

REBUILD

Boosting Livelihoods



PARTICIPANT HANDBOOK

ENGLISH



Table of Contents

General Information

Program Description	3
Explanation of Lottery	6
Timeline of Project.....	7

Our Information

Contact Us.....	8
Help with Harassment	9

Business Information

Blank Pages for Your Notes	10
----------------------------------	----

Forms

Consent Form.....	15
-------------------	----

Re:Build Program Description

Purpose of the Re:Build Program: The IRC is leading this project to improve economic conditions for both refugees and Ugandans in Kampala.

Our service is designed to support you with your business. Remember: this program is completely free for you. You will not owe anything to IRC, now or in the future.

Congratulations on being selected!

What You Can Expect from Us:



We started this microenterprise program because we know that it can be hard to get the money and goods needed to start and grow a business. The first part of our programming will be a **business grant**. Everyone will receive the grants after about 6 weeks via mobile money.

You will receive a business grant of 2,000,000 UGX to help your business get started or expand. We encourage you to use this grant for your business. As part of this research, we are very interested to learn how you use the cash – so we ask that you be truthful as you report back how you used the cash. How you use the cash will not affect your inclusion in this program or your eligibility for future programs.

The reason the grant is coming after 6 weeks is so that you have time to make a **business** plan on how to spend the money. Again, we encourage you to invest this grant in your business so that you can continue benefiting from this money for a long time in the future!

That is the business grant part of the Re:Build program.



The second part of Re:Build programming is money for transportation. You will receive 15,000 UGX. These will also come via mobile money. This money should cover your transportation costs for this meeting and a meeting in six months to receive a certificate. You will need to save the transport money so you can join us for the final meeting.

That is the transportation money part of the Re:Build program.



The third part of Re:Build offers a chance to earn money in addition to the business grants and transport! This part is called the lottery. You will have a chance to win cash prizes when your business is open. When your business is open, you will be entered into the lottery.

The first lottery is in 8 weeks. Mentees, please let us know when your business is open. Then, our IRC staff will come visit your location and ask when you normally work. This step is very important so that we can come back and visit your business later.

All of the mentees' businesses that are open after 8 weeks will be entered into the lottery. The lottery is random and done by a computer. There will be many lottery winners, but not everyone who enters the lottery will be selected by the computer.

More information on the lottery can be found on page 6 of this handbook. That is the lottery part of the Re:Build program.



Lastly, at the end of the six months, we will have a graduation ceremony with a **certificate** for everyone who completes the Re:Build microenterprise program.

To review, these are the **four parts** you can expect from us:

1. business grants
2. money for transportation
3. the chance to earn more money through a lottery and
4. a certificate.

What We Expect from You:

The project has two goals: to support you and other clients like you and *to research what programs will work best for others in the future*. Since this is a research project, other clients like you may get a slightly different program. All programs are designed to support you as much as possible within our budget, and your specific program was randomly assigned by a computer.



Since it is a research project, we ask that you **participate in surveys** during the process. For this, a firm called Consortium for Research in Uganda (or “CRU”) will do the surveys. They have already contacted you during this project and will continue to follow-up with you. You are not required to complete these surveys – they are entirely voluntary – but we would appreciate your participation so we can learn how to make these programs better for others in the future.

There will be surveys in 3 months, 6 months, 9 months, 12 months, and 18 months, and CRU will provide a small bonus of 10,000 UGX for participating in each survey.

Please know that your answers to CRU will not affect support from the IRC. The IRC will not know the answers you give to CRU. We want you to give CRU your most honest and true answers so the program can be improved in the future.



We will also have an automated system to call you sometimes, where you can **give information about the program and how your business is doing**. Again, these are not required, but we would appreciate your participation. These will help us improve the Re:Build program for you and for others in the future. There will be a small bonus for each of these calls.

If your contact information changes, please let us know!

If you get a new phone, we hope you will let us know at 0740 312 273.

Your participation is always voluntary, and you can choose to withdraw from the program at any time.

To review, here are the two things we ask from you as part of the Re:Build program:

1. Participate in surveys; and
2. Communicate if your contact information changes.

What We Hope to Achieve Together:

The IRC's mission is **to support refugees and also the communities that host them**. Refugees are people who do not feel safe in their home countries. They come to Uganda from Congo, South Sudan, Somalia, Rwanda, Burundi, and other countries. They or their families have often been targeted by violent groups, and they were often forced to abandon their belongings, their land, and sometimes their family to find a safer place to live.



