SOCIAL IMPACT'S QUARTERLY REPORT

DEMOCRACY, HUMAN RIGHTS & GOVERNANCE – LEARNING, EVALUATION & RESEARCH ACTIVITY

Quarterly Report #13:
APRIL – JUNE 2017

QUARTERLY REPORT (April-June 2017)
Democracy, Human Rights and Governance – Learning, Evaluation and Research Activity
Task Order Number AID-OAA-M-13-00011
Under the Mission Oriented Business Integrated Services (MOBIS) Contract GS-10F- 0294V

This report summarizes activities conducted by Social Impact (SI) during quarter three of Fiscal Year 2017 (April-June 2017) and describes the status of all tasking requests received under the Democracy, Human Rights and Governance – Learning, Evaluation and Research Activity (DRG-LER) task order. Active task orders this quarter include the following impact evaluations (IEs), performance evaluations (PEs), and assessments:

- Ghana Strengthening Accountability Mechanisms (G-SAM)
- Uganda SMS for Better Service Provision
- Eastern and Southern Caribbean (ESC) Citizen Security– Community, Family, and Youth Resilience (CFYR)
- ESC Citizen Security – Juvenile Justice
- Elections and Political Processes (EPP) Fund
- Zambia Post-Election Assessment
- Ghana Post-Election Assessment
- Knowledge Dissemination

Key activities conducted this quarter include: (1) endline data analysis of the Ghana IE, (2) revisions to the Uganda endline report based on new data and revised analysis, (3) further revisions to the ESC CFYR evaluation design, (4) ESC Juvenile Justice implementation study baseline qualitative data analysis, and (5) data analysis and report writing for rapid assessment reviews of USAID's electoral assistance strategies in Zambia and Ghana.

I.   **Current Tasking Status Report**

A.   **Impact Evaluations**

Ghana Strengthening Accountability Mechanisms (G-SAM)[1]
Tasking No. S002
This evaluation explores the impact of two local governance interventions on the accountability of district officials. The interventions focus on the demand and supply side of accountability. The demand side approach entails a citizen-driven, or "bottom-up," information campaign designed to facilitate citizen oversight of local officials. The supply side approach is a government-driven, or "top-down" strategy, involving central government performance audits of the quality of capital projects undertaken at the district level. The evaluation measures the impacts of these two approaches on improvements in the quality of district level public services as well as the attitudes and perceptions of both citizens and local government officials.

The unexpected election of a president from the opposition party meant key targets of the G-SAM intervention (elected and appointed officials) would soon be out of office, requiring quick mobilization of data collection in the previous quarter. During this quarter, the evaluation team received final datasets

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[1] Work on the Impact Evaluations (IEs) in Ghana and Uganda began under the Evaluating DRG Effectiveness Project (EDGE task order number: AID-OAA-TO-11-00057) and continued under DRG-LER. EDGE Task Order was under the Analytical Services IQC (Contract AID-OAA-I-10-000003).

and a data quality report from SI's subcontractor, the Institute of Statistical, Social, and Economic Research (ISSER) and began conducting data cleaning and analysis. The team continues to have trouble obtaining internal monitoring data from implementing partners, which has limited our understanding of variation in implementation quality across these treatment districts. The team has leveraged additional external resources to seek and obtain secondary data from the government. This will allow for some objective indicators of programmatic impact, although it has delayed data analysis. Given these and other challenges and opportunities, SI expects to submit a revised budget with increased labor for endline analysis and reporting early next quarter. SI expects that the evaluation team will finalize data analysis and the endline report next quarter.

Uganda SMS for Better Service Provision
Tasking No. S008
SI is conducting an impact evaluation of U-Bridge, a component of USAID's Governance, Accountability, Participation and Performance (GAPP) – SMS for Better Service Provision project in Uganda. U-Bridge is an SMS-based service request system that provides citizens and local government officials with a tool to submit and respond to service-delivery requests. The project intervention includes the activation of the U-Bridge platform to support two-way communication between citizens and local government officials. In addition, the GAPP project will implement an information campaign to advise citizens of public service delivery standards and responsibilities as well as the quality of local health and education services. This randomized control trial tests the combined effectiveness of the U-Bridge and citizen outreach efforts on political accountability and the quality of service delivery in Arua district. Data collection includes unannounced health and education service provider monitoring, surveys with citizens, and interviews with local official and citizen SMS system users.

