**Consultant for Baseline Study**

# Detailed Terms of Reference

American Red Cross, Bangladesh delegation (PNS) of The International Federation of Red Cross and Red Crescent Societies (IFRC) is seeking **consultant(s) to conduct the baseline study** for Coastal Disaster Risk Reduction Program of Bangladesh Red Crescent Society.

|  |  |
| --- | --- |
| **Purpose** | The purpose of the baseline study is to measure current knowledge, attitude and practice towards disaster risk, and disaster preparedness among households in targeted communities and schools covered by the project. Additionally, the baseline study will also enable identification and understanding of the level of preparedness of communities (including schools) to natural hazards, specifically in terms of their self-organization, ability to take action, knowledge and awareness, and connectivity. |
| **Title** | Consultant for conducting baseline study |
| **Type** | Consultancy |
| **Reporting** | The consultant will report to Deputy Program Manager, Coastal Disaster Risk Reduction Program, BDRCS with attention of the American Red Cross Head of Program, Bangladesh delegation. |
| **Technical Reporting** | Same as above; along with PMER unit of the program |
| **Expected start/end dates, number of work days** | 28 October 2020 (40 working days) |

### 1 Background

The Enhancing Community Preparedness in Bangladesh (Coastal DRR) program will work in 17 new communities (and 20 new schools) across the districts of Bagerhat, Patuakhali, and Khulna, and continue phase I follow up activities in 8 existing communities (20 existing schools),in Bagerhat and Patuakhali districts for a year. The overall program will emphasize strengthening of community level preparedness with the advancement of relevant national level systems that will contribute to more effective and sustainable local level preparedness and response actions by the national society through informed Forecast based Actions. Work in the eight existing communities will focus on sustainability of the initiatives implemented during Phase I. Activities implemented in the 12 new communities in Bagerhat and Patuakhali districts will be centered on scaling up of the coastal community-based disaster risk reduction (CBDRR) and school-based disaster risk reduction (SBDRR) program model and expand it to new communities and schools. For the 5 new communities of Khulna district, activities will be geared towards the replication of the CBDRR and SBDRR model through the newly established CPP organization mechanisms supported by the technical capacities of Bangladesh Red Crescent Society (BDRCS), American Red Cross (AmCross), the International Federation of Red Cross and Red Crescent Societies (IFRC), as well as the Cyclone Preparedness Programme (CPP) and the Ministry of Disaster Management and Relief of the Government of Bangladesh.

**1.1 Overall objectives and outcomes of the project include:**

**Objective #1:** Individuals and communities build their knowledge of disasters and vulnerabilities; self-organize and take individual and collective actions to establish a culture of preparedness and reinforce their networks and connectedness.

|  |  |
| --- | --- |
| *Outcome 1:* | *Communities have relevant skills, knowledge, systems, and resources to reduce disaster risk and prepare, respond, and recover from disasters.* |
| *Outcome 2:* | *Local actors have relevant skills, knowledge and systems to support community preparedness.* |
| *Outcome 3:* | *CPP units have increased capacities to support community preparedness and response.* |

**Objective #2:** BDRCS has mechanism (local and national) in place to provide accountable, efficient, effective and timely assistance to affected and at-risk populations.

|  |  |
| --- | --- |
| *Outcome 4:* | *BDRCS is credible and accountable to stakeholders and humanitarian standards* |
| *Outcome 5:* | *BDRCS has enhanced systems for better service delivery in preparedness and response capacities.* |
| *Outcome 6:* | *CPP has increased capacity through sustained cooperation from BDRCS* |
| *Outcome 7:* | *At least 1 CPP National Level Early Warning System is improved*. |

**1.2 Project/Program Areas**

The project focuses on 8 existing communities (20 existing schools) from the prior program phase in Bagerhat and Patuakhali districts, and 17 new communities (20 new schools) across Bagerhat, Patuakhali, and Khulna districts (see Table 1).