Our programs work in places that host refugees. We think it's important to support and host refugees because we want everyone in our community, including refugees, our families, our friends, and our neighbors to be treated with compassion and not feel excluded or suffer discrimination.

The IRC started the Re:Build program because refugees live here in Kampala, and we want both refugees and Ugandans who live in Kampala to benefit. Refugees and Ugandans are participating in this program.

Overall, this project is part of the international donations that are shared between refugees and hosts in Uganda. In Uganda, more than 30% of foreign donations for refugees go to supporting Ugandans. In addition to small businesses, these donations are used to support schools and hospitals in areas where there are many refugees, including Kampala. The schools and hospitals are built for both Ugandans and refugees to use. International donors support these buildings and services because Uganda is a generous host to many refugees. Refugees are allowed to live and work in Kampala, and more donations can go to Ugandans because refugees can earn an income.

Our goal in this project is to help both refugees and Ugandans in Kampala with their businesses, and we are happy that you are part of the project.

That is what we hope to achieve together at Re:Build. Congratulations for being selected and welcome to the program!

ReBuild Lottery

In addition to the business grant, clients may also win bonuses if their businesses are successful.



1. Inform

Clients should call the IRC when their business is open

To be eligible, the business should be open at least 20 hours per week and serving customers. Please call 0740 312 273.



2. Verification

The IRC will visit the client's business to collect information for later spot-checks

If their business is open, the client will get an entry into the lottery.



3. Selection

A computer will randomly select winners

Businesses will be randomly selected each round.



4. Spot-Check

The IRC will conduct a surprise visit

The check will be based on the location and hours reported in step 2. If the business does not pass the spot check, another business will be selected.



Each business that is selected and spot-checked will receive 75,000 UGX!




If the business is open after 8 weeks, 16 weeks, and 24 weeks, the client could win the lottery 3 times if they are very lucky! That would be 225,000 UGX






















NOTE: Mentee businesses must be verified in order to qualify for the lottery, but not every verified business will be selected even if it is eligible

Re:Build Timeline

Please note that this timeline is an estimate, delays are possible. We appreciate your patience.

To help you track your progress, you can write dates against the weeks starting with the date you attend the Program Launch Event. You can then tick off activities once they happen.

 Survey
 Program
 Lottery

Date	Timeline	Expected Activities
	Preparations	<ul style="list-style-type: none">  Survey by CRU  Program launch event
	Week 1	
	Week 2	<ul style="list-style-type: none">  IRC Business Verification starts and runs until Week 25  IRC will visit to collect information for spot-checks
	...	
	Week 6	<ul style="list-style-type: none">  Business grant paid
	Week 7	
	Week 8	<ul style="list-style-type: none">  Lottery # 1 – Selection of open businesses
	Week 9	<ul style="list-style-type: none">  IRC spot-checks of winners  Lottery payments start
	...	
	Week 12	<ul style="list-style-type: none">  Survey by CRU
	...	
	Week 16	<ul style="list-style-type: none">  Lottery #2 – Selection of open mentee businesses
	Week 17	<ul style="list-style-type: none">  IRC spot-checks of winners  Lottery payment
	...	
	Week 21	<ul style="list-style-type: none">  Survey by CRU
	...	
	Week 24	<ul style="list-style-type: none">  Lottery #3 – Selection of open mentee businesses
	Week 25	<ul style="list-style-type: none">  IRC spot-checks of winners  Lottery payment
	Week 26	<ul style="list-style-type: none">  Graduation: Certificates for everyone
	...	
	Month 6	<ul style="list-style-type: none">  Survey by CRU
	Month 9	<ul style="list-style-type: none">  Survey by CRU
	Month 12	<ul style="list-style-type: none">  Survey by CRU
	Month 18	<ul style="list-style-type: none">  Survey by CRU

Client-Responsiveness Feedback Channels

The IRC is committed to listen and respond to your feedback

- ✓ We listen to our clients and use their feedback to make decisions.
- ✓ We communicate to our clients how their feedback has informed our actions.

