



measuring pact's mission



2013

2013

global indicators



In 2011, Pact developed a new organizational strategy to focus our work around three key impact areas and three core approaches. The key impact areas are health, livelihoods, and natural resource management. We achieve lasting impact in these impact areas through the approaches of capacity development, improving systems of governance, and engaging business and markets. We believe that our work in these impact areas using these approaches will achieve our vision of a world where those who are poor and marginalized exercise their voices, build their own solutions, and take ownership over their futures.

To measure our progress, we defined one global indicator for each impact area and each approach. These indicators were collected in fiscal years 2011, 2012, and now 2013.




This report summarizes the outcomes of our worldwide programming in fiscal year 2013 (October 2012 - September 2013) and their relation to our achievements in previous years. A summary of Pact's impact areas and approaches, as well as the indicators selected to measure them, is provided on the opposite page.




Pact is committed to measuring the reach and impact of our programs and will continue to publish this global indicator report annually as part of that commitment. If you have any questions about this report or our methodology, please contact:

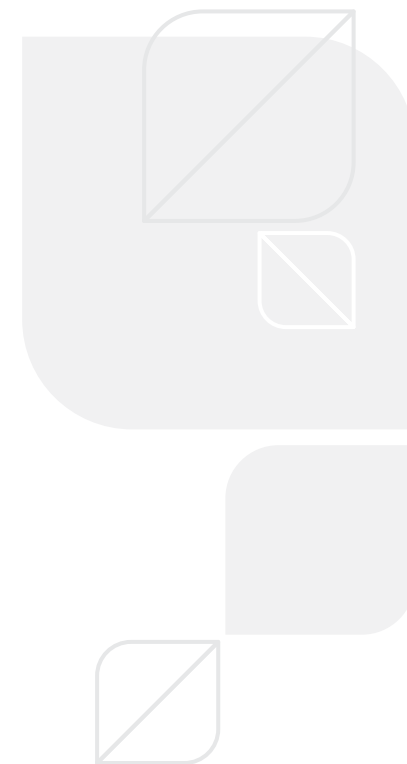
KERRY BRUCE

senior director for results and measurement

kbruce@pactworld.org

<i>impact area</i>	<i>indicator</i>	<i>results</i>
 HEALTH Vulnerable people access the care they need to enjoy a healthy life.	Total number of people with improved access to health and social services	2,813,962
 LIVELIHOODS People with limited livelihood choices gain the resources they need to become income secure.	Total number of people with an increase in net income	570,342
 NATURAL RESOURCE MANAGEMENT Resource-dependent communities gain lasting benefit from the sustainable use of the natural resources around them.	Total number of hectares of ecosystems under improved community management	1,867,332

<i>core approach</i>	<i>indicator</i>	<i>results</i>
 CAPACITY DEVELOPMENT We develop people's abilities to contribute to positive social change.	Total number of partner organizations that have improved their performance	9,964
 GOVERNANCE We work to amplify the voice of vulnerable and marginalized citizens in the governance process and help governments and civil society organizations to become more inclusive, transparent, and efficient in the delivery of basic services.	Total number of initiatives supported by Pact that resulted in positive state-society engagement	815
 BUSINESS & MARKETS We tap into the power of markets as a force for development.	Total number of projects in which business and markets played a positive role	21

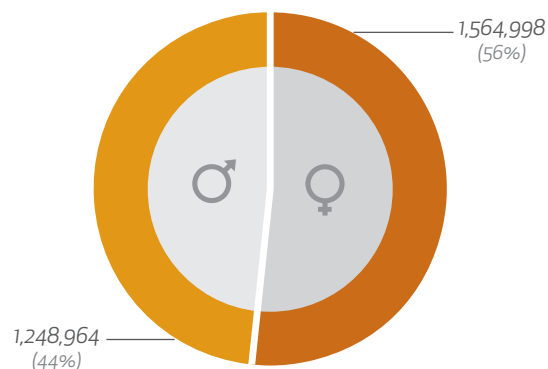


health

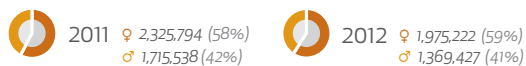


total number of people with improved access to health and social services, by sex, age, and country

