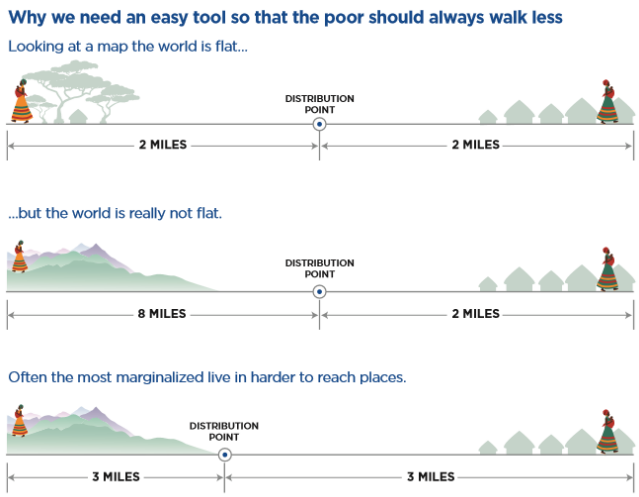
Implementation at Scale

At CRS, we use ICT4D for data collection more broadly and in projects servicing more people than many other aid and development agencies. We partner with technology vendors to adapt services to meet our needs so that we can continue working at scale in the most challenging operating environments. This includes updating our core data collection and reporting tools to focus on scalability and usability through templates and turnkey solutions, which will make data and technology more accessible for CRS and partner staff.

Why it Matters

By expanding our use of technology and deepening our expertise, we will ensure that we are using technology effectively and efficiently in all our programs. This is because the more effectively and efficiently our programs utilize technology, the greater and more sustainable an impact they will have in that area. We strive to be a leader in the new era of extracting insights from information for program innovation, learning and adaptive management. CRS Applies technology at scale to increase our reach and effectiveness with evidence that we are improving the lives of the people who we serve.

Country Examples:



Using Location to Help Participants Walk Less:

We used project data combined with location information to decide whether to move our project activity locations so that people would be required to walk less in **Madagascar, Ethiopia, and Nigeria**. Better optimized project activity locations result in less walking, which translates into people having to give up less working time during the harvest season and increased participation to go pick up goods. Typically, the poor are very busy, so the closer the project or program activities take place to their locations the higher the participations rates we see. The poorest of the poor live in some of the hardest to reach places, and if you want to get to them we must locate our projects and programs more efficiently.

Nigeria LLIN Mass Campaign:

In 2018, CRS **Nigeria** became the largest implementor of the long-lasting insecticide-treated net (LLIN) mass campaigns in the world, distributing 12 million bed mosquito nets to 22.5 million people. Integrating ICT4D was been key to operating successfully on such a large scale. Nigeria has embarked on the largest use of technology of any program at CRS. Using the Cash and Asset Transfer Platform (CAT), the program has been able to increase the number of houses that are mobilized or registered per field worker from 30 to 40 households a day. Seeing where households are on a map has also allowed better planning of distribution points assuring that no more than 1,000 households and 3,000 net cards are allocated to a distribution point. Seeing households on maps has also allowed the program to better locate distribution points to reduce walk times. Government health worker supervisors state that it is so much easier to see if people are working or not. The program has increased accountability, knowing where nets are going and identifying households with an irregularly high density of nets.

Supervisory Applications:

In India, the ReMiND supervisory app is used to supervise health workers for pre and postnatal care. It was scaled to 5 districts jointly by government with 523 health supervisors

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using the application to improve service delivery for 10,385 accredited social health activists that cover a population of 17.7 million. There has been a 40% increase in the health supervisors guiding the health workers in tasks they could not complete in the prior month. Discussions of covering marginalized community members has increased by 64%. This improved guidance and supervision has trickled down to the community level as there has been a reduction in resistance to health worker messages and support by 22%.

In Zambia, at the closing of the USAID Feed the Future and PEPFAR-funded Mawa project that addresses chronic malnutrition, the government kept using the supervision application for the nutritional volunteers. The health facility-level supervisors use the supportive supervision checklist and dashboard and have supported frontline workers to improve their counseling skills in the areas of greatest weakness. This has let USAID extend the program and CRS will now apply the lessons from Nutrition to provide a supervisory app for Water Sanitation and Hygiene for frontline workers.

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