



MARKETLINKS

# PAY FOR RESULTS: BETTER DEVELOPMENT OUTCOMES THROUGH STRONGER PERFORMANCE MANAGEMENT WEBINAR

CHAT TRANSCRIPT

AUGUST 8, 2019

## PRESENTERS

Mohib Ahmed, Director of the Office of Acquisition and Assistance, USAID/Zambia

Christine Kang, Manager, Third Sector

Jonathan Ng, General Counsel, USAID Private Sector Engagement Team

## MODERATOR

Lawrence Camp, Senior Adviser, USAID Office of Private Capital

Charlin Caster (Marketlinks): Good morning and good evening everyone! Thanks for joining! Please introduce yourself in the chat and say where you're joining from!

Charlin Caster (Marketlinks): I'm Charlin joining from Washington DC

Iván Pulgar: I'm Iván joining from Ecuador

Stephen Kyalibulha Bwambale: I am Stephen Kyalibulha Bwambale from Uganda, joining from Abuja, Nigeria now

Shira Babow (Marketlinks): I'm Shira joining from Washington, DC

Michael Wyzan: I am Michael Wyzan with USAID/Yemen, based in Riyadh but joining from my in-laws' in Malaysia.

Sadie: Hi Everyone this is Sadie from Land O'Lakes in Minnesota, USA.

Charlin Caster (Marketlinks): Welcome, Iván, Stephen, Michael and Sadie!

Elodie Nsamba: I am Elodie Nsamba from USAID/DR Congo based in Kinshasa

Charlin Caster (Marketlinks): Great to have you Elodie!

Charlin Caster (Marketlinks): We have some intro questions up too! Please complete when you have a moment

D. Collier: Hello - Daphne - from Washington, DC

Charlin Caster (Marketlinks): Hi Daphne! Welcome

David: Hello, here is David Mbugua from Toronto, Canada

Jess Pic (Marketlinks): We will get started in about 10 minutes.

Charlin Caster (Marketlinks): welcome, David!

Charlin Caster (Marketlinks): Welcome everyone, please introduce yourself as you join and also please complete the poll questions! Thanks

Maryana: Hello from Kyiv, Ukraine. I am Maryana

Charlin Caster (Marketlinks): Hi Maryana, welcome!

Allyn Lamb: Allyn Lamb, Maine USA

Charlin Caster (Marketlinks): Welcome Allyn!

Charlin Caster (Marketlinks): We'll get started in a few minutes!

Chemonics 2: Hello, this is Spencer from Chemonics

Charlin Caster (Marketlinks): Hi Spencer, thanks for joining

Provash Budden--Mercy Corps: Provsah Budden--Americas Reg. Dir for Mercy Corps.

Everisto: Hello, Its Everisto from IWMI in Ghana

Oprong Paul: Hi all. this is Oprong Paul from Uganda

Matt Weinmann: Is someone speaking right now?

Greg Jacobs: Hi. this is Greg Jacobs from Washington DC.

Lexine Hansen: Good Morning, Lexine Hansen from Environmental Incentives' office in DC.

Amy Ostrander: Amy Ostrander from PCI in DC. Is it only possible to join audio via phone? It's not giving me another option

Jess Pic (Marketlinks): Hi Amy, I will send you a private message to troubleshoot

Alex Strzempko: I am having the same issue with only being able to dial in by phone

Everisto: Similar problem for me as well.

Tina Faulkner USDOL: Me too -- it is also not accepting the passcode I enter

Lucrecia Bertelli: Hello, same problem here

Alex Strzempko: same issue

Jess Pic (Marketlinks): Hi, if you are having difficulty with the audio, please look at the top of your screen. There should be a microphone and speaker icon. There should be a dropdown option on the microphone icon.

Karri Byrne: Yes, same here...

Jess Pic (Marketlinks): One moment, we are troubleshooting the audio

Alexis Ellicott: Prompts me to call in via phone though am on computer

Claudia Molina: yes

Chris Weiss: yes

Rebecca Adams: Yes

Provash Budden--Mercy Corps: you've been coming in fine

Todd Moellenkamp (USAID): I can hear

Clarisa Rodrigues Coelho: yes

Dana P: same issue. no sound

Mallika P: yes

Provash Budden--Mercy Corps: Lawrence sounded fine.

Karri Byrne: we can hear something... oops...gone

Alex Strzempko: I still cannot hear anything

Karri Byrne: Hooray!

Desiree Arriola: Audio is fine for me. On all speakers.

Jess Pic (Marketlinks): Thank you for your patience!

Evelyn Ifeyinwa Ezeagu: Hello everyone, this is Ifeyinwa from Nigeria

Charlin Caster (Marketlinks): Hi Evelyn

Desiree Arriola: Cannot hear Christine.

Oprong Paul: I can hear anything

Oprong Paul: Can't hear anything

Alexis Ellicott: Also still cannot hear

Heather: I also can't hear

Stephen Kyalibulha Bwambale: line is breaking

Charlin Caster (Marketlinks): apologies everyone, we are trying to troubleshoot

Jess Pic (Marketlinks): One solution is to exit the meeting and re-join via your computer if you are listening by computer

Alexis Ellicott: once I closed out and came back in it was ok

Jess Pic (Marketlinks): Alternatively, please go to the top of your screen and make sure that the speaker icon is green. If it is not, please click on the dropdown icon and turn on the audio. Also, you can run the Audio Setup Wizard at the top of your screen under Meeting

Sandy Oleksy-Ojikutu: Audio went silent.