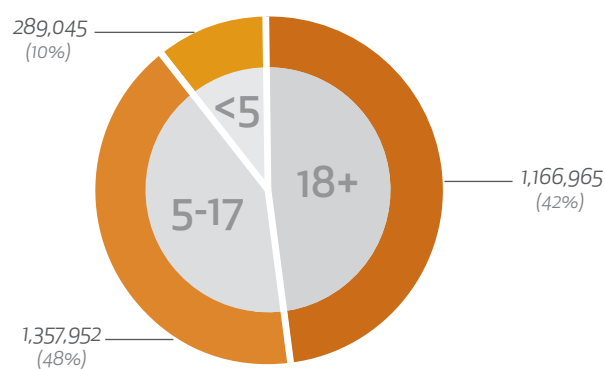
IMPROVED ACCESS BY SEX



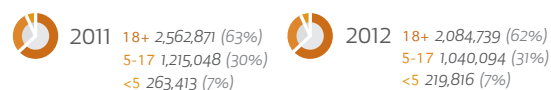
PREVIOUS YEARS



IMPROVED ACCESS BY AGE



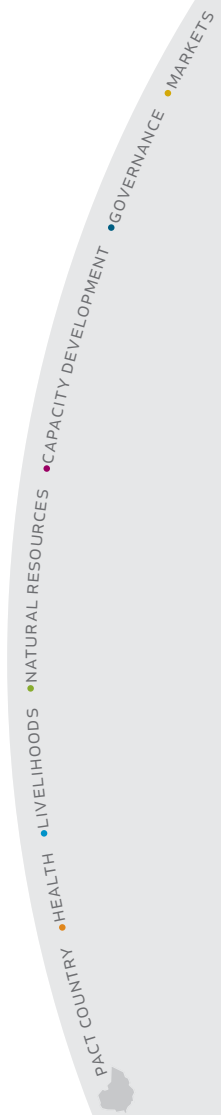
PREVIOUS YEARS

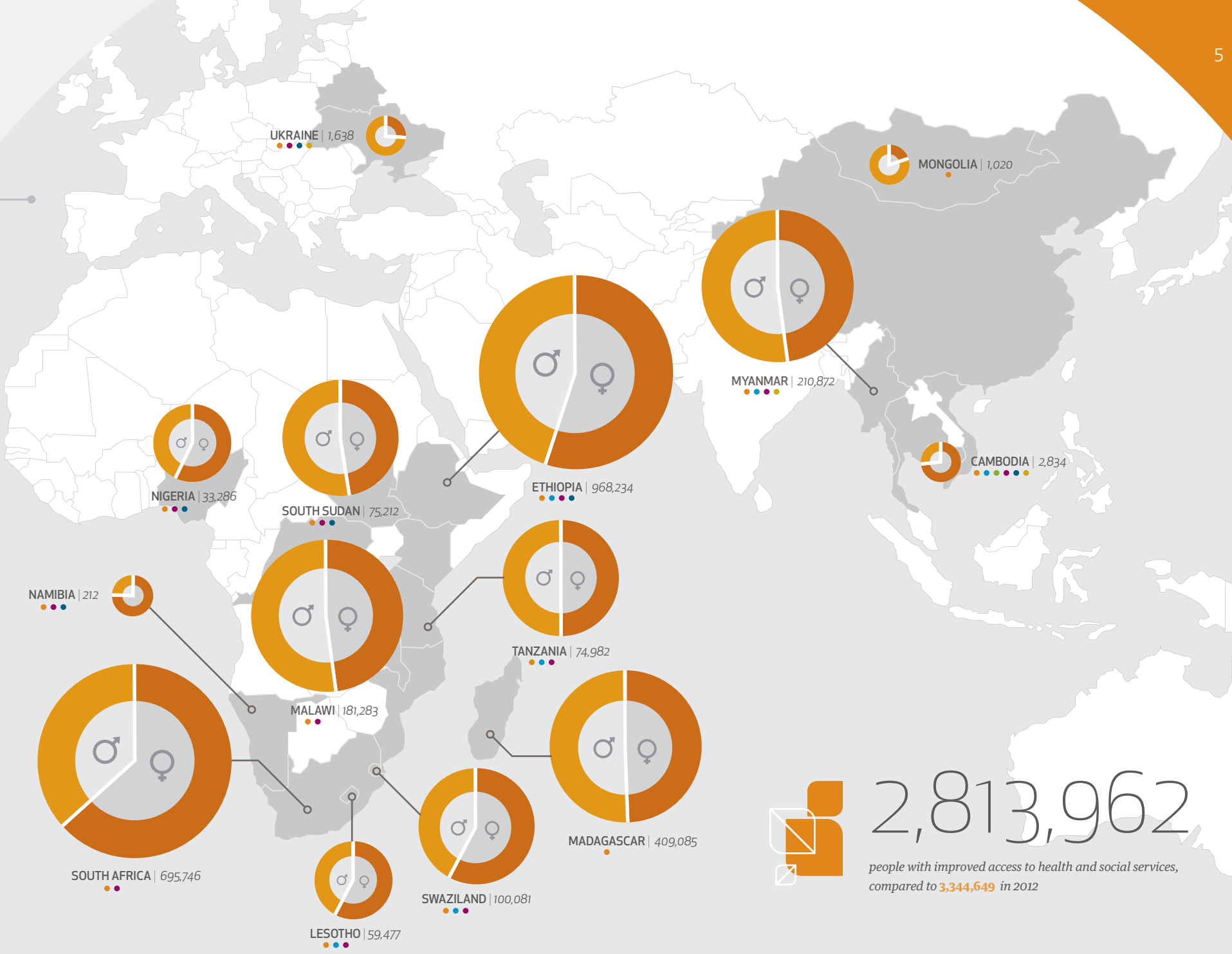


COUNTRY-LEVEL DATA

	Male	Female	<5	5-17	18+	Total
CAMBODIA	765	2,069	0	396	2,438	2,834
ETHIOPIA	436,102	532,132	72,727	637,702	257,805	968,234
LESOTHO	25,364	34,113	1,715	35,797	21,965	59,477
MADAGASCAR	207,664	201,421	129,220	96,872	182,993	409,085
MALAWI	95,237	86,046	0	750	180,533	181,283
MONGOLIA	816	204	0	0	1,020	1,020
MYANMAR	91,905	118,967	0	51,022	159,850	210,872

	Male	Female	<5	5-17	18+	Total
NAMIBIA	52	160	0	84	128	212
NIGERIA	14,307	18,979	0	20,915	12,371	33,286
SOUTH AFRICA	255,345	440,401	53,147	191,511	451,088	695,746
SOUTH SUDAN	39,780	35,432	12,240	26,149	36,823	75,212
SWAZILAND	42,874	57,207	3,213	49,749	47,119	100,081
TANZANIA	37,539	37,443	16,783	55,793	2,406	74,982
UKRAINE	1,214	424	0	225	1,413	1,638
Total	1,248,964	1,564,998	289,045	1,166,965	1,357,952	2,813,962





2,813,962

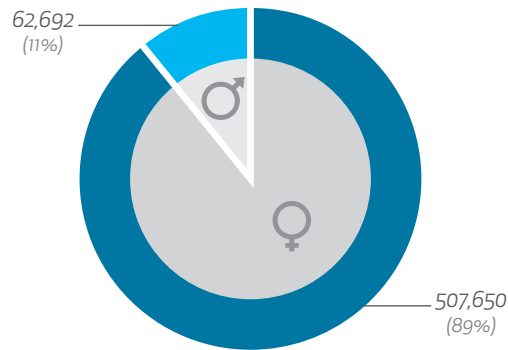
people with improved access to health and social services, compared to 3,344,649 in 2012

