, and notice delivered by facsimile or email will be deemed to have been received upon delivery.

Notices to AHEAD will be addressed to:

Temesghen Hailu, President and Executive Director
The Association for Higher Education and Development (AHEAD)
P.O. Box 864 Station "B"
Ottawa, Ontario, K1P 5P9, Canada
Tel: 613-727-2735
Fax: 613-727-0745
E-mail: ahead@aheadonline.org

Notices to VSO-C will be addressed to:

Berhane G Okbay,
Head of Programme Funding

VSO Canada
Tel: 613-234-1364 ext. 247
E-mail: berhane@vsocan.org

Notices to VSO-E will be addressed to:

Patricia Sellick
Country Director
VSO Ethiopia
Togo Street Yeka Sub-City (Kebelle 11)
P. Box 23531
Tel: +251116183552
Fax: +251116187451
E-mail: patricia.sellick@vsoint.org

9. Signatures

Date

AHEAD

VSO-C

VSO-E

MEMORANDUM OF UNDERSTANDING

Schedule 1: Mandate

The Parties jointly agree that the project will be a pilot project of maximum eighteen (18) calendar months duration. The Parties further agree that the purpose of the project is to experiment with involving selected members of the Ethiopian Diaspora in Canada “in short-term volunteer assignments in Ethiopia and to determine the effectiveness of this type of volunteering” (Project Document, p.4)

The Parties further agree and commit to the following specific project objectives:

- (i) “to design and implement a pilot Diaspora volunteer engagement program that involves both the volunteer and the host organization in preparation, placement, and follow-up
- (ii) to document the experiment, plan the second phase, and assess its potential to be turned into an on-going program that contributes to home country development; and,
- (iii) to establish a network of key stakeholders including Ethiopian and Canadian civil society organizations, Ethiopian government ministries and agencies, international NGOs and Diaspora groups working towards common objectives in Diaspora engagement in development” (Project Document, p. 4)

Schedule 2: Responsibilities

1. Joint Responsibilities of AHEAD, VSO-C and VSO-E (pp. 6-7 & 8-9)

- (a) AHEAD, VSO-C and VSO-E agree to jointly conduct a baseline needs assessment and project design process with local partner organizations and key stakeholders in Ethiopia, identify project beneficiaries and target groups in Ethiopia, and prepare an implementation plan for the project
- (b) AHEAD, VSO-C and VSO-E agree to jointly work on the scoping, assessment, and planning processes on the ground in Ethiopia, including undertaking an initial assessment visit that will include the President of AHEAD, the VSO-C Head of Program Funding and the AHEAD liaison officer
- (c) AHEAD and VSO-C agree to work together in the engagement of the larger Diaspora communities and relevant stakeholders in a forum which will contribute to the current discourse on the issues and challenges that Diaspora communities in Canada face in supporting social development initiatives in their countries of origin

- (d) AHEAD and VSO-E agree to work together to promote the effective involvement of local partners in Ethiopia, such as the Institute of Health Sciences of Jimma University and the College of Medical Sciences of Gonder University, in the project. The two organizations will also jointly identify and collaborate with other key stakeholders involved in similar diaspora work in Ethiopia
- (e) AHEAD and VSO-E agree that AHEAD, VSO-C, AND VSO-E and implementing partners in Ethiopia will review the partnership relationships using VSO's existing Program Planning and Review processes.
- (f) AHEAD, VSO-C, VSO-E will jointly prepare an agreed upon logical framework within the Monitoring & Evaluation plan that outlines the specific indicators by which project outputs, and impacts will be measured and evaluated at the end of the project.
- (g) AHEAD, VSO-C and VSO-E will jointly develop and agreed and implement a communications program to inform key Canadian and Ethiopian publics about this project and that all the parties agree to develop and share the information needed for monitoring and evaluation.
- (h) AHEAD and VSO-C and VSO-E agree to the importance for all parties to work closely with the liaison hired by AHEAD as the principal resources on this project