**Table 1: Project Communities and Schools**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **District: Patuakhali (Kalapara Sub-District)** | | | | |
| **SN** | **Existing/New Community** | **Community Name** | **Total HHs (Approx.)** | **Total Population (Approx.)** |
| 1 | Existing | Pashurbunia | 438 | 1808 |
| 2 | Existing | Char Chandupara | 497 | 2411 |
| 3 | Existing | Londa | 481 | 1994 |
| 4 | Existing | Paschim Dhankhali | 448 | 1983 |
| 5 | New | Mohipur Union Ward 1 | 450 | 2250 |
| 6 | New | Mohipur Union Ward 2 | 450 | 2250 |
| 7 | New | Mohipur Union Ward 3 | 450 | 2250 |
| 8 | New | Latachapli Union Ward 1 | 450 | 2250 |
| 9 | New | Latachapli Union Ward 1 | 450 | 2250 |
| 10 | New | Latachapli Union Ward 8+9 | 450 | 2250 |
| **Total** | | | **4564** | **21696** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **District: Bagerhat (Sarankhola Sub-District)** | | | | |
| **SN** | **Existing/New Community** | **Community Name** | **Total HHs (Approx.)** | **Total Population (Approx.)** |
| 11 | Existing | Uttar Southkhali | 432 | 1953 |
| 12 | Existing | Dakshin Southkhali | 427 | 1853 |
| 13 | Existing | Gabtala Satghar | 409 | 1688 |
| 14 | Existing | Bogi Dashghar | 413 | 1864 |
| 15 | New | Rayenda Union Ward 5 | 450 | 2250 |
| 16 | New | Rayenda Union Ward 8 | 450 | 2250 |
| 17 | New | Rayenda Union Ward 9 | 450 | 2250 |
| 18 | New | Khontakata Union Ward 4 | 450 | 2250 |
| 19 | New | Khontakata Union Ward 5 | 450 | 2250 |
| 20 | New | Southkhali Union Ward 9 | 450 | 2250 |
| **Total** | | | **4381** | **20858** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **District: Khulna (Paikgachha Sub-District)** | | | | | | |
| **SN** | | **Existing/New Community** | **Community Name** | | **Total HHs (Approx.)** | **Total Population (Approx.)** |
| **Note:** *Selection process for* *5 new communities in Khulna District (Paikgachha sub-district) is currently in the process of being finalized and will also be included in this Baseline Study.* | | | | | | |
| **Total** | | | | | **n/a** | **n/a** |
| **Project schools** | | | | | | |
| **SN** | **Existing Schools (with total number of students)** | | | **Within Project community (Y/N)** | **Sub-district** | **Village** |
| 1 | Teyakhali K Islam Secondary School (237) | | | N | Kalapara | Purbo Teyakhali |
| 2 | Londa Hafiz Uddin Secondary School (434) | | | Y | Kalapara | Londa |
| 3 | Dhankhali Gazi Mannan & Hafiza Junior Secondary School (130) | | | N | Kalapara | Londa |
| 4 | Dhankhali Mohila Dakhil Madrasa (160) | | | N | Kalapara | Paschim Dhankhali |
| 5 | Paschjunia Dhankhali Secondary School (467) | | | Y | Kalapara | Paschjunia |
| 6 | Lalua SKJB Secondary School (297) | | | Y | Kalapara | Chandupara |
| 7 | Lalua Janata Secondary School (511) | | | Y | Kalapara | Kalowpara |
| 8 | Banatipara Alhaz Abdul Halim Khan Dakhil Madrasa (327) | | | Y | Kalapara | Banatipara |
| 9 | Nayapara Dakhil Madrasa (201) | | | N | Kalapara | Nayapara |
| 10 | Sisu Polly Academy (294) | | | N | Kalapara | Baliatoli |
| 11 | Tafalbari School & College (658) | | | N | Sarankhola | Tafalbari |
| 12 | Sundarbon High School (193) | | | Y | Sarankhola | Chaltabuneya |
| 13 | Sonatala Islameya Alim Madrasa (404) | | | N | Sarankhola | Sonatala |
| 14 | Sundarbon Islameya Dakhil Madrasa (401) | | | Y | Sarankhola | Chaltabuneya |
| 15 | Southkhali Girls High School (260) | | | N | Sarankhola | Tafalbari |
| 16 | Rayenda Model High School (1,451) | | | N | Sarankhola | Rayenda |
| 17 | RKDS Pilot Girls High School (550) | | | N | Sarankhola | Rayenda |
| 18 | Janata High School (460) | | | N | Sarankhola | Bangla Bazar |
| 19 | South Rajapur Dakhil Madrasa (312) | | | N | Sarankhola | South Rajapur |
| 20 | Rasulpur Junior School (243) | | | N | Sarankhola | Rasulpur |
| **Note:** *Selection process for 25 new schools are currently in the process of being finalized and will also be included in this Baseline Study.* | | | | | | |

**1.3 Project/Program Stakeholders**

This project is a collaboration between BDRCS, CPP, AmCross, and IFRC with BDRCS being the lead implementing agency of the project. AmCross and IFRC will provide overall oversight, technical and financial support towards the project.

