MONITORING, EVALUATION, & LEARNING (MEL) FRAMEWORK

Program Peduli (2017-2019)

Last Updated July 2018

This document describes the overall MEL approach for the Peduli Program for the period 2017-2019. It represents a significant revision of the MEL Framework for the Peduli program from the period 2015-2017.

Table of Contents

1. Introduction

1.1. Peduli Program Design

Background and Overview

Peduli is a Government of Indonesia (GoI) initiative designed to improve social inclusion of six of Indonesia's most marginalised groups who are underserved by government services and social protection programs. Peduli delivers on its objectives by working through civil society as key actors for inclusion. It provides flexible funding to enable civil society partners to engage with local governments and implement localised strategies to improve access to government services, promote human rights, participate in community processes and strengthen social inclusion policy at the national and sub-national levels.

Peduli was initially designed as part of Indonesia's National Program for Community Empowerment (PNPM) and was piloted by the World Bank through the PNPM Support Facility (PSF) from 2010 to 2013. The current phase, Peduli Phase II, was funded initially through a $17.9 million grant (17 April 2014 to 31 December 2016) from DFAT to The Asia Foundation (TAF) and is overseen by the Coordinating Ministry of Human Development and Culture (*Kemenko PMK*). Given the investment's success and relevance to Australian policy objectives as well as the program's performance to date, in 2016 DFAT approved an additional $13 million to continue Peduli at its current scale and extend the grant agreement to 31 December 2018.

Targeted Groups

The Peduli program is working to benefit:

1. Vulnerable children and adolescents
   - Victims of commercial sexual exploitation, youth in correctional facilities, and children of migrant workers
2. Indigenous and Isolated Local Communities who Rely on Natural Resources
3. People with Disabilities
4. Discriminated Religious Minorities
   - Ahmadiyya / Syiah (Shia) / Christian / Hindu / Buddhism communities and holder of traditional/local belief systems
5. *Waria* (Male-to-Female Transgender)
6. Human Rights and Social Restoration
   - Victims during the 1965 political transition, and Talangsari cases, Aceh military operations, and Jakarta 1998 riots

Definition of Social Exclusion

Social exclusion can be understood as many forms of discrimination by the State and society which influences the ability of members of socially excluded groups to access services, participate in the economy and otherwise achieve a status of welfare equal to their peers. People who are socially excluded:

a) **do not access services available** to others
   they receive poorer quality services, are excluded from services, or do not have equal access
b) **lack legal identity**

they do not have identity cards or birth certificate, e.g., for reasons related to their religion, gender (transgender) or status as a victim of a human rights violation

c) are **not recognized by** government
   they may be under-counted by government census, or their status not officially recognized by the State

d) **are not accepted** by the community
   there is a negative perception about them, they are not invited to participate in community activities, or are actively excluded

e) **may not be accepted** by their family
   stigma may result in estrangement from family members, or exploitation by family

f) **do not participate** in community decision making
   they are excluded from planning, decision making, and community activities/gatherings etc.

g) are **at higher risk of being abused, attacked and exploited**
   they are victims of harassment, violence, sexual assault, exploitative work, trafficking

h) don't know how to **articulate their needs**
   they don't know what processes exist to express their needs, or are not confident to speak out

i) have **limited access to information**
   don't know about government policies or programs, they are often isolated and don't know how to access information

j) have **limited capacity to exercise** their **rights**, or they don't know what their rights are

k) have **limited bargaining power**

l) have **no access to credit** and **limited access economic opportunities**
   people do not trust them, their businesses are boycotted due to stigma, they have no collateral, their networks for job opportunities are limited

The beneficiary groups identified by Peduli are a diverse group of marginalized communities in Indonesia who are socially excluded in some or all of the ways listed above.

Definition of Social Inclusion

Social inclusion as an approach is dynamic, and responsive to the very localized context of exclusion faced by each target group. Peduli's definition of social inclusion provides insight into the overarching "theory of change" of the program as explained in section 2.