2. Responsibilities of AHEAD

- (a) The Parties agree that AHEAD will
 - (i) Promote the project to the Ethiopian-Canadian community, lead in the recruitment of the Diaspora volunteers, assist VSO-C in the selection process, be a resource in the pre-departure training, and participate in the end-of-placement evaluation and project reviews
 - (ii) Be responsible for identifying and managing the AHEAD Liaison officer to work with VSO-C and VSO-E and that AHEAD will work out the terms and conditions for his/her engagement.
- (b) The Parties further agree that AHEAD will
 - (i) Be directly accountable to the grantor for use of project funds
 - (ii) Establish and maintain procedures for transferring and tracking the use of grant funds, for withholding or withdrawing approval of expenditures to ensure compliance with the grantor's terms of the grant

3. Responsibilities of VSO-C

- (a) The Parties agree that VSO-C will – with the assistance of AHEAD through its liaison officer – take charge of the selection and pre-departure training of the AHEAD/VSO Diaspora volunteers as well as managing all administrative and financial aspects related to the volunteer placements

4. Responsibilities of VSO-E

- (a) The Parties agree that VSO-E will be the lead partner in developing the volunteer placements in Ethiopia and managing all the in-country aspects of the project, with the assistance of the AHEAD liaison officer where needed. VSO-E's responsibility includes development of short-term volunteer placements, in-country training and support for the Diaspora volunteers

APPENDIX 2: PROJECT PARTNERS' DESCRIPTIONS

Association for Higher Education and Development (AHEAD)

The Ethiopian Diaspora is well-established in Canada with large communities in several cities. Through its own network of NGOs the Ethiopian community in Canada is already engaged in significant activities to support development in Ethiopia. AHEAD is an Ethio-Canadian NGO that has worked for many years now to help its members channel their assistance to projects in Ethiopia. AHEAD is staffed entirely by volunteers and is not structured to take on projects with large administrative overhead. Its main achievements include: 1) conducting and publishing a study entitled *Semantics Aside* on brain drain and capacity building with a focus on Ethiopia and publishing a follow up study entitled *Enabling Diaspora Engagement in Africa: Resources, Mechanisms and Gaps*; 2) hosting a stakeholder roundtable on brain drain and capacity building in Africa, held in Canada, where African governments, Canadian development agencies and Diaspora groups met; 3) providing training in governance to the Ethiopian School for Civil Service, in collaboration with the Foundation for International Training; and 4) developing, in collaboration with ENHAPA and P2P, two other Diaspora organizations, a major multi-phase initiative to mobilize Ethiopian professionals in the Diaspora in the education, health and HIV/AIDS sectors. AHEAD's work to engage volunteers in development began by implementing a project to find and provide specialised medical texts to practitioners in Ethiopia. As this project grew in size AHEAD began to branch out into areas, including in several cases assisting Canadian Ethiopians to find volunteer work for short periods in Ethiopia. AHEAD now receives many more requests for volunteer assignments than it can support (30-40 last year). It has been looking for a key implementing partner to help recruit, support and place these volunteers in Ethiopia.

CUSO-VSO in Canada

VSO is an established NGO with many years of experience in the selection, training and placement of volunteers in developing countries. In Canada, CUSO- VSO is a registered Canadian charity, federally incorporated in 1995, and is the Canadian federation member of Voluntary Service Overseas, with other federation members based in Kenya, the Netherlands, the Philippines, and the UK. CUSO-VSO in Canada sends more than 130 Canadian and American volunteers on development assignments a year, and is also involved in promoting and supporting National Volunteering (i.e. engaging Ghanaians to volunteer in Ghana) and Diaspora volunteering initiatives in countries where it operates.

Please present in separated sections the two organizations because they are two different organizations.

VSO Ethiopia

Presently has more than 100 professionals working as volunteers in a wide range of placements in the areas of Education, HIV/AIDS, and Participation and Governance. VSO Ethiopia has its program office in Addis Ababa and has a total of 20 staff, 19 of whom are Ethiopian nationals. Currently there are four program officers in the Education goal area, all of Ethiopian nationality and with significant decision-making authority over their respective programs, and provide overall direction and management of the VSO Ethiopia Education program. The Education team is part of a wider program team that includes the HIV&AIDS and Participation & Governance program teams and a Country Director.

