promises kept

measuring pact’s mission

2014
Making a promise is a start. Keeping a promise is what counts.

At Pact, we define a promise kept as a life measurably transformed for the better.

This report is full of numbers, but what it is really about is people: An HIV-positive mother in Nigeria who receives the health services she needs to avoid passing the virus to her baby. A miner in Burundi who is fairly paid for his work. A young woman in Myanmar who has access to the credit she needs to launch a business of her own.

These are promises kept, lives measurably transformed.

Around the world, Pact helps millions of people who are poor and marginalized discover and build their own solutions and take ownership over their future. We believe that all people deserve to be healthy, to make a decent living and to gain lasting benefit from the natural resources around them.

This report reflects the millions of people who last year began realizing a better tomorrow.

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Pact is committed to measuring its results. Since 2011, we have published the results of our global programming and, since 2013, we have published our funding data under the IATI (International Aid Transparency Initiative).

Pact enables systemic solutions that allow those who are poor and marginalized to earn a dignified living, be healthy, and take part in the benefits that nature provides. Pact accomplishes this by strengthening local capacity, forging effective governance systems, and transforming markets into a force for development.

To measure our progress we defined a set of global indicators to describe our work in each impact area and for each approach. Data for these indicators are collected annually for each Pact project. This report summarizes the outcomes of our worldwide programming in fiscal year 2014 (October 2013 – September 2014) and the trends in relation to previous years.

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

KERRY BRUCE, senior director
for global health and measurement
kbruce@pactworld.org

### MEASURING Pact’s mission

<table>
<thead>
<tr>
<th>Impact Area / Approach</th>
<th>Primary Indicator</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health</strong></td>
<td>Vulnerable people access the care they need to enjoy a healthy life.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>People with improved access to health and social services</td>
<td>2,476,056</td>
</tr>
<tr>
<td><strong>Livelihoods</strong></td>
<td>People with limited livelihood choices gain the resources they need to become income secure.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>People with increased net income and savings</td>
<td>547,487</td>
</tr>
<tr>
<td><strong>Natural Resource Management</strong></td>
<td>Resource-dependent communities gain lasting benefit from the sustainable use of the natural resources around them.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>People that benefit from improved natural resource management</td>
<td>319,275</td>
</tr>
<tr>
<td><strong>Capacity Development</strong></td>
<td>We develop people’s abilities to contribute to positive social change</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Partner organizations that have improved their performance</td>
<td>374</td>
</tr>
<tr>
<td><strong>Governance</strong></td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Citizens participating in initiatives that resulted in positive state-society engagement</td>
<td>713,998</td>
</tr>
<tr>
<td><strong>Business + Markets</strong></td>
<td>We tap into the power of markets as a force for development.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Projects where businesses and markets are a force for positive change</td>
<td>13</td>
</tr>
</tbody>
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MEASURING health

Health systems strengthening...

especially at the community level, is a core area of Pact’s work. Pact helps communities link with health care facilities and with governments to improve the quality of care, especially for the prevention and treatment of malaria, TB, and HIV amongst most-at-risk populations. Pact also strengthens social welfare systems such as those that serve orphans and vulnerable children to better serve the populations that depend on them.

PEOPLE WITH IMPROVED ACCESS TO HEALTH AND SOCIAL SERVICES, BY SEX AND AGE

HEALTH AND SOCIAL SERVICES SYSTEMS STRENGTHENED, BY GEOGRAPHIC LEVEL

Health systems strengthening...
WORTH is Pact’s signature program...

To empower women through a unique savings group model. By combining literacy training, community banking and microbusiness development support, WORTH enables women to become social activists, social entrepreneurs, and effective leaders in their own communities. In Myanmar, Pact’s Global Microfinance Fund provides critical credit services to rural lenders throughout the country, increasing financial inclusion in this emerging market. Pact also supports other innovative income-generation activities through Move to Markets work and REDD.

<table>
<thead>
<tr>
<th>Country</th>
<th>Groups (thousands)</th>
<th>Groups that increased funds, by type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tanzania</td>
<td>27,589</td>
<td>24%</td>
</tr>
<tr>
<td>Rwanda</td>
<td>20,000</td>
<td>32%</td>
</tr>
<tr>
<td>D.R. Congo</td>
<td>8,000</td>
<td>3%</td>
</tr>
<tr>
<td>Ethiopia</td>
<td>20,721</td>
<td>14%</td>
</tr>
<tr>
<td>Myanmar</td>
<td>645,780</td>
<td>5%</td>
</tr>
<tr>
<td>Cambodia</td>
<td>54,177</td>
<td>6%</td>
</tr>
<tr>
<td>Cameroon</td>
<td>15,287</td>
<td>7%</td>
</tr>
<tr>
<td>Lesotho</td>
<td>1,661</td>
<td>6%</td>
</tr>
<tr>
<td>Total</td>
<td>547,487</td>
<td></td>
</tr>
</tbody>
</table>
Pact works in partnership with communities, institutions and governments to responsibly conserve, sustain and manage natural resources from forests and waterways to cropland and mineral deposits, allowing those who are poor and marginalized to reap the benefits that nature provides. Pact strengthens local capacity, forging effective systems of natural resource governance, and developing nature-based enterprises for sustainable livelihood generation.
Pact created...