Social inclusion is the process of building social relations and respect for individuals and communities so they are able to participate fully in decision making in economic, social, political, and cultural life, and have equitable access to and control over resources (to meet basic needs) in order to enjoy a standard of welfare considered descent within their society.

Definition of Social Inclusion:	Implications
Social inclusion is the process	Social inclusion is not a group of outputs, it is a series of interactions over time that aim to produce higher-level social change; the interactions may not be linear but a process that is responsive to opportunities
of building social relations and respect for individuals and communities	The process is inter-subjective (between people) and it is related to individuals perceptions. The process

	presumes some stability in the characteristics used to describe a "community" or a group, whether they be the majority or those who are excluded.
so they are <u>able</u> to participate fully in decision making	The relationships and respect fostered through the program are purposive, i.e. to enable full participation in decision making. Respect and relationships are not "for the sake of it" – they are meant to impact on the ability of individuals and communities to participate in decision making. Note this is an *ability*, not a use of that ability, i.e. they CAN participate, but do not necessarily do so.
in economic, social, political, and cultural life,	This links participation in economic life to broader inclusion in social, political and cultural life, and presumes linkages between economic opportunities and inclusion in socio-cultural and political life.
and have equitable	This is relative, not absolute, and "equitable" is in reference to one's community or peer group. Over time, the reference points for "equity" may change.
access to	As above, this implies a recognized right to access resources, even if resources are not accessed.
and control over resources	This involves demonstration of influence and efficacy.
(to meet basic needs) in order to enjoy a standard of welfare considered decent within their society.	This is relative, not absolute, standard of basic needs and welfare. Over time, the reference for "welfare considered decent" may change.

Approach

Peduli uses a social inclusion approach to benefit beneficiary groups through a range of approaches at the individual, family, community and policy levels. Activities include strengthening of solidarity groups, engagement of beneficiary groups in community forums and decision making processes, multi-stakeholder working groups to understand and address the social exclusion of beneficiary groups (particularly from public services), and advocacy to raise awareness and change policy. The program aims to increase the participation of beneficiary groups, as well as promote community and public sector engagement in solving the social exclusion they experience.

Designed based on emerging global evidence around social inclusion as an effective poverty alleviation strategy, Peduli partners with civil society organizations to identify and address the social exclusion of marginalised target groups, in partnership with beneficiary groups themselves, the surrounding community, and policy makers. The program assumes that addressing the root causes and negative impacts of social exclusion will reduce poverty in groups which achieve greater social inclusion.

As part of Peduli, TAF (hereafter sometimes referred to as TAF/Peduli) provides grants to and collaborates with eight Executing Organizations (EO's), with whom Peduli directly engages with technical assistance and capacity building initiatives. One step removed is a large group of Civil Society Organisations (66 organisations for the period 2017-2018), who are predominantly influenced through the grants they receive from the EO's, as well as their direct engagement with EO's related to program implementation. TAF/Peduli's primary role is support to the EO's, although TAF/Peduli also provides limited support directly to CSO's, and also provides facilitation and advocacy support to various levels of government.

Principles

A key principle of the Peduli program is **responsiveness** to the specific parameters of social exclusion faced by each beneficiary group, and fosters relationships between excluders and the excluded, looking for ways to build recognition and respect over time. Given that the level of stigma and prejudice varies greatly between groups, as does the capacity and willingness of the majority community to address it, the social change that each beneficiary group envisions also varies significantly. That said, the outcomes the program intends to achieve – access to services, social acceptance and policy changes – are fairly standard across programs. Not every program aims to achieve every outcome indicator, however most programs are designed to achieve a large subset of the program's overall indicators.