Alliance for Brain-Gain and Innovative Development (ABIDE)

Alliance for Brain-Gain and Innovative Development (ABIDE) is non-profit, non-governmental organization (NGO) registered in January 2006 and that was official launched in March 2007. It is an organization that serves to link institutions and professionals in the country with professionals of Ethiopian origin in the Diaspora. Its aim is to facilitate brain gain and enhance capacity building and development of Ethiopia. ABIDE works towards strengthening Ethiopia's human resources and institutional capacity in partnership with other developmental organizations nationally and internationally. Dr Tewabech Bishaw is the founder and Director of ABIDE.

APPENDIX 3: BIOGRAPHICAL OUTLINE OF PROJECT COORDINATORS

Temesghen Hailu is President and Executive Director of AHEAD, a position he has held for the last 9 years. In this capacity, Temesghen is responsible for coordinating, planning, monitoring, and reporting on all of AHEAD's activities. Temesghen has been influential in building AHEAD's reputation and credibility as an effective organization providing social development support to Ethiopia. Through his leadership, Temesghen has worked to develop partnerships with IDRC, CIDA, International Organization for Migration, World Bank Institute, and a number of universities in Ethiopia (Addis Ababa, Gondar, Jimma and Mekale Medical faculties). Temesghen is the Founder and President of AMRT Enterprises Inc.

Rosa Candia is currently the Diaspora Program Coordinator in charge of developing and implementing the Diaspora Volunteering Program for CUSO-VSO. She has extensive experience in International Development work, having specialized in Latin America and the Caribbean. Rosa created the first Provincial Immigrant Access Service for the Government of Manitoba, an innovative multicultural service delivery program for Latin American, South East Asian and Eastern European immigrants who were settling in Manitoba during the 80's and 90's.

Norman Moyer is the President of Gremoy Inc, a consulting firm specialising in planning and management. Until 2006, Norman was a senior manager in the Public Service of Canada. He held posts of Assistant Deputy Minister in several departments, including ACOA, Energy Mines and Resources, Treasury Board and Canadian Heritage. In 2006, Norman retired from his fulltime work. In 2007, Norman spent seven months in Ethiopia working on contracts for the Forum of Federations and the Canadian Embassy. Since 2008, in addition to his consulting work, Norman has been involved as a volunteer with CUSO-VSO and Centre 454 in Ottawa.

Dr. Anna Mudukuti is the Research & Liaison Coordinator for the *Ethiopian Diaspora Volunteering Project*, a part-time position, which involves dual research and project coordination. Anna is responsible of spearheading volunteer recruitment activities in close collaboration with the project steering committee members, work closely with CUSO-VSO's Diaspora Program Coordinator and other VSO officials on selection and training of volunteers, call regular steering committee meetings, communication regularly with project steering committee members, liaising with partners in Ethiopia and Canada, provide updates to the project funder (IDRC), as required and in close collaboration with the President of AHEAD, document lessons learnt and produce final research report. Anna holds a Ph. D. degree in Human and Community Resource Development from The Ohio State University, 2001. Anna has extensive experience of over 20 years in Higher Education and while in this line, taught a wide range courses, developed and conducted research. Currently, working as an Educational Consultant with Ontario Agri-Food Education Inc., a non-profit organization, developing educational resources and delivering interactive teacher workshops for all grade levels, covering all subjects in Ontario School Curriculum.