livelihoods

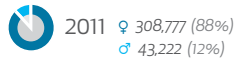


total number of people with an increase in net income, by sex and country

INCREASE IN NET INCOME BY SEX

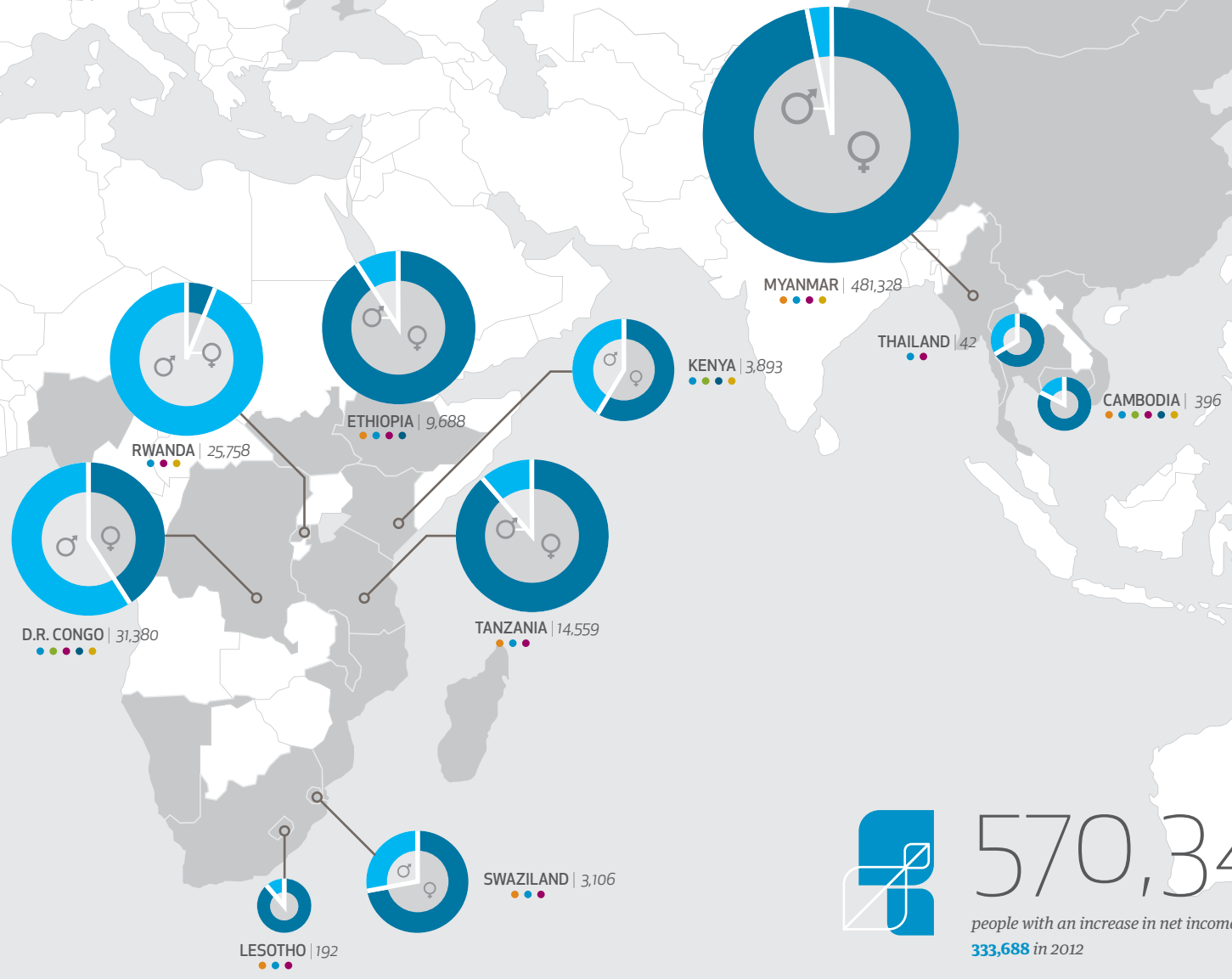


PREVIOUS YEARS



COUNTRY-LEVEL DATA

	Male	Female	Total
CAMBODIA	71	325	396
D.R. CONGO	18,606	12,774	31,380
ETHIOPIA	898	8,790	9,688
KENYA	1,619	2,274	3,893
LESOTHO	22	170	192
MYANMAR	14,921	466,407	481,328
RWANDA	24,000	1,758	25,758
SWAZILAND	866	2,240	3,106
TANZANIA	1,675	12,884	14,559
THAILAND	14	28	42
Total	62,692	507,650	570,342



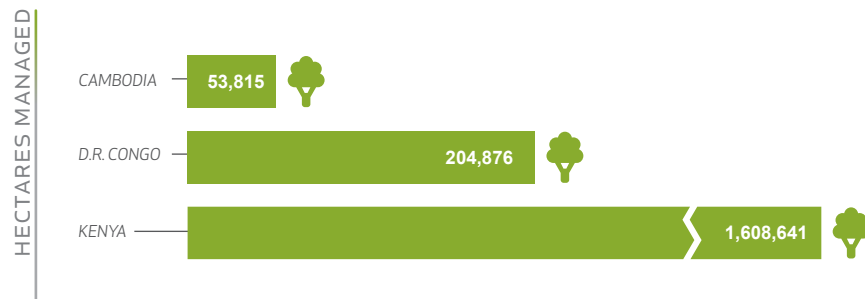
570,342

people with an increase in net income, compared to 333,688 in 2012

natural resource management



total number of hectares of ecosystems under improved community management, by country



COUNTRY-LEVEL DATA

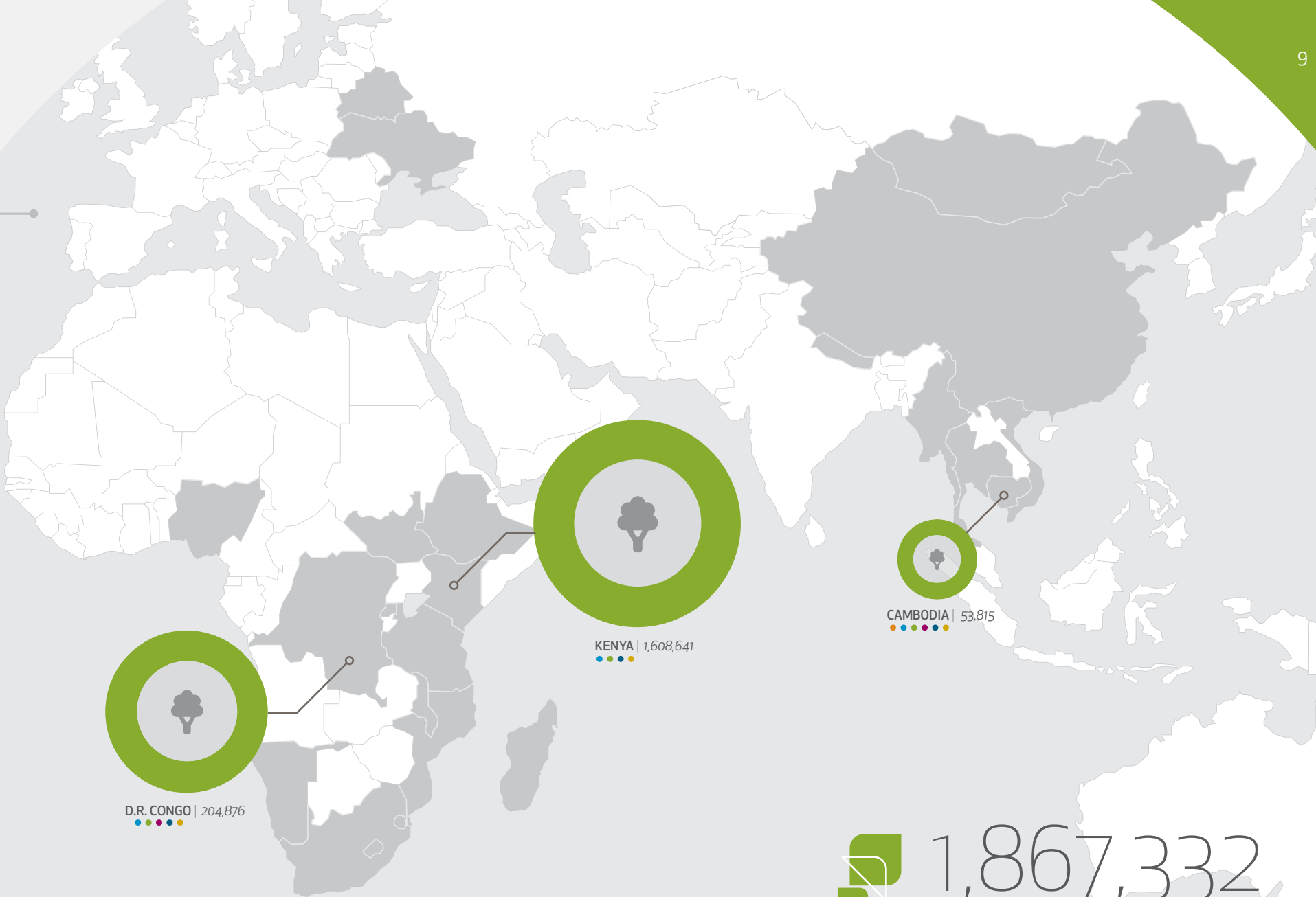
	Hectares*	Communities
CAMBODIA	53,815	58
D.R. CONGO	204,876	30
KENYA	1,608,641	3,893
Total	1,867,332	3,981

*Pact supports the public management of an additional 3 million hectares in partnership with the governments of Uzbekistan and Kazakhstan.