Other key principles of the Peduli include:

- a focus on **partnerships**, which includes the developing equal and active relationships between program partners and stakeholders (TAF, EO's, CSO's, government, as well as other DFAT programs such as MAMPU, KOMPAK, KSI, AIPJ)
- a focus on **capacity development**, including for EO's, CSO's, and government counterparts
- a **flexible and dynamic** approach that allows for the responsiveness described above, as well as ongoing learning and improvement
- a focus on **evidence-based advocacy and decision-making**, including promoting the collection and use of more accurate and timely data on social inclusion/exclusion.

1.2. Purpose & Target Audience of this MEL Framework

This document describes the overarching approach to MEL for Peduli, especially for the extension period for 2017-2018. The main audience for this document is the TAF/Peduli team: Peduli management, Peduli program officers, and the Peduli MEL team. Other parties who may find parts of this document relevant – and who are considered secondary audiences – include DFAT, Kemenko PMK, Peduli EOs, and Peduli consultants (especially those involved in implementing components of the proposed MEL approach).

1.3. Structure of this Document

This MEL Framework comprises the following sections:

Section 1 provides a general introduction to Peduli, including its approach to social inclusion, as well as to this document (purpose, target audience, and structure).

Section 2 describes Peduli's high-level program logic, including the program's broader goal, outcome areas, and pathways to achieve those desired outcomes.

Section 3 presents overall "framework" of for MEL in Peduli, including the purpose of MEL, key principles for MEL practice, and the Key Evaluation Questions (KEQs). This section also presents subquestions and key performance indicators which relate to the KEQs.

Section 4 provides overview of the main approaches to monitoring, which are to be used to gather and analyze the descriptive information to answer the KEQs and subquestions.

Section 5 describes evaluation in the context of Peduli, both in terms of assessing the extent to which Peduli has met expectations about its performance and in terms of specific evaluation studies.

Section 6 provides the overall timeline of MEL implementation

Section 7 describes the roles and responsibilities of various parties involved with Peduli MEL

Section 8 presents key strategies for ensuring that monitoring and evaluation processes and information are useful and used for learning