APPENDIX 4: CALL FOR ETHIO-CANADIAN PROFESSIONALS INTERESTED IN VOLUNTEERING IN ETHIOPIA



Call for Ethiopian-Canadian health professionals with clinical and/or academic expertise to volunteer at medical faculties in Ethiopia for 3-6 weeks in spring/early summer 2009

The Association for Higher Education and Development (AHEAD), CUSO-VSO and VSO Ethiopia are seeking **health professionals from the Ethiopian diaspora in Canada to participate in a pilot short-term volunteering project at two locations in Ethiopia.**

AHEAD is an Ethiopian-Canadian not-for-profit organization that has partnered with CUSO-VSO and VSO Ethiopia to explore the effectiveness of short-term diaspora volunteer assignments to build the capacity of Ethiopian institutions. The International VSO Federation – and its North American member, CUSO-VSO – form the world's largest international development organization that works through volunteers. VSO Ethiopia is the largest country programme worldwide with over 100 volunteers working in various areas. This project fits into VSO Ethiopia's plans to expand its operations in the area of health.

CURRENT VOLUNTEER PLACEMENT OPPORTUNITIES

During this pilot, we are seeking to fill four short-term placements – two each at the University of Gondar and Jimma University. The four assignments will be selected from the following areas of highest need that have been identified by the universities:

At the College of Medicine and Health Sciences, University of Gondar:

- **Occupational Therapist**
- **Optometrist (Lecturer)**
- **Physiotherapist (Academic/Lecturer)**
- **Physiotherapist (Clinical)**
- **Speech Therapist**

At the Faculty of Medical Science, Jimma University:

- **Cardiologist**
- **Gastroenterologist**
- **General Surgeon**
- **Gynaecologic Oncologist**
- **Infectious diseases specialist**
- **Paediatric Ophthalmologist**

Unless otherwise noted, volunteers' main responsibilities will generally include service delivery and/or student and staff capacity-building. While the actual work plan will be determined based on the needs of each placement, volunteers may be called upon to provide clinical service to patients, give lectures to medical students, run staff development sessions on selected specialist topics and promote team

building with the different medical disciplines. As the goal of these short-term placements is to promote capacity building, candidates with a commitment to sharing their skills with others are highly valued. Please note that while the above areas have been identified as a priority, we welcome interest from healthcare professionals in other fields as well.

PLACEMENT TIME PERIOD

Potential candidates should be available to spend 3-6 weeks working in Ethiopia between April and July 2009. Candidates must also be available for a few hours per week during the 1-2 months before their assignment in Ethiopia to work jointly with the host organization to define the activities to be undertaken and prepare a work plan. A similar period after their return to Canada will be used for follow-up on placement activities. Ideally, successful volunteers would form an ongoing professional relationship with colleagues and organizations in Ethiopia that would continue after the placement.

VOLUNTEER BENEFITS

Participants in this project will have all placement-related costs covered, including:

- pre-assignment orientation and training
- travel and accommodation
- in-country living allowance
- vaccinations, medications and health insurance

Detailed terms and conditions will be made available in due course.

FOR MORE INFORMATION OR TO APPLY

Interested applicants should send a letter expressing their interest and a copy of their CV to Bathseba Belai at bathseba@aheadonline.org no later than 19 January 2009. For further information please contact Bathseba at the above email address or at 613-829-7445 ext. 433.

More information on the participating partners may be found at:

- AHEAD www.aheadonline.org
- CUSO-VSO www.cuso-vso.org
- VSO Ethiopia <http://www.vso.org.uk/about/cprofiles/ethiopia.asp>

APPENDIX 5: CALL FOR ETHIO-CANADIAN PROFESSIONALS INTERESTED IN VOLUNTEERING IN ETHIOPIA



Call for Ethiopian-Canadian professionals interested in volunteering in Ethiopia

The Association for Higher Education and Development (AHEAD), CUSO-VSO and VSO Ethiopia are seeking **Canadian professionals of Ethiopian origin to participate in a pilot volunteering project in Ethiopia.**

CURRENT OPPORTUNITIES

We are seeking to fill volunteer positions from a range of placements that are available within VSO Ethiopia's Health and Education programmes. Opportunities are currently available for specialists in education; information technology; management; monitoring and evaluation; fundraising; HIV/AIDS; and gender and sexual reproductive health.