PREVIOUS YEARS

- 2011 1,768,725 hectares
- 2012 2,095,446 hectares





D.R. CONGO | 204,876

KENYA | 1,608,641

CAMBODIA | 53,815



1,867,332

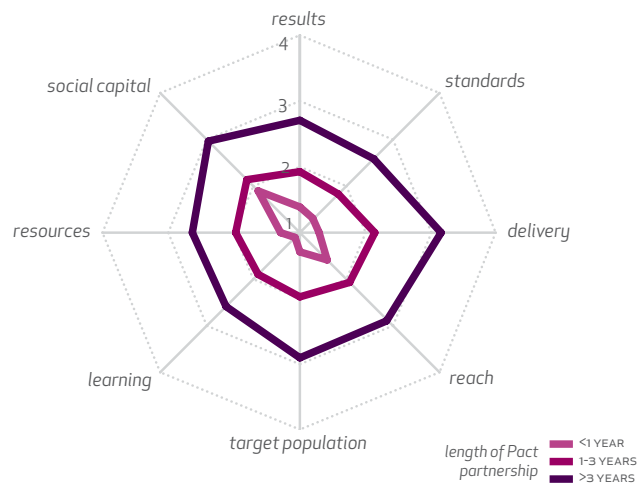
hectares of ecosystems under improved community management, compared to 2,095,446 in 2012

capacity development

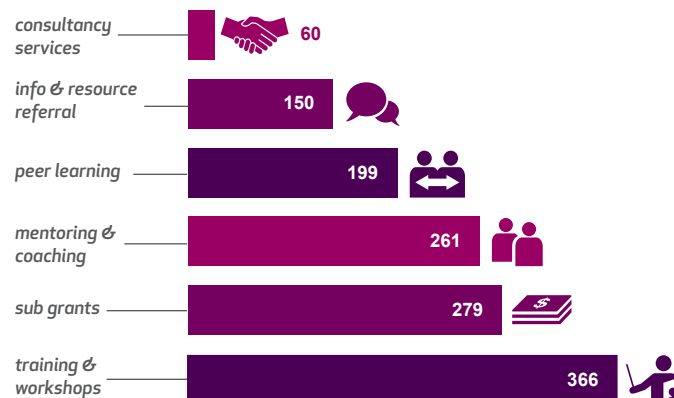


total number of partner organizations that have improved their performance, by country

ORGANIZATIONAL PERFORMANCE INDEX (OPI) SCORES



SERVICES PROVIDED BY OPI PARTNERS



WHAT IS THE OPI?

Pact designed the Organizational Performance Index, or OPI, to measure the organizational performance and improvement of our larger partners. In 2013, 400 Pact partners were evaluated using the OPI. The OPI captures an organization's performance across four domains: effectiveness, efficiency, relevance, and sustainability. EFFECTIVENESS: achieving results and meeting standards / EFFICIENCY: delivering services and increasing reach / RELEVANCE: engaging target populations and promoting learning / SUSTAINABILITY: mobilizing resources and increasing social capital. Each of these domains includes benchmarks on a four point scale of increasing performance.

COUNTRY-LEVEL DATA

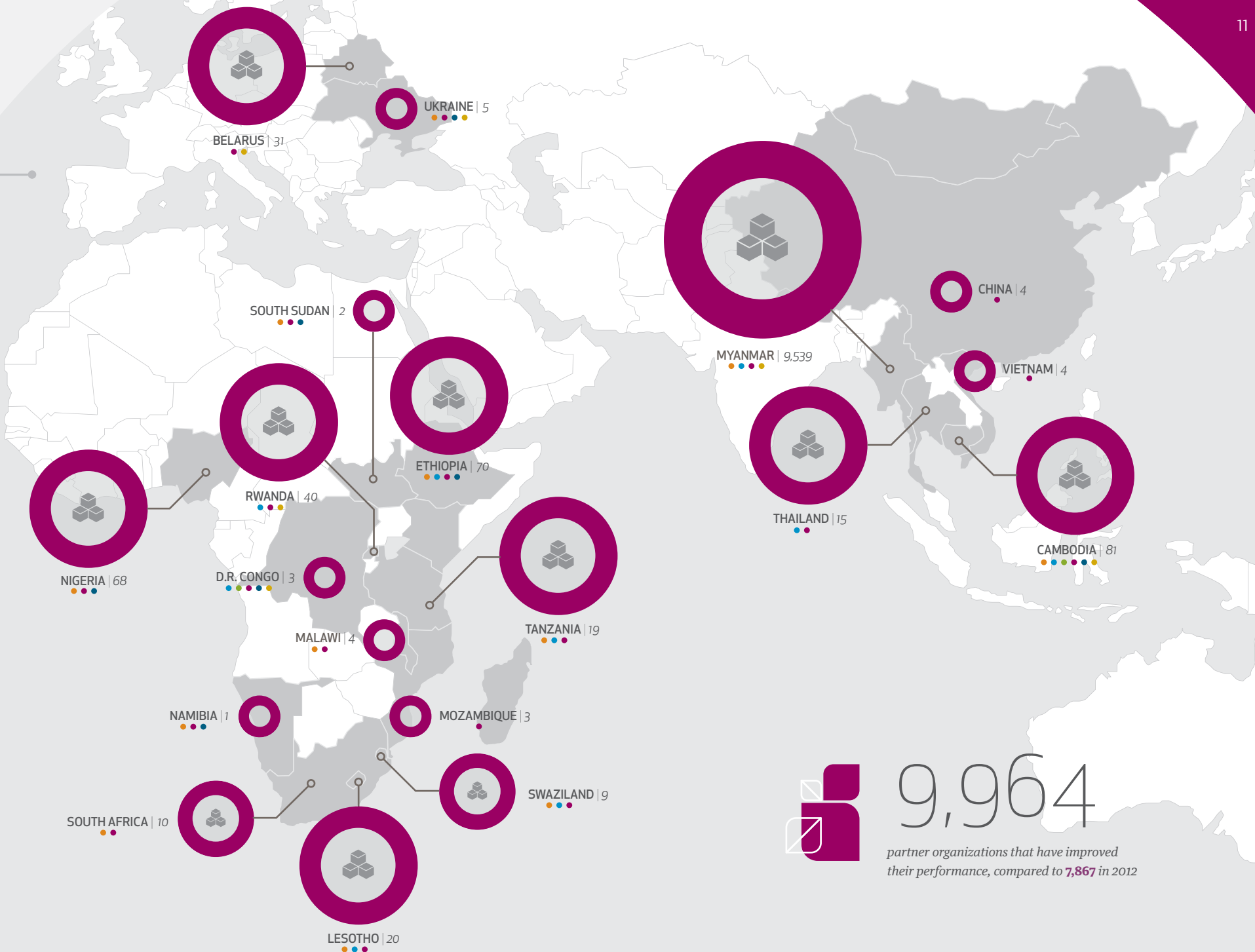
BELARUS	Improved 31	LESOTHO	Improved 20	NIGERIA	Improved 68	TANZANIA	Improved 19
CAMBODIA	81	MALAWI	4	RWANDA	40	THAILAND	15
CHINA	4	MOZAMBIQUE	3	SOUTH AFRICA	10	UKRAINE	5
D.R. CONGO	3	MYANMAR*	9,539	SOUTH SUDAN	2	VIETNAM	4
ETHIOPIA	70	NAMIBIA	1	SWAZILAND	9	OTHER PROJECTS	36
						Total	9,964

*Pact's program in Myanmar works with thousands of small organizations such as community committees and savings groups.