**1.4 Previous Surveys/Studies**

Out of 25 communities where this project will be implemented, a baseline study was conducted on 8 of those communities in 2017, under the *Enhancing Institutional and Community Preparedness and Readiness in Coastal Bangladesh* project. The baseline study was commissioned by BDRCS through external consultants in coordination with AmCross AMEE region. Findings from the study were incorporated in the designing of the program in a dynamic process which enabled overall strengthening of the program. The current baseline study will not include the 8 communities in the two sub-districts (Sarankhola, Bagerhat and Kalapara, Patuakhali) covered in the prior program phase as the current project focuses on the sustainability of the program activities previously implemented.

### 2 Main purpose of consultancy:

The purpose of the baseline study is to measure current knowledge, attitude and practice towards disaster risk, and disaster preparedness among households in targeted communities and schools covered by the project. Additionally, the baseline study will also enable identification and understanding of the level of preparedness of communities (including schools) to natural hazards, specifically in terms of their self-organization, ability to take action, knowledge and awareness, and connectivity.

**2.1 Objectives of the Baseline Study**

The purpose of this baseline study is twofold. First, to assess the knowledge and understanding of disaster preparedness in target vulnerable communities covered by the project. The study attempts to understand, at the household level and school level, ongoing practices and behavior of highly vulnerable populations in relation to their needs and priorities in the disaster preparedness planning processes considering climate change and inclusion perspective. It intends to provide baseline data on community-based disaster risk reduction (CBDRR) indicators to set out realistic project targets and enable the assessment of project progress over time. Second, at the community level (including school), the study aims to promote better understanding and analysis in terms of community preparedness towards natural disasters. This will be accomplished through examining community (including school)-level preparedness in four key areas, namely self-organization, ability to take action, knowledge and awareness, and connectivity. Overall, this baseline study will enable assessing the capacity of vulnerable communities in relation to responding to disasters more effectively and reducing risks while also recognizing community-level strengths and weaknesses. The result of the baseline will be used to adjust project strategies and intervention (where necessary and applicable) to ensure that project activities address gaps identified from the baseline study. Furthermore, baseline results will be compared with future end-line results to examine project outcomes (both positive and negative) over time. Lastly, baseline results will also enable learning and sharing of community practices on using innovative tools and resources to help increase their safety and resilience.

**2.2 Scope of work**

The consultant will be responsible to ensure the baseline study utilizes methodologies that meet quantitative and qualitative research standards of the scientific community. The scope of work must include the following:

**Review of secondary sources of information**

* *Collect and review relevant data, reports and publications, both project-related and disaster risk reduction program component- related, as part of the overall analysis and reporting*

**Questionnaire finalization *(in close consultation with the project team)***

* *Provide technical support in finalizing questionnaire(s) for the household survey (and school survey)*
* *Transfer questionnaire(s) into relevant technological platforms to enable mobile data collection and data submission to an online server ()*
* *Translate data collection tools into local language(s) where relevant.*

**Conduct baseline survey and community (*and school*) disaster readiness assessment *(in close consultation with the project team)***

* *Recruit and train enumerators*
* *Provide necessary guidance to enumerators*
* *Establish mechanisms to ensure data quality*
* *Lead and coordinate data collection*

**Data management, analysis, and reporting *(in close consultation with the project team)***

* *Perform data cleaning and consolidate findings from the survey and assessment*
* *Perform data analysis*
* *Prepare the Baseline report*
* *Present Baseline results to the project team and other stakeholders as relevant*

### 3 Methodology:

This baseline study will comprise of a household level survey *(and school level survey)* as well as an assessment of community *(and school)* disaster readiness, employing both quantitative and qualitative methods. In consultation with the project team, consultants are free and encouraged to be as creative as possible in arriving at a suitable methodology that will ensure that the objectives of the study are fully met in a timely and efficient manner, provided the methodology meets the standard recommended methods and proposed sampling parameters indicated in this term of reference.