Section 9 provides a summary of reporting processes.
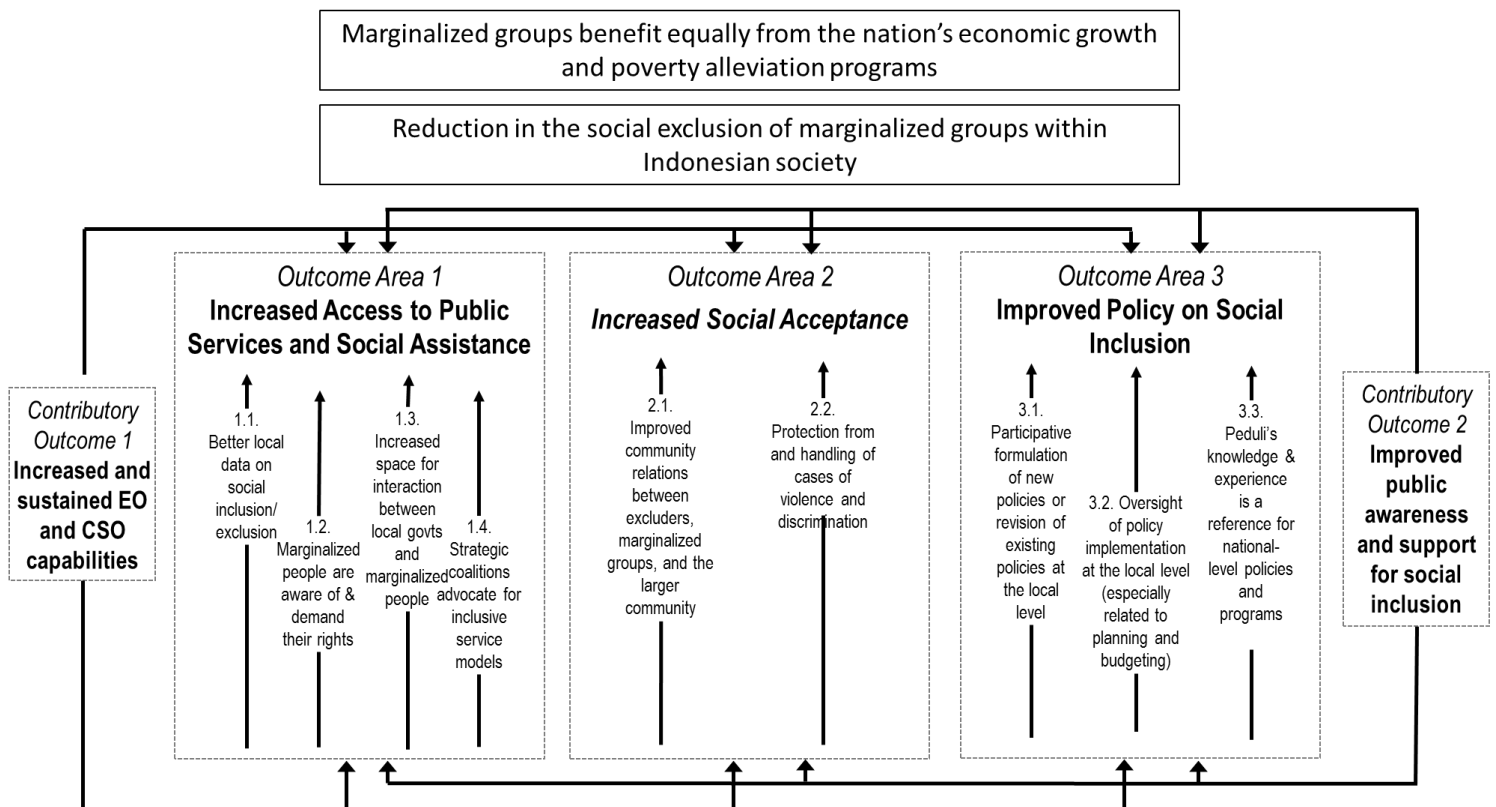
2. Peduli Program Logic[1]

The Peduli program's overarching Theory of Change is depicted in Figure 1 and is also described below, starting with brief descriptions of the program's broader goals and the program's three high-level outcomes. Due to the general nature of the 3 main Peduli outcomes, the term "high-level outcome" is used rather than the more specific term "End of Program Outcomes (EoPOs)", which would signify what is realistic to be achieved by the end of the Peduli extension in 2018. Indicative End of Program Outcomes are described under each high-level outcome / within each outcome area.

Each high-level outcome is first described individually, followed by descriptions of the 'pathways of change' that represent Peduli's main strategies for achieving each outcome. The pathways of change summarize the casual links between various interventions or initiatives led by Peduli, EOs and CSOs, along paths of intermediate outcomes (which may be supported by further interventions as necessary) to desired high-level outcomes.

Following descriptions of the three main outcome areas, two "contributory outcomes areas" are described. These "contributory outcomes" describe two types of Peduli interventions that cut across the three outcome areas, and contribute to the achievement of all three of the high-level outcomes.

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[1] The original Results Framework for Peduli was designed in June 2013, at the end of the pilot phase of the program, by the *Pokja Pengendali PNPM Peduli*, Deputy VII, Kemenkokesra (*now Kemenko PMK*) and the PSF-World Bank team for the PNPM Peduli pilot program (Phase I).

FIGURE 1 : PEDULI HIGH LEVEL THEORY OF CHANGE

FIGURE 1 : PEDULI HIGH LEVEL THEORY OF CHANGE

It is important to note that this program logic is a composite for the entire Peduli program, combining the various efforts of TAF/Peduli, EOs, and CSOs. The different interventions by the different actors within the Peduli "sphere of control" (TAF, EOs, and CSOs) are indicatively described, and as such represents a generic version of the overarching Peduli theory of change, which may take different forms across pillars, EOs, or CSOs.