PREVIOUS YEARS



• PACT COUNTRY • HEALTH • LIVELIHOODS • NATURAL RESOURCES • CAPACITY DEVELOPMENT • GOVERNANCE • MARKETS



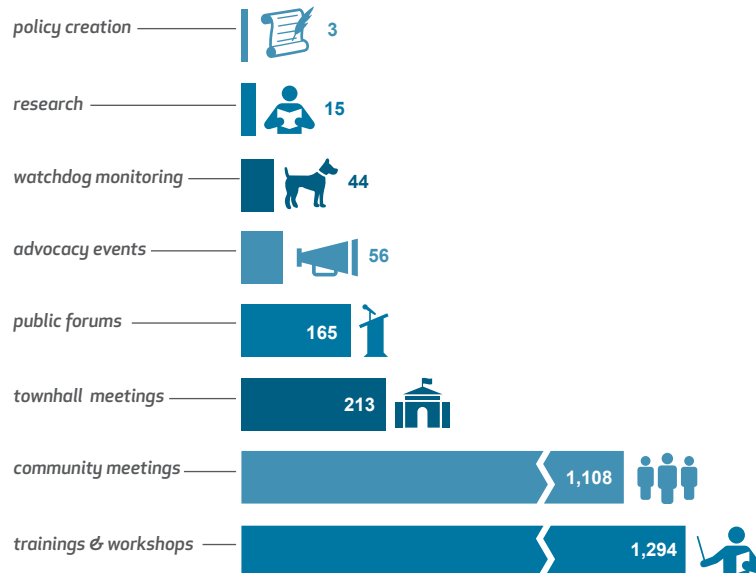
 9,964
partner organizations that have improved their performance, compared to 7,867 in 2012

governance



total number of initiatives supported by Pact that resulted in positive state-society engagement, by country

TYPES OF GOVERNANCE EVENTS CONDUCTED

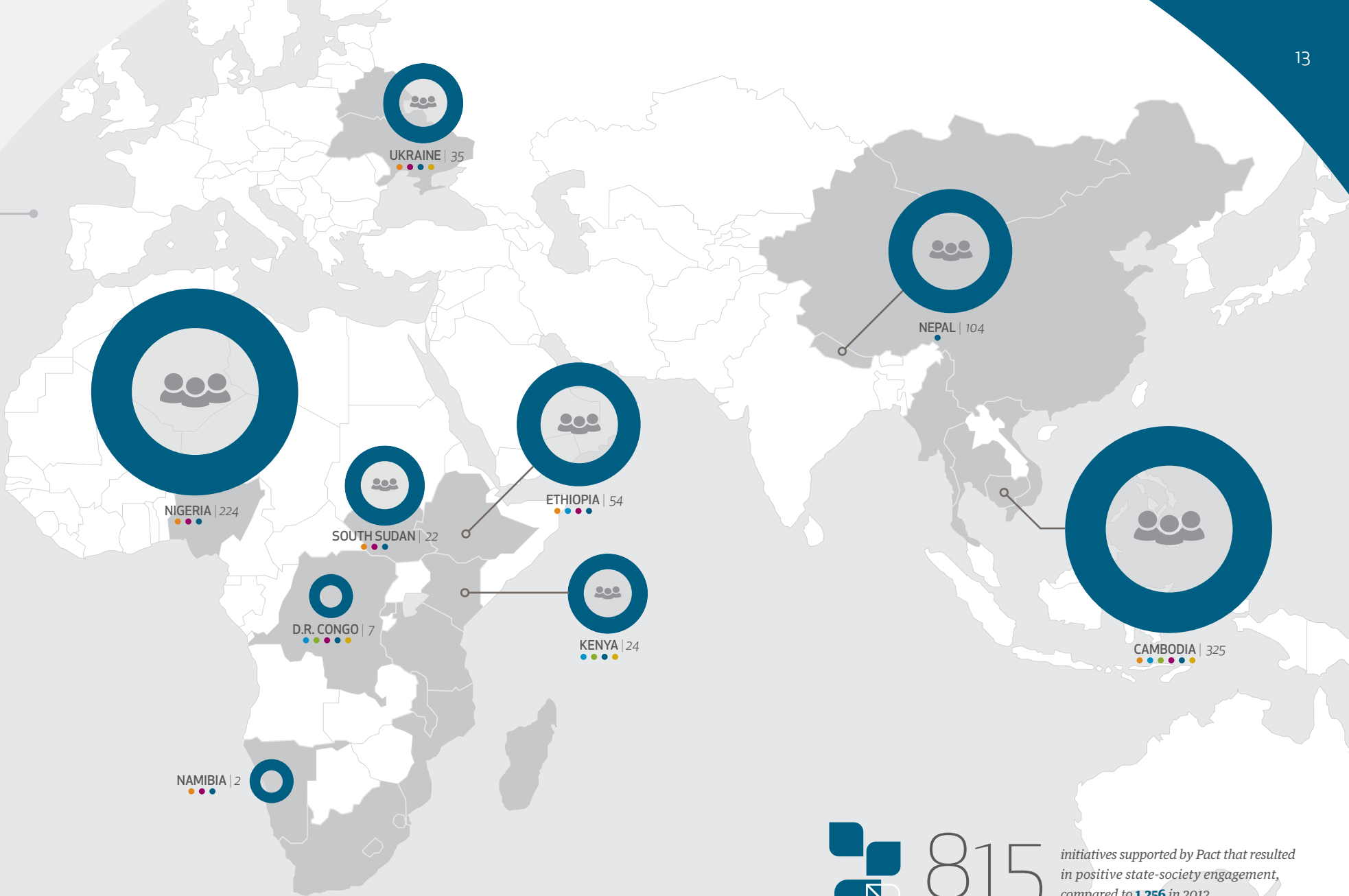


COUNTRY-LEVEL DATA

Country	Initiatives
CAMBODIA	325
D.R. CONGO	7
ETHIOPIA	54
KENYA	24
NAMIBIA	2
NEPAL	104
NIGERIA	224
SOUTH SUDAN	22
UKRAINE	35
OTHER PROJECTS	18
Total	815

