



ACHIEVE Zambia

Outcome Harvesting Results

Fiscal Year 2023



The USAID-funded Adolescents and Children, HIV Incidence Reduction, Empowerment, and Viral Elimination (ACHIEVE) project supports Zambia’s Ministry of Community Development and Social Services (MCDSS) through system strengthening activities to improve service outcomes and reduce the incidence of HIV among vulnerable children and adolescents (VCA) and their families. Since 2020, ACHIEVE has provided technical assistance and capacity development on community case management, information management, financial accountability, and coordination to MCDSS to improve the quality, monitoring, and coordination of health and social protection services delivered through community-level structures and local implementing partners.

How did ACHIEVE improve Zambia’s Social Welfare System?

In July 2023, ACHIEVE led its second Outcome Harvesting (OH) exercise that presented a holistic view of system strengthening achievements for adaptive management and learning. OH participants generated a total of nine outcomes through 33 in-depth outcome statements which broadened the level of documentation and understanding of how ACHIEVE’s interventions contributed to progress towards improving health and social services outcomes for VCA in Zambia.

The findings affirm ACHIEVE’s commitment to MCDSS in ensuring that the Ministry’s needs and challenges are met, and that the Ministry’s capacity is strengthened to deliver essential services to VCA and their families. The results of the OH, documented in the full report, also inform best practices, lessons learned, and recommendations for programmatic adaptive management and learning.

Outcome Harvesting at a Glance

- A participatory assessment approach to measure outcomes in complex environments where cause and effect are not linear.
- It captures both intended and unintended outcomes, providing a comprehensive view of the project’s contributions to those outcomes.
- It can be conducted annually or at midline and endline for project performance, adaptive management, and learning.

“MCDSS has increased awareness among staff on the risks the Ministry is exposed to and enhanced their risk mitigation strategies across all departments.”

- MCDSS national staff

“MCDSS staff and CWAC members have technical capacity to conduct all case management processes for VCA and their families and link them to required services.”

- MCDSS Eastern provincial staff

“MCDSS improved accountability in financial management and procurement processes.”

- MCDSS Choma staff



MCDSS participants from national, provincial, and district levels join a group discussion during ACHIEVE’s second Outcome Harvesting that took place in Mazabuka and Lusaka in Zambia in July 2023. Photo credit: ACHIEVE

Key Outcomes of ACHIEVE's Work

Case Management



1. MCDSS utilizes a standardized community case management system to provide quality VCA services
2. MCDSS district staff and Community Welfare Assistance Committee (CWAC) members apply their improved knowledge and skills to deliver quality services
3. CWAC members and their communities established an improved understanding of case management processes

Fiscal Accountability



1. MCDSS district offices apply improved practices and adhere to public financial management and reporting guidance
2. MCDSS has increased awareness among its staff on financial management risks and fiduciary gaps
3. MCDSS national office has improved efficiency and accountability in the procurement process
4. MCDSS produces its annual output-based plan and budget

Cross-Cutting



1. MCDSS and its stakeholders employ the integrated coordination approach to maximize utilization of resources for VCA services
2. MCDSS national and provincial offices utilize a systematic and standardized tool to monitor and enhance district-level performance

Before ACHIEVE, there was poor communication, coordination, and collaboration among stakeholders leading to duplication of service provision. ACHIEVE supported MCDSS to strengthen coordination structures and referral mechanisms to trigger effectiveness and efficiency in service access among VCAs. It reduced duplication of services among stakeholders resulting in maximum utilization of resources.

-MCDSS staff from Choma

The knowledge gaps have been addressed, making it possible for district staff to build the capacity of CDAs at ward level, and later CWACs at community level in a more concise and standardized manner.

- MCDSS Chipata district staff

ABOUT ACHIEVE

ACHIEVE is a seven-year (2019-2026) USAID-funded global project whose primary goal is to reach and sustain HIV epidemic control among pregnant and breastfeeding women, adolescents, infants, and children. To reach this goal, ACHIEVE supports OVC and DREAMS service delivery, provides technical assistance to strengthen social welfare systems, and supports capacity development for local partners to sustain services at the community level. In 2023, USAID added global health security to the project's scope of work. ACHIEVE is implemented by Pact, in partnership with Jhpiego, Palladium, No Means No Worldwide, and WI-HER.

ACHIEVE is implementing activities in nine countries: Burundi, Dominican Republic, Namibia, Nigeria, Rwanda, South Africa, South Sudan, Tanzania, and Zambia. **To learn more about ACHIEVE visit: pactworld.org/achieve**



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