This makes our assistance more...

Effective	Appropriate	Relevant	Accountable
-----------	-------------	----------	-------------

We will...

- ✓ Respond to your feedback within 7 days.
- ✓ Refer unmet requests to other stakeholders, where possible.

Speak to us...

If you experience any challenges with the Re:Build Mentorship program – for instance, if you wish to report any concerns, please reach out to the IRC staff through any of the following ways:

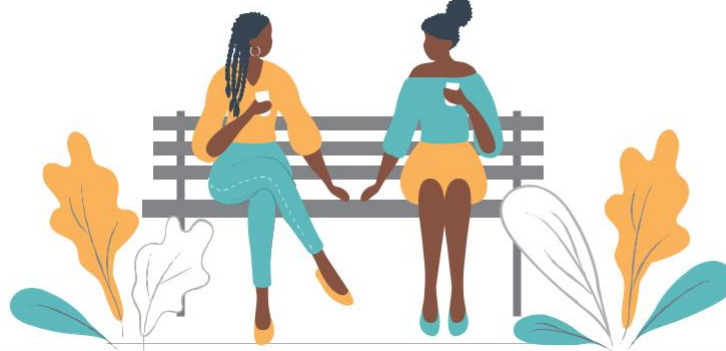
1. Come speak to an IRC staff at our Livelihood Resource Center (LRC) located at Nsambya Gogonya, Bypass – Zzembe Road.
2. Make a free phone call to us through 0800 200 506 or call our landline 0200925971
3. Call, SMS or WhatsApp us on: 0740312273
4. Send us an email through: ugurban.feedback@rescue.org
5. Write and share your concerns through secured, anonymous suggestion boxes located at 3 points:
 - a) IRC Livelihood Resource Center (LRC) - Nsambya Gogonya Bypass – Zzembe Road
 - b) At our partners' office - Raising Gabdho foundation in Makindye
 - c) At our partners' office - MAKASI Rescue Foundation in in Najjankumbi

If you change your phone number or move out of Kampala, please update us via the following ways:

1. Call, SMS or WhatsApp us on: 0740312273
2. Make a free phone call to us through 0800 200 506 or call our landline 0200925971

Gender Based Violence (GBV) Referral Information

IRC Is Here to Support You!



- ✓ IRC Staff can help you if you experience inappropriate comments, behaviors, proposals, or threats during your engagement.
- ✓ If you experience any of the above, you can:
 1. For emergencies or immediate support please report to your nearest **health center** or **police post**
 2. Report to IRC via any of the following toll-free lines for GBV and protection concerns
 - 800331331
 - 800331332
 - 800331333
 3. Report to any IRC GBV Focal Point staff in the list below. If you require further support the IRC can refer you to the appropriate local medical, legal, or psychosocial experts for support.
 4. All services by IRC are FREE. IRC office hours are 8 am – 5 pm.

Focal Point Name	Title	Contact Number
Bridget Onubia	GBV Focal point	0777905431
Scovia Auma	GBV Response Officer	0781442273
Sarah Rasam	GBV Response Officer	0773993895
Mathew Okot	Protection Officer Focal Point	0785319356
Eric Okello	Protection Officer	0774680906
Samson Namonyo	Protection Officer	0789044914
Maureen Apili	Legal Officer	0788103960
Elizabeth Tusiime	Legal Officer	0779667877

Participant's Copy of Consent Form

Study number: STUDY00004574 Principal Investigator (s): Andrew Zeitlin

Title: Evaluating the Refugees in East Africa: Boosting Urban Innovations for Livelihoods Development (Re:Build) Program-Uganda

Permission to Take Part in a Human Research Study Georgetown University

Location: Kampala, Uganda
Investigators:

Travis Baseler, Department of Economics, University of Rochester
Thomas Ginn, Center for Global Development (CGD), Washington DC
Ibrahim Kasirye, Economic Policy Research Centre (EPRC), Makerere
University **Andrew Zeitlin**, Georgetown University Washington DC

Consent Form for Participants

Key Information: The following is a short summary of this study to help you decide whether to be a part of this study. More detailed information is listed later in this form.

Why am I being invited to take part in a research study?