A performance family of indices designed to measure the performance improvement of our capacity development partners, from local NGOs to community groups to government agencies. Pact helps these partners broaden, deepen and strengthen their capacities, enabling them to carry out solutions in an effective, efficient, relevant and sustainable manner.
Pact utilizes…

Applied Political Economy Analysis (APEA) to gain deeper insights into how local power dynamics influence its programming. APEA allows Pact to work with its local partners to devise innovative, “politically smart” solutions that help align project interventions with local needs and incentives. Pact has integrated APEA into projects across impact and approach areas in countries including Cambodia, Namibia, Nigeria, Thailand and Zimbabwe.
Pact’s Mines to Markets program... works at every point along the mineral supply chain to promote formalization of producers, access to markets and a positive legacy. Pact designs and implements practical projects; partners with corporations, local organizations, and local governments; shapes international policy; and shares our learning to support better regulated, more transparent and responsible mining.

Measuring Pact’s mission 2014

PROJECTS WHERE BUSINESS AND MARKETS WERE A FORCE FOR POSITIVE CHANGE, BY TYPE

1. Mines to Markets: Program working with national governments to transform illegal markets for tin, tantalum, and tungsten.
2. WORTH: Encouraging women entrepreneurs through financial literacy and business skills training.
3. Capacity Development Marketplace: Enabling capacity development services providers and customers to engage with each other, exchange services and provide transaction feedback.
4. Women-Owned Business: Building women’s skills and knowledge and reducing barriers in the value chain.
5. CSR Promotion: Developing corporate social responsibility strategies and partnerships between public and private sectors.

13 projects in 9 countries

- Cambodia
- D.R. Congo
- Myanmar
- Rwanda
- South Sudan
- Tanzania
- Thailand
- Uganda
- Vietnam

Country Data

<table>
<thead>
<tr>
<th>Country</th>
<th>Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambodia</td>
<td>2</td>
</tr>
<tr>
<td>D.R. Congo</td>
<td>2</td>
</tr>
<tr>
<td>Myanmar</td>
<td>4</td>
</tr>
<tr>
<td>Rwanda</td>
<td>1</td>
</tr>
<tr>
<td>South Sudan</td>
<td>1</td>
</tr>
<tr>
<td>Tanzania</td>
<td>1</td>
</tr>
<tr>
<td>Thailand</td>
<td>1</td>
</tr>
<tr>
<td>Uganda</td>
<td>1</td>
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<td>Vietnam</td>
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TOTAL: 13
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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 reform and stimulating civic action from the well-entrenched social change Warriors.

CAMBODIA
For more than 20 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 Cambodia can respond to its development challenges holistically.

BURUNDI
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 improving livelihoods through education, savings groups, and economic development.

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COLOMBIA
In Colombia, Pact combats child labor through integrated interventions in livelihoods, mining, education and public policy. By supporting more productive mining practices, fostering entrepreneurship and diverse income sources, and advocating for policy recommendations regarding regulations on child labor and the formalization of the mining sector, Pact is promoting positive change in the mining sector.

DEMOCRATIC REPUBLIC OF CONGO
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ETHIOPIA
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Pact and Fauna & Flora International are working together to promote conservation practices on the Ustyurt Plateau, a temperate desert shared between Uzbekistan and Kazakhstan. The project focuses on the saiga antelope as a flagship species to foster long-term transboundary sustainable management of the Ustyurt. Pact also provides opportunities for local communities to develop alternative livelihoods and encourages extraction practices that integrate conservation into their operations.

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KENYA
The work of Pact and its partners in Kenya continues to focus on fostering peace along the country’s borders and southwestern Somalia. Pact also engages in institutional strengthening, health systems support, and advocacy mentoring of 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.

145,128 people had improved access to health and social services, and 25 health and social services systems were strengthened.

247 citizens participated in 23 initiatives resulting in positive state-society engagement.

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 are aimed at turning back the tide of HIV/AIDS and helping people living with the virus to enjoy fulfilling lives without stigma or discrimination.

10,474 people had improved access to health and social services.

195 people increased their net income.

MALAGASY
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 5 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.

782,026 people had improved access to health and social services, and 19,780 health and social service systems were strengthened.

5 partners improved their performance.

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 educators 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.

144,056 people had improved access to health and social services, and 7 health and social service systems were strengthened.

1 partner improved their performance.