2.1. Peduli Broader Goal

The goal of the Peduli program is **to reduce social exclusion of marginalized groups in Indonesian society so they can benefit equally from the nation's economic growth and poverty alleviation programs.**

An unstated assumption behind this goal is that improved social inclusion for those who have been excluded will bring benefits in terms of economic opportunities and poverty alleviation for beneficiary communities.

Peduli's goal is closely linked to the Government of Indonesia's broad policy commitments on inclusive development, including disability (The Disability Law) and gender equality, as well as its efforts to support poverty reduction through human development and the provision of basic services for marginalised groups. Peduli contributes to Indonesia 2015-2019 National Medium Term Development Strategy (RPJMN 2015-2019) on the extension and improvement of basic services for marginalized groups.

In general terms, Peduli also supports the Coordinating Ministry of Human Development and Culture (Kemenko PMK) in its contributions to five of the nine development priorities ("Nawa Cita") set out by the Joko Widodo administration in 2014 for the five-year period from 2015 to 2019, namely:

- Nawacita 1: Returning the state to its task of protecting all citizens and providing a safe environment
- Nawacita 2: Developing clean, effective, trusted and democratic governance
- Nawacita 3: Build the periphery by strengthening regions and villages
- Nawacita 5: Improving quality of life
- Nawacita 9: Strengthening the spirit of "unity in diversity"[2] and social reform

2.2. Peduli Outcome Areas

To contribute to its broader goal of reducing social exclusion, Peduli focuses on three high-level outcomes (which can be interpreted as general "Outcome Areas")[3], namely:

1. Increased access to public services and social assistance
2. Increased social acceptance
3. Improved policy on social inclusion

In the context of Peduli, these three outcome areas are interrelated in the sense that:

- Peduli's experiences and learning related to access to public services and social assistance (Outcome Area 1) and increased social acceptance (Outcome Area 2) can be used as the basis for advocacy related to policy on social inclusion (Outcome Area 3)
- Improvements to social inclusion policy (Outcome Area 3) can support, strengthen, and legitimize Peduli's efforts to increase access to public services and social assistance (Outcome Area 1) and increase social acceptance (Outcome Area 2)
- As described further below, Peduli's work strengthens the capacity of civil society to work on all three of these Outcome Areas and to take a more holistic view of the promotion of social inclusion.

Outcome Area 1: Increased Access to Public Services and Social Assistance

Explanation of Outcome Area 1

The ultimate result for this outcome area (linked to Peduli's goal) is marginalized peoples' ability to fully access government programs providing basic services, the design and development of which includes active input from marginalized groups. This includes public services such as livelihoods, health services, education, social protection, legal identity and justice services, as well as access to GoI social assistance programs.

The key end-of-program outcome within this outcome area is:
- Local governments (at the village, sub-district, and district levels) and service delivery units implement responsive and accessible programming related to basic services and social assistance for marginalised people.

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[2] "Bhinneka Tunggal Ika" – "Unity in Diversity" is the official national motto of Indonesia.
[3] See: Peduli extension strategy.

Change Pathways

There are several "pathways" to the achievement of these outcomes, namely:

Pathway 1.1: Better local data on social inclusion/exclusion

Indicative intermediate outcomes under this pathway include:

- Local governments use data to identify necessary basic services for marginalised people.
- Local governments demonstrate increased capacity to analyse data through an inclusive lens

Pathway 1.2: Marginalized people are aware of and demand their rights

Indicative intermediate outcomes under this pathway include:

- Marginalized peoples are aware of their rights.
- Marginalized peoples (with support from CSO's and together with other stakeholders) actively demand the fulfillment of their rights.