PREVIOUS YEARS





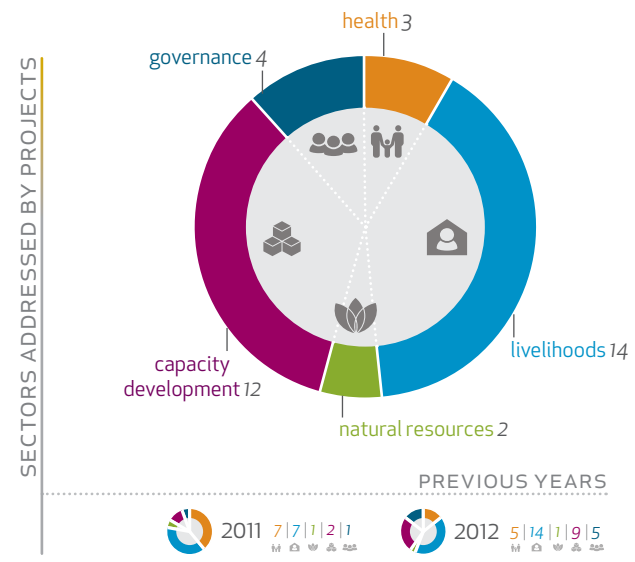
815

initiatives supported by Pact that resulted in positive state-society engagement, compared to **1,256** in 2012

business & markets

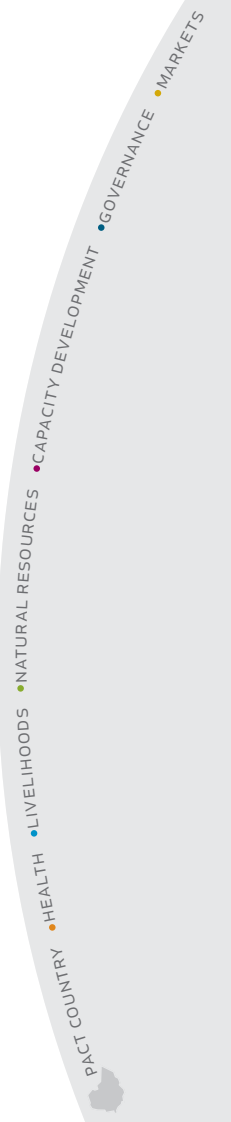


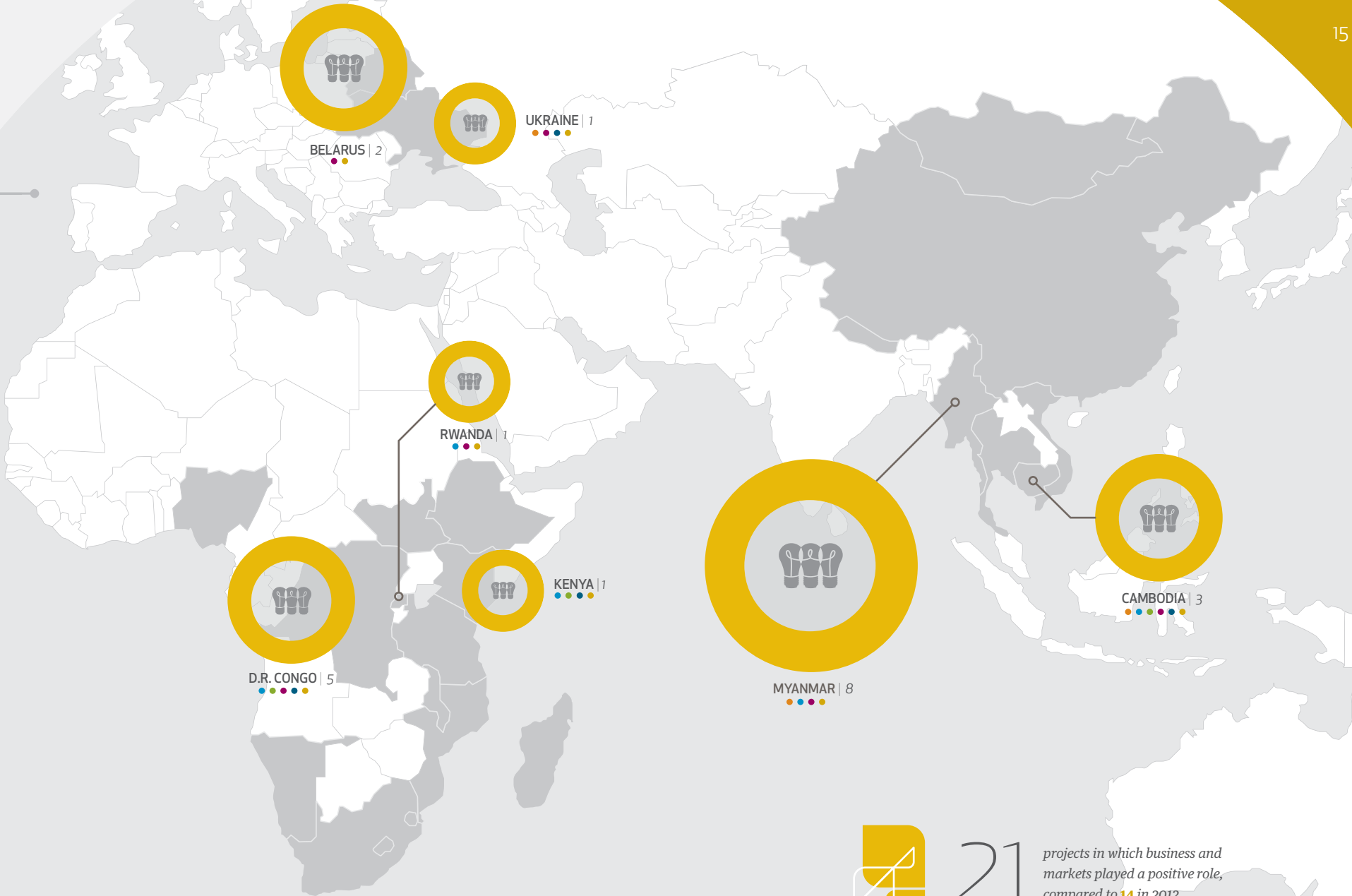
total number of projects in which business and markets played a positive role, by country



COUNTRY-LEVEL DATA

Country	Projects
BELARUS	2
CAMBODIA	3
D.R. CONGO	5
KENYA	1
MYANMAR	8
RWANDA	1
UKRAINE	1
Total	21





21

projects in which business and markets played a positive role, compared to 14 in 2012

trends



HEALTH

Our Health indicator continued to decline by approximately 16% annually in 2013 as it did in 2012. This is due largely to a donor-initiated shift from health service delivery projects to health systems strengthening (HSS) projects, which are not currently captured by our indicator. Pact has committed to revising this indicator in a way that reflects our new focus on HSS while maintaining consistency with our 2011-2013 data.



LIVELIHOODS

Our Livelihoods indicator reversed a 5% decline in 2012 to achieve a large 71% increase in 2013, driven largely by gains from our program in Myanmar.