**i) Household Survey:** Household surveys (i.e., either on-site enumerator assisted in-depth interviews or on-site local volunteer-assisted in-depth interviews). If assisted by local Red Cross Volunteers, training on the methodology and tools for the household survey will be provided to the Red Cross Volunteers remotely via virtual mechanisms by the consultant and data will be collected through mobile devices using apps such as ODK or KoboToolbox. This will enable data to be uploaded on the server on a daily basis and monitoring for data quality assurance to be done on a regular basis. For the interview, the head of household will be the preferred respondent. In case of absence of the head of household, another adult member can be chosen as a respondent. The selected household survey sample will ensure proportionate representation in terms of gender and ethnicity.

**ii) School Survey:** As part of the baseline study, project implementing schools will also be selected for this study. The school level survey (multiple choice test) will assess the understanding of students on topics related to general disasters, community-based disaster risk reduction, climate change and social inclusion. The selected school survey sample will ensure proportionate representation in terms of gender and ethnicity.

**iii) Community *(and School)* Disaster Readiness Assessment:** An assessment of community *(and school)* -level disaster readiness will also be conducted in all project’s target communities as part of the baseline study. The assessment (based on a checklist measuring community/school disaster readiness) will utilize a combination of desk reviews, focus group discussions, selected household *(and school)* visits, as well as interaction with community members and the project’s field teams.

**3.1 Sampling Parameters**

**Table 2: Parameters for Sampling**

|  |  |  |
| --- | --- | --- |
| **Geographic Scope** | The study will be conducted in 17 new communities and 20 new schools across the districts of Bagerhat (Sarankhola sub-district), Patuakhali (Kalapara sub-district), and Khulna (Paikgachha sub-district). | |
| **Target Population** | The total population size of the target communities under the project’s geographic areas is approximately 42,500 (Banglapedia, 2019). The number of sampled households will be proportionately allocated by total population in selected communities.As there is no requirement that all project’s target communities *(and schools)* be included in the household survey *(and school survey)*, a representative sample can be proposed at the discretion of the consultant. The process for this should be clearly indicated in the inception report. As much as possible, national census data should be taken as reference to ensure proper representation of respondents from the inclusion perspective. The community *(and school)* disaster readiness assessment will include all communities *(and schools)* covered by the project. | |
| **Sampling Unit** | The study will utilize both primary and secondary data where the former will rely on data collection from primary sampling units (PSU) at the household level *(and school level)* while the latter will rely on data collection from other available sources, such as past assessments/evaluations and reports. | |
| **Sampling Method** | The proposed sampling method for the study is probability-systematic (random) sampling. | |
| **Sample Size Parameters** | The consultant should also clearly describe process and other relevant parameters (*see proposed sample size parameters below*) for determining sample size in the inception report. The consultant should also indicate anticipated non-response rate in the inception report. | |
| Significance level | 95% |
| Power | 80% |
| Estimated Baseline Value of Key Indicator | 45% |
| Expected Future Value of Key Indicator at End-line | 60% |
| One or Two-Tailed Test | One |
| Design Effect *(if applicable)* | 1.5 |

The consultant will also undertake a descriptive analysis (means, confidence intervals, etc.) of the data collected from the baseline survey as part of the overall analysis and reporting of the baseline survey.

**3.2 Baseline Study Tools**

**Household Survey *(and School Survey)***

A standard questionnaire for the household survey *(and school survey)* will be provided to the consultant. The consultant will be responsible for adapting, pre-testing, and finalizing the questionnaire(s) in consideration of local contexts, and in close consultation with the project team.

**Community Disaster Readiness Checklist *(and School Disaster Readiness Checklist)***

The consultant will utilize AmCross’ Community *(and School)* Disaster Readiness checklist for conducting community level *(and school level)* disaster readiness assessments in conjunction with the household *(and school)* survey.