In this quarter, the evaluation team's principal investigators conducted a full review of all data analysis conducted on the project. In the process, they encountered some data coding and analysis errors that require revisions to the report's tables and figures. The changes do not dramatically alter the conclusions from the previous draft, although they do suggest some short-term impacts in the water and education outcomes. The observed effect sizes were small and only statistically significant at the 90 percent level, and not across all models, but the evaluation team is committed to ensuring the data are correct. The evaluation team is also attempting to better understand the response of district officials to the text messages. Co-investigator Melina Platas Izama is leveraging external resources to travel to Arua and interview district officials early next quarter. SI is working with the evaluation team to revise the endline report and expects to finalize next quarter. When approved, SI will post the report to the Development Experience Clearinghouse (DEC).

Eastern and Southern Caribbean Citizen Security – Community, Family, and Youth Resilience
Tasking No. S016
USAID contracted SI to conduct an impact evaluation of the Community, Family and Youth Resilience (CFYR) activity, which is Output 2 of the five-year citizen security Youth Empowerment Systems (YES) Project in the Eastern and Southern Caribbean (ESC) region. Specifically, this activity will seek to reduce risk factors and increase resilience factors related to youth crime, violence and victimization in communities across several Caribbean countries. This intervention is based on a public health model for crime prevention, and will involve a community-driven approach. Evaluation activities are planned to take place in Guyana, St. Kitts and Nevis, and St. Lucia.

In this quarter, SI submitted its second evaluation design document proposing a regression discontinuity design. At roughly the same time, the CFYR implementer (Creative Associates) dramatically reduced the

estimated number of beneficiaries, making the RDD approach infeasible. This created an opportunity for returning to a randomized controlled trial (RCT) design with improved internal and external validity. Principal Investigator (PI) Alberto Diaz-Cayeros traveled to St. Lucia in May to meet with the CFYR team to finalize details of a third evaluation design. Both CFYR and SI agreed that an RCT would be possible to test the effect of secondary prevention activities. This IE will be complemented by a performance evaluation of the place-based strategy. SI expects to submit the third iteration of the revised evaluation design document early next quarter. Baseline data collection is also scheduled to begin next quarter.

Eastern and Southern Caribbean Citizen Security – Juvenile Justice
Tasking No. S019
USAID contracted SI to conduct an impact evaluation of USAID and partner government efforts to reform the juvenile justice system in the Eastern and Southern Caribbean (ESC) region, which is Output 3 of the five-year citizen security Youth Empowerment Systems (YES) Project. This component of YES will include an intervention that seeks to enhance approaches to the management of youth in conflict with the law across several Caribbean countries through policy reform, direct reintegration services, and capacity building among justice stakeholders in the region. Evaluation activities are planned to take place in Guyana, St. Lucia, and St. Kitts and Nevis.

In this quarter, SI continued to work closely with the USAID/ESC and study country governments to secure Memoranda of Understanding (MOUs), data access protocols, and non-disclosure agreements (NDA) with each country. The Government of St. Lucia signed the MOU and NDA in June, but SI and the ESC Mission continue to work with the Government of St. Kitts and Nevis to resolve outstanding concerns related to data sharing. NORC and SI prepared an RFP to procure a data collection firm for the first two phases of quantitative data collection; the RFP will be released next quarter. The implementation study (qualitative) team conducted data analysis and report writing. SI expects to submit the implementation study report and begin phase one of historic data collection next quarter.

B. Performance Evaluations

Elections and Political Processes (EPP) Fund
Tasking No. S013
The DRG Center requested evaluation services to conduct a performance evaluation of the Elections and Political Processes (EPP) Fund mechanism, a $27-35 million annual flexible funding mechanism that offers Missions access to funding to respond to unanticipated needs or exploit narrow windows of opportunity in the realm of elections and political processes. The evaluation will (1) assess the EPP fund criteria for awarding funds and (2) identify and analyze the types of results EPP fund programs have attained.