Participants in this project will have all placement-related costs covered, including:

- pre-assignment orientation and training
- travel and accommodation
- in-country living allowance
- vaccinations, medications and health insurance

Volunteers will be provided ongoing support and logistical assistance throughout their period of engagement, including full support from VSO Ethiopia's programme and administration teams during their stay in Ethiopia. Detailed terms and conditions will be made available in due course.

FOR MORE INFORMATION AND/OR TO APPLY

Interested applicants should send a letter expressing their interest and qualifications to Dr. Anna Mudukuti at mudu@aheadonline.org **no later than 30 June, 2009**. For further information please contact Anna at the above email address or at 613-829-7445 ext 433.

ABOUT THE PARTICIPATING PARTNERS

AHEAD is an Ethiopian-Canadian non-profit organization dedicated to facilitating capacity building in Ethiopia through the transfer of resources and expertise from the Ethiopian diaspora in Canada. CUSO-VSO is the North American member of the International VSO Federation which is the world's largest international development organization that works through volunteers. VSO Ethiopia is the largest country programme worldwide with over 100 volunteers working in various areas.

More information on each organization may be found at:

- AHEAD www.aheadonline.org
- CUSO-VSO www.cuso-vso.org
- VSO Ethiopia <http://www.vso.org.uk/about/cprofiles/ethiopia.asp>

APPENDIX 6: LIST OF ORGANIZATIONS REACHED OUT FOR 3RD ROUND RECRUITMENT

ORGANIZATION	ORGANIZATION
AHEAD www.aheadonline.org ahead@aheadonline.org Tel:613-727 -2735 Fax 613- 727 -0745	Ethiopian Community Association of British Columbia http://vancouverethiopia.com
ADMAS TV .Executive Producer Ethiopian Horizon OMNI.1 Tel: (416) 260-0047 OMNI.2: Tel: (416) 260-0060	The Ethiopian Evangelical Church in Canada (EECO) http://eecCanada.org/ Telephone 613-725-9777
Ethiopian Radio Medalya Media Tel: 647 686 2923	Ethiopian North American Health Professionals Association (ENAHPA) http://www.enahpa.org
AIGA Forum http://www.aigaforum.com admin@aigaforum.com	Ethiopian Association in the Greater Toronto Area office@ethiocommun.org http://www.ethiocommun.org/index.html
Calgary Ethiopian Community Association (CECA) http://www.ethio-calgary.ab.ca/cecahistory.html	Ethiopian Orthodox Tewahedo Church Faith and Order http://www.ethiopianorthodox.org/english/indexenglish.html webmaster@ethiopianorthodox.org
CUSO-VSO 44 Eccles Street Ottawa, ON K1R 6S4 Canada Tel: 613 829 7445 Fax: +1(613) 829 7996 http://www.cuso-vso.org/	Fana Society eotcwebm@yahoo.co.uk fanasoc@hotmail.com
Embassy of Ethiopia 151 Slater Street Ottawa, ON K1P 5H3 (613) 235-6637	Nazret.com http://www.nazret.com
People to People http://www.peoplepeople.org/	Friends of AHEAD
Amharic Radio Program www.medalyamedia.com	Ethiopian Canadian Muslim Community Association (ECMCA) http://www.ethiopianmuslims.com/ ecmca@ethiopianmuslims.com
Ethiopia First News http://www.ethiopiafirst.com/news1.html	

APPENDIX 7: END OF VOLUNTEER REPORT /EVALUATION FORM

SECTION 1: BACKGROUND INFORMATION

Name:

Gender:

Host Organization/Institution:

Job Title:

Site Supervisor:

Physical Address:

Starting/Ending dates of placement:

The purpose of this Pilot Project was to test and assesses the feasibility, desirability and effectiveness of diaspora volunteer placements in promoting capacity building in Ethiopia. Your feedback helps to improve the Diaspora Volunteer program. Your comments will be kept private.