### 4 Required outputs/outcomes/deliverables

Expected deliverables for the Baseline study are as follows:

1. Inception Report (study design)
2. Finalized data collection tools, in English and the local language
3. Training manual for field staff, in English and the local language
4. Data entry software designed for survey (for use with mobile devices)
5. All data files in SPSS & Excel (raw data sets, modified data sets, log files, code book)
6. Sampling weights used in data analysis *(if applicable)*
7. Report with preliminary study results
8. Draft report *(based on feedback provided from initial version with preliminary results)*
9. Final report. The final report should include detailed information on the following:

* *Sample size calculation, sample design*
* *Allocation of units across stages, selection of units at each stage*
* *Methodology for selecting respondents at the final stage*
* *Questionnaire finalization*
* *Training of enumerators*
* *Listing operations*
* *Quality control measures and ethics*
* *Data cleaning and analysis (including non-response, variance estimation technique used and how complex sample design was accounted for)*
* *Lessons learned to inform future surveys and assessments including experiences in utilizing ODK/mobile phone data collection.*

### 5 Timeframe

The study period will be for a maximum of **40 working days**. The consultant will be required to provide and confirm a detailed work plan during the inception period. The study period maybe extended considering delays in field data collection, if any, caused as a result of COVID19 pandemic.

### 6 Operations

**6.1 Administrative and Logistic Support**

The consultant is expected to use her/his own laptop/computer. Approved administrative and logistical costs will be reimbursed by the project team.

**6.2 Reporting Relationship**

The consultant will report to Deputy Program Manager, Coastal Disaster Risk Reduction Program, BDRCS with attention of the American Red Cross Head of Program, Bangladesh delegation.

**6.3 Quality Assurance and Ethics**

The consultant will be required to establish mechanisms to ensure data quality and compliance to standard research ethics for the Baseline study. This should be clearly indicated and described as part of the inception report.

**6.4 COVID-19 Guidance**

The consultant should ensure that all activities are conducted in accordance with relevant and mandated technical guidance related to the Coronavirus disease (COVID-19) as advised by the Bangladesh Red Crescent Sosciety, Government of Bangladesh and the World Health Organization (WHO). The consultant should also consider potential delays when planning and scheduling activities as a result of adjustment of policies and guidance related to the COVID-19 pandemic.

### 7 Person specification

|  |  |  |
| --- | --- | --- |
| **Education/Qualifications** | Required | Preferred |
| Post graduate degree, from a recognized institution, in social research, survey methodologies, or monitoring & evaluation | X |  |
| **Experience** |  |  |
| Five to seven years’ experience conducting and leading survey research and assessments, both quantitative and qualitative, 4 of which should be with international organizations (NGOs, UN, and other humanitarian agencies) | X |  |
| Demonstrated experience in questionnaire development and testing | X |  |
| Demonstrated experience in training and managing data collectors/enumerators | X |  |
| Experience with survey work in DRR or related sectors | X |  |
| Experience in Monitoring and Evaluation (preferably in DRR or related sectors) | X |  |
| Demonstrated experience and expertise in designing, managing and analyzing data for multifaceted survey designs (stratified, clustered, multistage, disproportionate selection probabilities, etc.) | X |  |
| Experience in using mobile device-based data collection | X |  |
| **Skills/knowledge** |  |  |
| Excellent knowledge and skills in research methodology and statistical analysis. | X |  |
| Advanced computer skills (SPSS and Excel) | X |  |
| Excellent communication skills for training and facilitation, and leadership to manage and coordinate a team of data collectors/enumerators | X |  |
| Excellent report writing skill both in English and Bangla | X |  |
| Ability to work independently, ability to juggle and coordinate various tasks simultaneously, ability to prioritize tasks, well organized, reliable and trustworthy | X |  |

### 8 Application Procedures

*The application proposal should not exceed 10 pages, and should use the following outline:*

**8.1 Consultant experience (with detailed CVs attached)** of all professionals who will work on the baseline study. This section should highlight past experience of the consultant in conducting sample surveys and assessments, preferably with complex sample designs and in developing countries. The section should mention names, qualifications and experiences of all persons who would be involved in various aspects of conducting the survey, along with level of efforts.