Sandy Oleksy-Ojikutu: He seems to be back!

Charlin Caster (Marketlinks): As you're thinking of questions for the presenters please add them here. We'll have Q&A at the end! Thanks

Karri Byrne: we can hear Jonathon

Lexine Hansen: Can you provide an example of a specific conditional cash transfer, why it was appropriate, and how it generated development outcomes?

Charlin Caster (Marketlinks): The Concept Note Christine just mentioned is available under Web Links and Downloads

suezan lee: Where can you find the guide on setting performance metrics

Charlin Caster (Marketlinks): It's on the left of your screen

Greg Jacobs 2: Hi. Is it possible to download the presentation?

Charlin Caster (Marketlinks): Titled Setting, Pricing, and Administering Step-by-Step

Charlin Caster (Marketlinks): Yes, the slides are available for download. Presentation Slides on the left of the caption pod

Greg Jacobs 2: thanks Charlin!

Charlin Caster (Marketlinks): You're welcome, happy to help

Charlin Caster (Marketlinks): We'll also share a recording of the presentation, audio file and transcripts at a later date

Tanjina Mirza, Plan Canada: Can you please let us know how to access the slide presentation. Thank you.

Charlin Caster (Marketlinks): Sure, under Downloads, you can access the Presentation Slides. It's to the left of the Caption Pod and under Who's Speaking

Charlin Caster (Marketlinks): Thanks for your question, Lexine!

Tanjina Mirza, Plan Canada: Thank you so much.

Charlin Caster (Marketlinks): We'll move to Q&A once presentations conclude. Please share your questions here

tim Moore: question: what are the key entry points to develop an RBF concept for/with USAID

Charlin Caster (Marketlinks): Great question, Tim - thanks

Iván Pulgar: But the government census is made each 10 years. Can we wait for that information?

Provash Budden--Mercy Corps: Will USAID consider hybrid programs in which operational costs are covered regardless of outcomes yest apply a PfR approach on the program targets?

Charlin Caster (Marketlinks): Thanks for the great questions

Provash Budden--Mercy Corps: Also, does USAID offer bonuses for achieving beyond targets?

Tanjina Mirza, Plan Canada: Does the donor pay once the targets are achieved? How does the implementing partner cover operational costs?

Sadie: How do you deal with the balance between the ethical issues of assigning potential beneficiaries to control groups and also ensure that the control group is not different than the intervention group?

Sadie: (In experimental and quasi-experimental designs)

USAID Mali: What is the process if/when there is a disagreement between the donor and the IP over whether the result has been achieved?

Charlin Caster (Marketlinks): All good questions!

Amy Ostrander: What happens when there are external factors or extenuating circumstances that mean the implementer cannot fully achieve the results?

Greg Jacobs 3: Excellent presentation. Very well organized and delivered. My question is related results. As an implementor, we often feel pushed to go for very high results to attract the attention of donors as opposed to what we think would be more reasonable given the risk or challenges associated with the intervention. How do you see this challenge playing out in a PfR approach? Would it be different?

Matt Weinmann: How do you deal with a scenario where results may be measured some period of time after the conclusion of a project? What if there is some exogenous shock to the area -- how do contracts account for scenarios where things are completely outside the implementer's control?

Charlin Caster (Marketlinks): Great questions about measuring results

oprong paul: What if the implementer withdraws midway?

Greg Jacobs 3: Thanks. appreciate the helpful response.

Lexine Hansen: In case my question got lost: Can you provide an example of a specific conditional cash transfer, why it was appropriate, and how it generated development outcomes?

oprong paul: Does the Pay for results approach consider the all engagement making a business sense for the implementer?

Charlin Caster (Marketlinks): Thanks Lexine!

Paul Johnson: If a target of development is to obtain behavior change, which can take several years before measurable results can be determined, would USAID consider payment for such activities

Lexine Hansen: Great, thank you so much!

Will: Hi, great presentation! Wondering whether there are any common indicators (and indicator methodologies on things like calculations, data needs, attribution) that you're using. Sometimes there are multiple impact frameworks used on the same project which potentially adds complexity. Thanks!

Jolly: q: what about agents?

Jeremy Sokulsky: Starting with a solid and evidence-based theory of change that the implemented and CO and CoR fully understand provides a common reference point to identify when uncontrollable factors influence outcomes. It can help when adjusting the definition of performance during the activity which can create a contentious negotiation.

Charlin Caster (Marketlinks): We'll try to answer more questions at a later date (likely via a blog)

Charlin Caster (Marketlinks): We're moving to the poll questions soon!

Tanjina Mirza, Plan Canada: Thank you for organizing the excellent session.

Charlin Caster (Marketlinks): Please answer the poll questions!

Charlin Caster (Marketlinks): Thanks for your participation today

Provash Budden--Mercy Corps: Thanks. Much appreciated.

Paul Johnson: Thank you

Iván Pulgar: thanks.

Meera Sawkar (GeoPoll): thank you

oprong paul: Thanks

Will Saab: thanks for organizing, very insightful

Jolly: thanks

Charlin Caster (Marketlinks): Thanks everyone

Desiree Arriola: Thank you. Great job.

Evelyn Ifeyinwa Ezeagu: Please share all we talked about on this webinar, I missed some part due to network.