I work with Georgetown University and would like to invite you to participate in a study that Georgetown University, the University of Rochester, and the Center for Global Development is undertaking in collaboration with the International Rescue Committee (IRC). You are being requested to participate in this study because you have expressed interest and are eligible to participate in the ReBuild micro-enterprise program in Kampala. The purpose of this study is to observe different versions of the ReBuild project to understand and measure its effectiveness in improving economic and social outcomes, as well as in improving social cohesion within communities.

What should I know about a research study?

- Someone will explain this research study to you.
- Whether or not you take part is up to you.
- You can choose not to take part.
- You can agree to take part and later change your mind.
- Your decision will not be held against you.
- You can ask all the questions you want before you decide

Why is this research being done?

This study is trying to understand if the Re:Build microenterprise program is effective and helpful for IRC clients and their community, and how. We want to understand if the program is successful in reducing barriers for IRC clients who qualify for the microenterprise program. The study will look at the effect of the program in: building confidence and skills to start and run a business; increasing employment opportunities, income and assets; and, feeling settled in the business community and in Kampala. The aim of this study is to learn useful lessons that can improve future livelihood programs and interventions by the IRC and other humanitarian organizations working with the youth and other vulnerable populations across the world.

A description of sponsors of the research project and the organizational affiliation of the researchers:

The International Rescue Committee (IRC) is the implementation partner for this study. The IRC has an ongoing five-year program supported by the IKEA foundation called Refugees in East Africa: Boosting Urban Innovations for Livelihoods Development (Re:Build). This program offers a number of economic interventions to refugees and vulnerable hosts in the Kampala area. This study will focus on the microenterprise track of this program and will consist of a randomized controlled trial (RCT).

How long will the research last and what will I need to do?

You are being requested to participate in this study because you have expressed interest in participating in the Re:Build microenterprise program in Kampala. If you decide to enroll, we expect that you will be in this research study for 18 months. Note that if there are more COVID-related lockdowns in the future, the services may get paused and the overall timeline of the program may get delayed while we wait for safe reopening. If that's the case, you will be notified by the IRC about the pauses and potential adaptations for the services.

As you may already know, the demand for this program is very high and the IRC will not be able to select everybody who expressed interest. This selection will be based on IRC's eligibility criteria and will be partially random and partially to meet demographic quotas.

For the selected participants, which may include people from other genders, nationalities, industries, and neighborhoods, the IRC uses a lottery system to decide which services the clients receive and the order in which clients receive services. In order to understand what components of the microenterprise program work best, some participants in this study will get access to some components of the

Re:Build microenterprise program and not others. For example, some mentees might receive a business grant to start up a business, while others might receive a business grant as well as support from a mentorship group of four participants. The meetings with your groups will be once per week, lasting approximately one hour, for the next six months. The IRC will provide a stipend for travel.

Mentors will be compensated for their time by the IRC with a stipend. If you expressed interest in being a mentor and are not matched with a microenterprise client right away, your name will be entered into a wait-list and it is possible that you will get matched with someone in the future.

Everyone who is selected for the program will receive services. However, some selected participants will receive services before others. Some participants will not receive services until 18 months after the program begins. There will also be surveys of all participants that will start for all selected participants soon, even those who will not receive services until next year.

Once services are scheduled to start, in the first information session, the IRC will share basic information about the program and what you should expect moving forward. Participating in the study does not guarantee receiving the Re:Build program or becoming a mentor, as you are still subject to the IRC policies and eligibility requirements.

If you consent to be included in the study, you may also be contacted by an external survey firm for research purposes. This firm will first contact you to conduct a baseline survey. participation in this baseline survey is required for those who wish to be assigned to a mentorship group.

You may also subsequently be contacted for in-person follow-up surveys of approximately 1.5 hours at multiple time periods: 6, and 12 months after the program starts. These surveys will take approximately 1.5 hours. Some surveys will take place before the program starts. You may also be contacted by the IRC for quick SMS or in-person check-ins to report details about the mentorship meetings and your business. All clients in the study will be asked to complete the surveys, even the clients who have not received services yet and the mentors who do not receive a microenterprise mentee group.

These surveys are independent from the IRC, and the IRC will not see your responses to these questions in a way that can be linked to you as an individual. We want you to be free and open with the survey firm so that we can accurately evaluate this program.