**8.2 Methods:** Study objectives, methodology, sample design-calculation-selection, and an analysis plan. If local volunteer-assisted in-depth interviews will be utilized (i.e., interviews conducted by local Red Crescent/CPP volunteers in communities using mobile data collection applications) with appropriate remote training provided to the local volunteers then this should be clearly indicated and described with appropriate rationale provided. If alternative methods (in addition to or in place of what is recommended in this ToR) are proposed to align with the current COVID-19 operational context, this should be clearly described with appropriate rationale provided.

**8.3 Work plan**: The proposal should clearly describe all relevant activities to be conducted, including preparatory work, training, sampling and data collection work, data entry, data processing and analysis, results and report writing. The timeline and person(s) responsible for each activity needs to be clearly mentioned.

**8.4 Field team**: If there is more than one consultant on the proposed team, please provide the number of persons needed for data collection and other proposed activities. *Please utilize the* ***Table 3*** *below as reference to provide the level of effort (in number of days) of each team member for all proposed activities:*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Name of persons | Level of effort (number of days) | | | | | | |
| Data Collection Tools development | Training | Field work | Data entry and cleaning | Data analysis | Report writing | Presentation of findings |
|  |  |  |  |  |  |  |  |

**8.5 Training**: State who will be responsible for training of data collectors/enumerators and include information on prior experience. Describe how the training will be done, the topics covered, expected duration and logistic and administrative support needed from the project team.

**8.6 Quality control and ethics**: Provide a section detailing the mechanisms to ensure data quality by clearly specifying steps for data validation. This section may also include supervisory mechanism for data quality and the role of field editors. Measures for compliance to standard research ethics should also be stated here.

**8.7 Data entry and processing plan**: This section should clearly describe preparation and mechanism for data entry, validation checks and data processing activities.

**8.8 Data analysis**: Provide details on the analyses that will be carried out, and on the person(s) responsible for data analysis (including prior experiences).

**8.9 Progress updates:** This section should clearly indicate the mechanism that would be used to communicate with relevant officials to provide regular updates about proposed field activities, coverage rate, data entry status, etc.

**8.10 Proposed Budget:**  A breakdown of all associated costs for the baseline study should be provided in BDT and USD. The consultant is requested to provide 2 proposed budgets: one for the package that includes enumerator support with provision of on-site training for conducting the survey as mentioned in the study methodology using all proposed tools , and another one for the package that includes interviews assisted by local Red Crescent/CPP volunteers with provision of remote training to volunteers in communities for conducting the survey as mentioned in study methodology using all proposed tools. If alternative methods (in addition to or in place of what is recommended in this ToR) are proposed to align with the current COVID-19 operational context, this should be clearly reflected in the budget with appropriate cost breakdown analysis provided.

**8.11 Professional references:** Provide three references from your previous clients.

**8.12 Writing Sample:** Provide one sample of a recent baseline study (or related work) completed for another client where you are the lead author and principal researcher.

**8.13 Selection Criteria**

* Qualifications section
* Cost
* Experience in quantitative and qualitative research methodologies
* Experience in DRR sector
* Number of Days and Timeline availability

Please submit your proposal application in English no later than **10th October 2020** to [info@amcrossbd.org](mailto:info@amcrossbd.org). In the subject line please **include your full name** along with the following words **“Consultancy Application: Baseline Study 2020”**. Only short-listed candidates will be notified and contacted for an interview. Applications received after the deadline or incomplete applications will not be considered.

### 9 Terms of Payment

Payment will be based on agreed on key deliverables:

1. 30% of consultancy fees will be paid one week after submission of inception report (1)
2. 70% of consultancy fees will be paid within one week after submission of final report (2)

The fees will be paid by cash/cheque/bank account transfer upon agreement with the consultant. VAT and tax will be deducted as per local government policies.

### About Us:

The International Federation of Red Cross and Red Crescent Societies, (IFRC) is the world’s largest humanitarian organisation. The IFRC Country Office in Bangladesh has worked alongside the Bangladesh Red Crescent Society (BDRCS) for more than 30 years in humanitarian fields including disaster management, with a focus on the cyclone early warning and response programme in the coastal belt, and disaster preparedness and response during natural disasters.

American Red Cross is working in Bangladesh as an integrated partner of Bangladesh Red Crescent Society (BDRCS) and IFRC to support the humanitarian efforts of BDRCS.

***The IFRC is an equal opportunity employer***