SECTION 2: PROJECT MANAGEMENT

1. Do you think the project was adequately marketed and promoted?

Yes No

If **Not** please explain below how the project can be marketed and promoted more effectively:

2. What were the three most important motivating factors for participating in this project?

3. Orientation, Placement Duration & Organization

Please rate your reaction to the statements regarding how satisfied you were regarding the statements below, using a single number on the scale provided that best expresses your opinion. Space is provided at the end of the evaluation for your specific comments.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Orientation to Placement	1	2	3	4	5
Your Placement	1	2	3	4	5
Length of stay/Duration	1	2	3	4	5
Host Organization	1	2	3	4	5
Comments:					

4. Welfare Issues:

Please rate your reaction to the following welfare issues using a single number on the scale provided that best expresses your opinion. Space is provided at the end of the evaluation for your specific comments.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Accommodation	1	2	3	4	5
In-country transport	1	2	3	4	5
Personal security	1	2	3	4	5
Health and safety					
Comments:					

5. Diaspora Volunteer Support

Did you get adequate support from the organizations below? Please tick in the appropriate box and give brief comments below.	Yes	No
AHEAD		
CUSO-VSO		
VSO-E		
Host organization		
Comments:		

6. Diaspora Adequate Directions & Supervision.

Do you feel you received adequate directions and supervision from these organizations? Please tick in the appropriate box and give brief comments below.	Yes	No
AHEAD		
CUSO-VSO		
VSO-E		
Host organization		
Comments:		

7. Diaspora Volunteer Monitoring.

Which of these organizations visited, contacted you, or in any way monitored how you were doing during your stay at your station?	Yes	No
AHEAD		
CUSO-VSO		
VSO-E		
Host organization		
Comments:		

SECTION 3: PLACEMENT ACHIEVEMENT AND IMPACT

8.

Please respond to the statements regarding your placement assignment by tick in the appropriate box and give brief comments.			
	Yes	No	Comments
Did you get along well with staff of your host organization? If not, what were the problems?			
Do you think your placement contributed towards development efforts in the Ethiopia, and if so, how?			
Did your participation raised a culture of volunteerism among Ethiopian Diaspora, and if so, how?			
Do you plan on returning to Ethiopia as a Diaspora volunteer, and why? If not, why not?			
Would you recommend this placement for future volunteers?			
Would you have liked to get anything else out of this placement and why? If not, why not?			
Do you think this volunteerism helped you to clarify your professional goals, and why? If not, why not??			
Do you think you benefited personally from this placement?			
Was your placement a good learning experience for you?			
Was the placement what you expected or met your expectations?			
Do you feel your skills and/or knowledge were appropriate (a match) to meet the needs of the host organization?			
Where there any major problems? If yes how might they be solved and who might have been best placed to solve them?			
Did this placement assignment met the goals and objectives set by your organization?			

9.

Rate what you feel was the impact your placement had on the listed below, using a single number on the scale provided that best expresses your opinion. Space is provided at the end of the evaluation for your specific comments.					
	Unsuccessful	Not too successful	Uncertain	Fairly successful	Very successful
Organization	1	2	3	4	5
People worked with	1	2	3	4	5
Families worked with	1	2	3	4	5
Yourself	1	2	3	4	5
Comments:					

10.

Personal Thoughts: Please rate your reaction to the statements below using a single number on the scale provided that best expresses your opinion. Space is provided at the end of the evaluation for your specific comments.					
	Very Poor	Poor	Barely Acceptable	Good	Very Good
Rate how you feel you contributed to the organization.	1	2	3	4	5
Do you feel skills matched actual work	1	2	3	4	5
Rate the description of your placement.	1	2	3	4	5
Rate the availability of supervision, feedback and guidance	1	2	3	4	5
Rate how you felt about orientation to organization and staff.	1	2	3	4	5
Comments:					

11. Please list specific tasks (activities/responsibilities) you completed during your placement.
Please comment on what skills were most important to completing work in your position.

12. What change would you like to see be changed & improved in the direction of the placement.
Please comment on the ways you think placement at your location could make it a more rewarding.

13. What was the best part of working at your placement location, your highlights?