More detailed information about the study procedures can be found under **“What happens if I say yes, I want to be in this research?”**

Is there any way being in this study could be bad for me?

Overall, there are no social, legal or economic risks associated with this study above and beyond what the IRC may encounter with its own programming. All safety and security procedures and responses implemented by the IRC will be available at any time by all study participants, no matter what study arm they are in. There may be two risks of confidentiality and discomfort due to answering the research team's questions. The information that you share with the research team will never be shared with the IRC team in a way that can identify you.

Every time the research team contacts you for surveys, you will be compensated for your time and transportation if you need to commute somewhere.

More detailed information about the risks of this study can be found under **“Is there any way being in this study could be bad for me? (Detailed Risks)”**

Will being in this study help me in any way?

There is no direct benefit to you for participating in the study. However, the information you provide us with may be beneficial for creating future microenterprise and mentorship programs. Members of the broader financial, retail, and the business community may also benefit in the future from the information we obtain in this study.

What happens if I do not want to be in this research?

Participation in research is completely voluntary. You can decide to participate or not to participate. Your alternative to participating in this research study is to not participate.

Detailed Information: The following is more detailed information about this study in addition to the information listed above.

Who can I talk to?

If you have any questions regarding the survey or this research project in general, please contact the in-country Investigator Ibrahim Kasiye at +256 414 541 023. You may also contact the IRC at any time with questions, concerns or feedback regarding the survey or this research project through the following phone numbers +256 740 312 273 or +020 092 5971. A copy of this consent agreement will be left with you.

This research has been reviewed and approved by an Institutional Review Board (“IRB”). You may talk to them at +1 (202) 687 1506 (US number) or irboard@georgetown.edu, or you can call the Chair of the Higher Degrees, Research and Ethics Committee (HDREC) (Dr: Suzanne Kiwanuka at +077 288 6377). if:

- Your questions, concerns, or complaints are not being answered by the research team.
- You cannot reach the research team.
- You want to talk to someone besides the research team.
- You have questions about your rights as a research subject.
- You want to get information or provide input about this research.

How many people will be studied?

We expect about 3000 participants will be in this research study.

What happens if I say no, I do not want to be in this research?

If you choose not to participate, you will not be in the study sample and will not be contacted further by the research team for surveys and additional information. You will not be eligible to receive the program that is part of this study. However, you will be eligible to receive other services that are not part of the research study. Different IRC programs will have eligibility criteria which are determined separately, and no one is ever guaranteed services, whether they accept or decline the research. If you decline to participate in this research but are interested in other services offered by the IRC, please let me know, and the IRC can provide information about the other services and how to express interest.

What happens if I say yes, I want to be in this research?

Your consent to participate in the study does not guarantee services. As explained above, the IRC will not be able to serve all participants, even those who agree to participate in the research.

If you agree to participate, there will be a survey today conducted by the IRC. This survey is entirely voluntary, though declining this survey will be the same as declining participation in the study overall. The IRC will conduct one survey today, one survey during the program, and a final survey after the program. You will be asked to verbally respond to each question, and your responses will be recorded on a tablet. The survey today will take about 1 hour of your time.

Selected participants will next be contacted by an external survey firm. While the IRC collects data regularly as part of its programming, the external firm will collect data for research purposes only, and information provided to enumerators from that firm will not be shared with the IRC or anyone else outside the research team in a way that can be connected to you in a personally identifiable way.

Following today's survey, the next step for those who are enrolled in the study will be a baseline survey conducted by this external survey firm. Participation in this baseline survey is required for those wishing to take part in the Re:Build program within the study; however, during the baseline survey, study participants will always have the opportunity to decline to answer any specific question if you feel uncertain or uncomfortable about the answer. If you decline to participate entirely in the baseline survey, you will not receive or participate in any IRC programming within the study, though this will not affect your eligibility for other IRC services or for future instances of mentorship or business-support grants provided by the IRC.

Following the baseline survey, for those who have participated in the baseline survey, a lottery will be run to determine if you will participate in the study now or participate in the Re:Build program later. Following the lottery, the IRC will call you to let you know what kind of programming you will receive and when and call you for an information session to kick-off the program and give more details about your involvement in the Re:Build program.