NATURAL RESOURCE MANAGEMENT

Our Natural Resource Management indicator increased 18% in 2012 but then fell 11% in 2013 due to a decline in hectares managed in the Democratic Republic of the Congo. Pact has determined that this indicator only captures one component of our natural resource management work and has committed to revising the indicator in a way that more holistically captures our integrated approach to programming.



CAPACITY DEVELOPMENT

Our Capacity Development indicator continues to make steady increases of about 27% each year. We expect this trend to continue as our large projects bring on new partners and we continue to expand our Organizational Performance Index (OPI) assessments.



GOVERNANCE

Our Governance indicator made a large 149% gain in 2012 but decreased 35% in 2013. This trend was driven by project closings in Kenya and Nigeria. We expect this indicator to grow again in 2014 with the scale up of several large governance projects.



BUSINESS & MARKETS

Our Business & Markets indicator reversed a small 7% decline in 2012 with a 50% increase in 2013, driven by initiatives in the Democratic Republic of the Congo and Myanmar.




country index



BELARUS

Pact's projects in Belarus promote a stronger civil society by building the credibility and capacity of civic organizations, independent trade unions, and media outlets. Through these efforts, Pact is making room for progressive reforms and stimulating civic activism that will lead to positive social change in Belarus.


 31 *partner organizations in Belarus improved their performance.*

 2 *projects in Belarus in which business and markets played a positive role.*

CAMBODIA


For over twenty years, Pact has been improving lives in Cambodia by supporting transparent and accountable governance, empowering women to increase their incomes, facilitating community management of forestry resources, providing health education, and strengthening Cambodian civil society organizations. By implementing such a broad and integrated approach, Pact is bridging gaps between sectors so that Cambodians can respond to their development challenges holistically.

CAMBODIA, CON'T

 2,834 *people in Cambodia with improved access to health and social services.*

 396 *people in Cambodia with an increase in net income.*

 53,815 *hectares of ecosystems in Cambodia under improved community management.*


 81 *partner organizations in Cambodia improved their performance.*

 325 *initiatives in Cambodia resulted in positive state-society engagement.*

 3 *projects in Cambodia in which business and markets played a positive role.*

CHINA

In China, Pact provided local partners with organizational development and technical support to enable them to improve the quality of life of people living with HIV (PLHIV). Through these initiatives, Pact is helping to develop the human, social, and financial capital of PLHIV and providing a supportive environment that encourages positive health.


 4 *partner organizations in China improved their performance.*

country index





DEMOCRATIC REPUBLIC OF THE CONGO

Pact works in partnership with government agencies, private industry, and civil society to enhance the traceability of mineral resources in the supply chain and to formalize trade in the Great Lakes region so that minerals conform to the conflict-free standards expected by international markets. Pact is also active in preventing forest degradation through land use planning and improving livelihoods through education, savings groups, and economic development.

 **31,380** people in D.R. Congo with an increase in net income.

 **204,876** hectares of ecosystems in D.R. Congo under improved community management.

 **3** partner organizations in D.R. Congo improved their performance.

 **7** initiatives in D.R. Congo resulted in positive state-society engagement.


 **5** projects in D.R. Congo in which business and markets played a positive role.


ETHIOPIA

Through a wide variety of projects in Ethiopia, Pact supports orphan and vulnerable children programs, alternative and formal education, and capacity building efforts with civil society organizations and government entities. These initiatives increase health access and improve livelihoods for poor and marginalized populations. Through numerous partnerships, Pact is supporting local actors as they build their own solutions to widespread social challenges.

ETHIOPIA, CON'T

 **968,234** people in Ethiopia with improved access to health and social services.


 **9,688** people in Ethiopia with an increase in net income.

 **70** partner organizations in Ethiopia improved their performance.

 **54** initiatives in Ethiopia resulted in positive state-society engagement.

KENYA

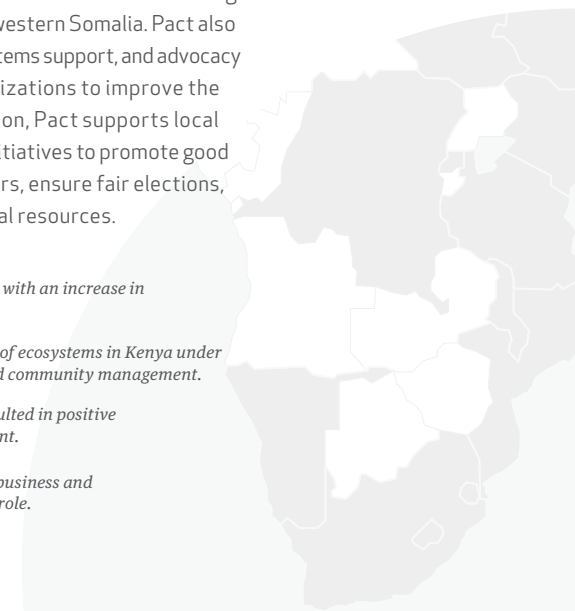
The work of Pact and its partners in Kenya continues to focus on building peace along the country's borders and in southwestern Somalia. Pact also engages in institutional strengthening, health systems support, and advocacy mentoring of health sector civil society organizations to improve the health and wellbeing of communities. In addition, Pact supports local civil society organizations as they implement initiatives to promote good governance, devolve central government powers, ensure fair elections, and improve the management of Kenya's natural resources.

 **3,893** people in Kenya with an increase in net income.

 **1,608,641** hectares of ecosystems in Kenya under improved community management.

 **24** initiatives in Kenya resulted in positive state-society engagement.

 **1** project in Kenya in which business and markets played a positive role.




country index




LESOTHO

Pact is addressing Lesotho's HIV epidemic through an integrated strategy of health systems strengthening, civil society capacity building, support for orphans and vulnerable children, and HIV/AIDS prevention. These efforts aim to turn back the tide of HIV/AIDS and help people living with the virus to enjoy fulfilling lives without stigma or discrimination.

 **59,477** *people in Lesotho with improved access to health and social services.*

 **192** *people in Lesotho with an increase in net income.*

 **20** *partner organizations in Lesotho improved their performance.*


MADAGASCAR


Pact in Madagascar aims to reduce the rates of malaria and tuberculosis with a focus on the most vulnerable demographics such as pregnant women and children less than five years of age. These projects serve to raise health awareness, increase social mobilization, and strengthen the public health system from the local to the national level. Pact also supports access to education for youth through a scholarship and capacity building program.

 **409,085** *people in Madagascar with improved access to health and social services.*

MALAWI


Pact's projects in Malawi enable vulnerable people, especially those affected by HIV/AIDS, to enjoy a healthy life. Pact promotes healthy behavior changes in key populations throughout the country by supporting local partner organizations as they deliver targeted health messages through peer education volunteers and interpersonal community outreach. Pact also builds the capacity of organizations that are engaged in the national HIV/AIDS response and strengthens the network connections between these organizations to improve coordination. In partnership with government health facilities and other local partners, Pact is working to improve health referral networks and linking HIV prevention activities to other health services.