MOZAMBIQUE
In Mozambique, Pact closed a three year project where it worked to develop the capacities of six local organizations to carry out social marketing of health products and services, and to deliver healthy behavior messaging at the community level. Pact also started work on a project to assess the organizational capacity and performance of four local organizations as part of a civil society strengthening project.

7 partners improved their performance.

MYANMAR
Pact has been working in Myanmar for 12 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 loan 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 distinct 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 150,000 active borrowers with business and agriculture loans averaging US$50 each.

200,350 people had improved access to health and social services, and 1,236 health and social service systems were strengthened.

464,750 people increased their net income, and 14,327 savings and microfinance groups increased their funds.

105,630 people benefited from improved natural resource management, and 6,295 hectares of ecosystem were under improved management.

4 partners improved their performance.

4 projects included businesses and markets as a force for positive change.
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.

16 people had improved access to health and social services.

2014

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.

127 savings and microfinance groups increased their funds.

9,681 citizens participated in 1,451 initiatives resulting 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 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 treat childhood illnesses and help prevent the mother-to-child transmission of HIV.

7,009 people had improved access to health and social services, and 162 health and social service systems were strengthened.

10 partners improved their performance.

SOUTH AFRICA
Throughout the 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.

2 health and social service systems were strengthened.

17 partners improved their performance.

SOUTH SUDAN
In South Sudan, Pact supports initiatives that prevent grassroots conflicts through peace-oriented, 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.

177,500 people had improved access to health and social services, and 226 health and social service systems were strengthened.

4 partners improved their performance.

SWAZILAND
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 and 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 families in Swaziland.

67,625 people had improved access to health and social services, and 177 health and social service systems were strengthened.

3,376 people increased their net income, and 85 savings and microfinance groups increased their funds.

7 partners improved their performance.

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65,428 people had improved access to health and social services, and 2014

3,376 people increased their net income, and 85 savings and microfinance groups increased their funds.

7 partners improved their performance.
TANZANIA
Pact in Tanzania 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 communities. Pact seeks to enable the communities of Tanzania to take charge of their own social and economic development.

- 116,145 people had improved access to health and social services.
- 27,589 people increased their net income.
- 445 savings and microfinance groups increased their funds.
- 895 people benefited from improved natural resource management.
- 44 partners improved their performance.
- 581 citizens participated in 111 initiatives resulting in positive state-society engagement.

THAILAND
Pact is active in Thailand and throughout the Greater Mekong region. Current efforts include providing capacity development services to local organizations working to reduce HIV/AIDS, livelihood initiatives for vulnerable youth, and information system strengthening to assist the government in monitoring children affected by AIDS. Pact in Thailand is also advancing inclusive multi-stakeholder dialogues focused on safeguarding the social and environmental outcomes of regional development projects.

- 58 people had improved access to health and social services.
- 41 people increased their net income.
- 8 partners improved their performance.
- 32 savings and microfinance groups increased their funds.
- 1 project included businesses and markets as a force for positive change.

UKRAINE
In Ukraine, Pact’s projects strengthen civil society, improve the quality of HIV/AIDS services and ensure that public health data is made available to help improve prevention efforts. As a whole, Pact’s Ukraine program empowers the poor and marginalized to lead healthy lives and to continue pushing for values such as transparent and democratic governance.

- 1,321 people had improved access to health and social services.
- 38 health and social service systems were strengthened.
- 11 partners improved their performance.
- 4,589 citizens participated in 124 initiatives resulting in positive state-society engagement.
- 1 project included businesses and markets as a force for positive change.

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 orphans and vulnerable children. Pact has also innovated the WORTH model of women’s economic empowerment by using mobile technology to promote education, networking, and entrepreneurial growth.

- 32 savings and microfinance groups increased their funds.
- 4 partners improved their performance.
- 32 partners improved their performance.
- 418 citizens participated in 63 initiatives resulting in positive state-society engagement.

ZIMBABWE
In Zimbabwe, Pact works in close partnership with civil society organizations to promote equitable and peaceful democratic systems and processes. To reach this end, Pact provides a diverse network of organizations with technical and organizational capacity building services, as well as convening leadership to help improve a large-term strategic direction to the civil society space in the country. In addition, Pact has worked closely with private and public sector actors to address challenges facing the artisanal small-scale mining sector in Zimbabwe. Pact continues to build the capacity of local institutions, with a focus on helping community-based and non-traditional organizations to develop the skills and assets that will allow them to better serve their respective constituencies.

- 18 partners improved their performance.
- 617,168 citizens participated in 27 initiatives resulting in positive state-society engagement.

OTHER PROJECTS
671,708 citizens participated in 15 initiatives resulting in positive state-society engagement.

Country Index
Pact envisions a world where those who are poor and marginalized exercise their voice, build their own solutions, and take ownership of their future.
building local promise. 

learn more at pactworld.org