Throughout the program, the research team may contact you to ask for follow up information. The IRC will share your contact information with an external survey firm, including but not limited to your name, location, phone number, date of birth, and ID number, so they can verify that they are talking to the right person. As discussed above, these follow-up surveys of approximately 1.5 hours will happen three times: before enrollment, and 6, and 12 months after the program starts. These surveys are independent from the IRC, and the IRC will not see your responses to these questions. There will also be SMS and automated surveys from the IRC approximately every two weeks. A short audio recording may also be made at random points during the surveys for quality control. The recordings will remain within the research team and deleted after the study. Each survey will have its own consent at the time of the survey. Participation in each survey, and each question within each survey, is entirely voluntary.

Between the mentorship meetings, the IRC surveys, and the external firm surveys, clients should expect this program to take about 3 hours per week.

Please note that study plans may need to change at any point due to Uganda's COVID precautions and protocols. In particular, services may be delayed, and some in-person elements of the programming may be removed or replaced by remote options (on the phone or email) if the COVID guidelines don't allow for meeting safely. In case of a pause, change or delay in services, the IRC will be in touch to let you know the way forward.

What happens if I say yes, but I change my mind later?

You can leave the research at any time. It will not be held against you for determining future IRC services.

Is there any way being in this study could be bad for me? (Detailed Risks)

There are no foreseeable risks to you, your business, or your family if you participate in this study, other than the two risks of confidentiality and discomfort outlined below.

- Confidentiality risk: All information you provide to the external survey firm will be used for research purposes only. Although unlikely, there is a risk of loss of confidentiality. Your information will be handled with as much privacy as possible. In order to protect your name, your data will be password encrypted for protection. Information identifying you will be kept in a secure location. All identifying information will be omitted from any data distributed to others, or any publications or conference presentations to result from this study.

- Risk of discomfort: Some of the questions in the interviews or perspective-giving exercise may make you uncomfortable or upset. Feel free not to answer any questions you do not wish to answer or stop the interview at any time without affecting any potential benefits accrued to you from the IRC.

Any potential risks linked to disbursing cash assistance are minimized given that IRC has a good track record delivering this type of assistance and of anticipating and mitigating any potential economic, physical, psychological or legal risk for their target population. Some risk of discomfort might be introduced because of the perspective-giving exercise. Because of high demand for the program, you may be selected to have to wait for a year or more before you can receive a mentee group. We do not foresee a major risk from this, as all participants enrolled in the study will eventually participate in the mentorship program.

What happens to the information collected for the research?

Efforts will be made to protect your personal information to the extent allowed by law. The research team will not share your individual information with any third party and will not share data collected by the third-party survey firm with the IRC either. However, we cannot guarantee absolute confidentiality.

Data will be collected with a program which allows for password encryption of the data. The key to access the data will only be shared with researchers involved in this study at Georgetown University, the University of Rochester, the Center for Global Development, and the Economic Policy Research Centre in Uganda. Records of research study participants are stored and kept in Georgetown University's encrypted folder via a remote server. Identifiable data collected by the survey firm will never be shared with the IRC, third-parties, or downloaded onto computers other than the remote servers. Only aggregated and de-identified data will be shared via analyses.

You will not be identified in any reports or publications resulting from this study. In addition to the researchers and research institution(s) conducting this study, organizations that may request to inspect and/or copy your research records for quality assurance data analysis and other research related and operational or administrative purposes, include groups such as: the Georgetown University Institutional Review Board (IRB), the Makerere University School of Public Health Research and Ethics Committee (SPH-REC), and the Uganda National Council for Science and Technology (UNCST). The IRC team will not have access to your record and what you shared with the research team will not be shared with IRC.

If identifiers are removed from your identifiable private information that is collected during this research, that information could be used for future research studies or distributed to another investigator for future research studies without your additional informed consent.

Can I be removed from the research without my OK?

Only safety concerns towards other participants or the IRC, and at the IRC's discretion, could lead to a participant being removed from the research. The person in charge of the research study or the sponsor can remove you from the research study without your approval.

Your signature documents your permission to take part in this

research. **Signature Block for Capable Adult**

Signature of subject

_____ Date

Printed name of subject

Signature of person obtaining consent

_____ Date

Printed name of person obtaining consent

IRB Approval Date

**Thank you for
participating!**