During this quarter, the Elections and Political Transitions (EPT) Division reviewed the revisions SI made to the final evaluation report to eliminate sensitivity concerns, as well as the summary report. Next quarter, SI will continue to work with the DRG Center and the EPT Division to finalize these deliverables as formal approval is still pending. When accepted, SI will post the final report to the DEC.

C. Ancillary Studies

Zambia Post-Election Assessment
Tasking No. S021

USAID issued a tasking requesting the support of an electoral specialist to assist a USAID Team Leader in conducting a post-election Rapid Assessment Review in Zambia. This entails documenting electoral assistance strategies and identifying lessons learned to provide Zambia-specific recommendations to inform ongoing electoral and DRG assistance in the post-electoral environment. The assessment will also aim to inform USAID's electoral assistance strategies in other regions.

During this quarter, the USAID Team Leader received feedback on the draft report from the USAID/Zambia Mission and implementing partners. The USAID Team Leader is finalizing the draft report and preparing an abridged summary version for public consumption. SI will provide copy editing and formatting support to the final reports and post the public version to the DEC when it is approved.

Ghana Post-Election Assessment
Tasking No. S022

USAID issued a tasking requesting the support of an electoral specialist to assist a USAID Team Leader in conducting a post-election Rapid Assessment Review in Ghana. As above, this entails documenting electoral assistance strategies and identifying lessons learned to provide Ghana-specific recommendations to inform ongoing electoral and DRG assistance in the post-electoral environment. The assessment will also aim to inform USAID's electoral assistance strategies in other regions.

During this quarter, the USAID Team Leader and SI Democracy and Governance Specialist, David Kuennen, collaborated to finalize the draft report and shared it with the USAD/Ghana Mission for comments. The USAID Team Leader will incorporate feedback into the draft report and prepare an abridged summary version for public consumption. SI will provide copy editing and formatting support to the final reports and post the public version to the DEC when it is approved.

D. Knowledge Dissemination/Events

Knowledge Dissemination
Tasking No. S018
USAID issued a tasking to request support to carry out research dissemination activities, including producing materials, preparing briefings, and presenting on research methods and findings.

During this quarter, SI incorporated USAID feedback and finalized a two-page brief for the Uganda IE. Uganda Principal Investigator Guy Grossman also traveled to Washington, D.C. to facilitate a dissemination event at USAID.

II. Project Management and Administrative Status

Basic Management Functions
Tasking No. S001
During this quarter, SI provided technical inputs and management support to the projects above. SI hired and onboarded a new Program Manager, Catherine Caligan, who began work in May. Next quarter, SI expects to submit a Limitation of Funds Notification and request contract modification to exercise Option Year 4.

III. Completed Taskings

A. Impact Evaluation Services
- *South Africa Increasing Services for Survivors of Sexual Assault – Tasking No. S004*
- *Mozambique Voter Education and Political Accountability - Tasking No. S005*

B. Performance Evaluation Services

- *Macedonia Judicial Strengthening - Tasking No. S007*
- *Cambodia Counter-Trafficking in Persons - Tasking No. S009*
- *Liberia Land Conflict Resolution - Tasking No. S010*
- *Macedonia Interethnic Integration in Education - Tasking No. S011*
- *Regional Investigative Journalism Network (RIJN) - Tasking No. S014*
- *Libya Democracy Programming Performance Evaluation and Assessment - Tasking No. S015*
- *Ukraine Media Project (U-Media) Performance Evaluation- Tasking No. S017*

C. Surveys

- *Albania Post-Election Survey - Tasking No. S006*
- *Libya Democracy Programming Performance Evaluation and Assessment - Tasking No. S015 (also under Performance Evaluation Services)*

D. Ancillary Studies

- *Philippines Predictive Analytics - Tasking No. S020*

E. Knowledge Dissemination/Events

- *DRG Center Communications - Tasking No. S012*