



Enabling Partners and Programs

We will curate a portfolio of sector-specific tools and enable our partners to use technology sustainably. By working with technology providers to curate a portfolio of tools tailored to sector specific needs we can increase the reach and value of services in our core program areas of emergency response & recovery, agricultural livelihoods and health. We will enable our partners to understand the lifecycle of digital tools and define sustainability plans for use after a project ends. Essentially, we will provide support services to enable the tools utilized in a program to continue to be used long past the program's end. That is why we look for tools that are free or open source to reduce cost and allow our partners and programs to only need to worry about support payments.

Why it Matters

Every three years we release Request for Proposals from vendors to make sure that we are using the best tools available. This does not mean we change software every three years, but it does mean we keep our technology up to date so that we can provide the most relevant tools possible. By doing this, we develop a framework to make sure our partners know what they are doing to develop and improve their financial capacity. We work with local governments to use applications to improve the delivery of government services past the projects end. Examples include supervisory applications in Zambia and India.

Country Examples:

Community Mapping Guatemala: In Guatemala the Communities Leading Development (Comunidades Liderando Su Desarrollo) program works with 203 communities in the occidental plateau of Guatemala. The project works with the most marginalized communities in the country, including; women, indigenous groups, youth, and people with disabilities to strengthen local organizations. They develop plans and implement projects that respond to the needs prioritized by the community. The program created community maps prioritizing areas for development on top of printed satellite imagery. This data was then transferred onto digital maps and displayed on Power BI. Partners were

trained on Power BI to help them make decisions on the map data and other data streams. There will be follow up activities to map the change. "It's very important for the community of Chojoz because they could identify many needs with the support of the authorities, COCODES, deputy mayor, women's groups, thanks to mapping they identified needs in education, health, roads, water, the environment, trash and through validation it is possible to prioritize the most urgent needs at the management level" - Mariano Rodriguez. Director of Municipal Planning - Municipal Planning Office, Municipality of Cunen, speaking regarding the community of Chojoz.

3-2-1 Services: The 3-2-1 Service provides free information to a national audience. Users dial a short code - such as 3-2-1 - and access information on a range of important topics that help them improve their livelihoods. 3-2-1 Service spreads knowledge and behavior change information through SMS text messages and IVR (interactive voice response). 3-2-1 provides a way for users to request information using basic mobile phones. It functions as a knowledge repository. This service provides a great opportunity for local mobile network operators to increase the retention of its subscribers by providing access to their users. Also, these messages remain accessible forever and are accessible by just about everyone. Centralized user administration enables us to support our partners and programs in a way that enables them to focus on program activities while we manage the vendors. Examples of 3-2-1 Service utilization include:

- The **MODES-Agriculture Project in Malawi** uses it to disseminate information by IVR and SMS to smallholder farmers to improve food security through information on new ag-tech;
- **FARARANO in Madagascar** uses it to broadcast nutrition information and agricultural advice to families suffering from food insecurity and malnutrition;
- The 3-2-1 Service has been used to incorporate behavioral change messages for direct and indirect beneficiaries in the **DRC, Ethiopia, Ghana, Haiti, Madagascar, Malawi, Nigeria, Tanzania, and Zambia.**