 **181,283** *people in Malawi with improved access to health and social services.*

 **4** *partner organizations in Malawi improved their performance.*

MONGOLIA

Mongolia's recent mining boom has attracted new workers from across Mongolia and neighboring countries to settle in mining communities, leading to an increase in the risk of sexually transmitted infections like HIV. Pact has been active in raising awareness about such infections among local communities, developing partnerships for a coordinated response, and building the skills of local health care providers to better address the rising risk.

 **1,020** *people in Mongolia with improved access to health and social services.*

country index



MOZAMBIQUE

In Mozambique, Pact bears the responsibility of building the capacity of local organizations on an individual basis, then strengthening the network of those organizations which will procure, distribute, and promote essential health commodities and services to community members. These efforts feed into the larger goal of improving the health of Mozambicans and increasing healthy behaviors throughout the population.





3 partner organizations in Mozambique improved their performance.


MYANMAR

Pact has been working in Myanmar for 17 years and currently works directly with more than a million households nationwide, helping to improve the lives of more than 5 million individuals. Building on a core principle of highly participatory community engagement, Pact works to actively improve communities' access to affordable micro-credit through microfinance operations, to develop new income generation opportunities through village-based savings and loans schemes and small business development, and to improve food security. Pact is also engaged in providing quality health products, services, and information related to sanitation, malaria, TB, maternal health, and HIV. In 2012, Pact established the Pact Global Microfinance Fund (PGMF) as a separate legal entity to provide institutional credit to individuals as well as small and medium enterprises (SMEs). PGMF pursues the same livelihood and capacity development goals as Pact through a market-driven approach. As the largest microfinance institution in the country, PGMF serves over 520,000 active borrowers with business and agriculture loans averaging \$175 each.

MYANMAR, CON'T

 **210,872** people in Myanmar with improved access to health and social services.


 **481,328** people in Myanmar with an increase in net income.


 **9,539** partner organizations in Myanmar improved their performance.

 **8** projects in Myanmar in which business and markets played a positive role.

NAMIBIA

Pact works with Namibian government ministries to improve planning, budgeting, managerial, and monitoring and evaluation capacity. Pact also provides grants management and organizational development support to Namibian community-based organizations. As a result, these local actors have assumed greater ownership of their futures, especially in addressing the HIV/AIDS epidemic and its consequences.

 **212** people in Namibia with improved access to health and social services.

 **1** partner organizations in Namibia improved their performance.

 **2** initiatives in Namibia resulted in positive state-society engagement.

country index




NEPAL


Pact's work in Nepal aims to improve the ability of citizens to influence government decisions that affect their lives. Through technical assistance, training, material support, and other resources, community-based organizations are better equipped to involve historically marginalized groups in a participatory local development planning process.

 **104** initiatives in Nepal resulted in positive state-society engagement.

NIGERIA

In Nigeria, Pact works with a variety of partners in the areas of health and governance to support the various reform efforts of the federal and state governments. Pact's health programming includes the provision of quality health services to children and their mothers, capacity development support to organizations that provide services to orphans and vulnerable children, and trainings that help reduce the spread of HIV/AIDS. Pact also works with state and federal government ministries to create demand for and improve access to services that treat childhood illnesses and help prevent the mother-to-child transmission of HIV.

 **33,286** people in Nigeria with improved access to health and social services.


 **68** partner organizations in Nigeria improved their performance.

 **224** initiatives in Nigeria resulted in positive state-society engagement.

RWANDA

Pact works in partnership with government agencies, private industry, and civil society to ensure that the mineral resources of Rwanda provide reliable sources of income for the communities that depend on them. By training government agents and monitoring implementation, Pact and its partners are improving the traceability of mineral resources in the supply chain. As a result, tax levies generate new resources that are then reinvested in the communities, ensuring that the mineral trade promotes development rather than conflict.

 **25,758** people in Rwanda with an increase in net income.

 **40** partner organizations in Rwanda improved their performance.

 **1** project in Rwanda in which business and markets played a positive role.

SOUTH AFRICA

Throughout the whole of South Africa, Pact works with local partners to build organizational and technical capacity to deliver quality HIV care, treatment, and prevention services. Pact's strategy integrates grant-making and capacity development to create effective, sustainable programs that will continue serving the needs of South Africans well into the future.

 **695,746** people in South Africa with improved access to health and social services.

 **10** partner organizations in South Africa improved their performance.

country index



SOUTH SUDAN

In South Sudan, Pact supports initiatives that prevent grassroots conflicts through peace-orientated, community-focused development and governance interventions. These interventions include creating and establishing management of sanitary water access points for highly vulnerable communities, increasing citizens' access to justice, supporting community-driven development, and strengthening the capacity of civil society and community based organizations for responding to and advocating for the needs of their constituents. In each project, Pact seeks to enable the communities of South Sudan to take charge of their own social and economic development.



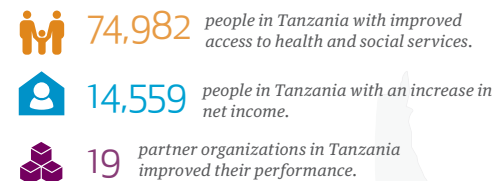
SWAZILAND

In order to reduce the impact of HIV/AIDS and improve health care for Swazis, Pact provides grants to local organizations throughout Swaziland working on HIV/AIDS prevention, testing, counseling, care, treatment, support for people living with HIV, and care for orphans and vulnerable children. The program is also developing the capacity of a local civil society organization to become an umbrella grants manager. Pact also supports savings groups to improve livelihoods for women and their families in Swaziland.



TANZANIA

Pact's Tanzania program is continuing extensive work in health, livelihoods, and capacity development in order to provide quality services for orphans and vulnerable children. New initiatives include strengthening child protection systems and setting up a government-operated grants program for artisanal small-scale miners and their communities.




country index



THAILAND


Pact has been active in Thailand and throughout the Greater Mekong region. Current efforts include providing capacity development services to local organizations working to reduce HIV/AIDS, livelihoods initiatives for vulnerable youth, and information system strengthening to assist the government in monitoring children affected by AIDS.


 42 *people in Thailand with an increase in net income.*


 15 *partner organizations in Thailand improved their performance.*

UKRAINE

In Ukraine, Pact's projects pursue a wide variety of goals, from strengthening civil society to improving the quality of HIV/AIDS services and ensuring that public health data is made available in a useful and comprehensive manner to improve prevention efforts. As a whole, Pact's Ukraine program empowers the poor and marginalized to lead healthy lives and to continue pushing for European values such as transparent and democratic governance.

 1,638 *people in Ukraine with improved access to health and social services.*


 5 *partner organizations in Ukraine improved their performance.*

 35 *initiatives in Ukraine resulted in positive state-society engagement.*

 1 *project in Ukraine in which business and markets played a positive role.*

VIETNAM

For nearly 10 years, Pact has contributed to developing the capacity of civil society's response to HIV/AIDS in Vietnam, including voluntary counseling and testing, prevention of mother-to-child transmission programs, home-based care, and support for children left orphaned or vulnerable. Through mentoring, skill-building, and networking among like-minded organizations, Pact has equipped national NGOs to address their own development challenges by strengthening community-based HIV/AIDS service delivery.

 4 *partner organizations in Vietnam improved their performance.*



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