Pathway 1.3: Increased space for interaction between local governments and marginalized people

Indicative intermediate outcomes under this pathway include:

- Local community leaders, local governments and beneficiaries (and other stakeholders) actively participate in forums concerning marginalised people's access to basic services.
- Marginalised people and community leaders contribute to the development of local government programs for marginalised people, including planning and budgeting.

Pathway 1.4: Strategic coalitions advocate for inclusive service models

Indicative intermediate outcomes under this pathway include:

- Strategic multi-stakeholder coalitions (facilitated by Peduli) conduct/facilitate cross-district knowledge sharing.
- National government is aware of, and actively engages with coalitions advocating for inclusive service models.
- Strategic coalitions and government collaborate to develop models for inclusive services for marginalised people.
- National government designs or revises program guidance to include basic services for marginalized people (*note: this is actually an outcome under Outcome Area 3, but is included here to demonstrate the link between outcome areas*)

Indicative influence and support activities that contribute to the change pathways and the intermediate outcomes described above are listed in Annex 1.

Key Assumptions

Several key assumptions underpin the achievement of desired results within Outcome Area 1 (see Annex 1 for a full list). These include:

- CSOs have sufficient technical capacity to undertake work related to data collection, data management, data-oriented capacity building, and data-based advocacy;
- CSOs have the capacity and relationships to be able to convene local forums / mechanisms for interaction; and

- Local governments and service units have the political will and authority to (1) engage with marginalized people and (2) improve services for marginalized people.

Outcome Area 2: Increased Social Acceptance

Explanation of Outcome Area 2:

Social acceptance is interpreted broadly to cover: an increased sense of empowerment, increased civic participation, increased protection against violence, exploitation, and discrimination; and improved recognition and social acceptance.

Two key end-of-program outcomes within this outcome area are:
➢ People from marginalized groups participate actively in community decision making processes.
➢ Relevant stakeholders (including law enforcement) take meaningful action to protect marginalized groups from violence and discrimination.

Change Pathways

There are two main "pathways" to the achievement of these outcomes, namely:

Pathway 2.1: Improved community relations between excluders, marginalized groups, and the larger community

Indicative intermediate outcomes under this pathway include:

➢ Former excluders and marginalised people conduct activities together addressing issues of exclusion and inclusion.
➢ Changed attitudes of (former) excluders of recognition and acceptance of marginalised people.
➢ Marginalised people feel empowered to participate in community decision making processes.

Pathway 2.2: Protection from and handling of cases of violence and discrimination

Indicative intermediate outcomes under this pathway include:

➢ Relevant local and national government and non-government institutions (e.g. KOMNAS HAM, KPAI, KPPPA, KSP, MoHA, MoSA) compile reports and raise issues to appropriate authorities
➢ Relevant government and non-government actors acknowledge the need to protect marginalized groups from violence and discrimination

Indicative influence and support activities that contribute to the change pathways and the intermediate outcomes described above are listed in Annex 1.

Key Assumptions

Several key assumptions underpin the achievement of desired results within Outcome Area 2, including:

- Marginalised people are willing to engage with communities and excluders.
- Excluders and communities are willing to engage with marginalized people, including to include them in decision processes.
- CSOs have the capacity and relationships to be able to convene local forums / mechanisms for interaction.
- Government institutions and legal actors are willing and able to take meaningful action to protect marginalized groups.
- Other local actors are willing and able to work with CSOs on sensitive cases of exclusion.

Outcome Area 3: Improved Policy on Social inclusion

Explanation of Outcome Area

It is expected that by the end of the Extension Phase of Peduli that policy makers at both national and local levels will be delivering policy reforms that actively include marginalised peoples and their concerns in policy decision making, inclusive of planning and budgeting. In the context of Peduli, policy reform includes changes such that policies:

- exhibit inclusive values and perspectives at national and local levels.
- are responsive to the needs of marginalised people at national and local levels.
- are supported by programs with responsive planning and budgeting documents.

The key end-of-program outcomes within this outcome area are:

- Local governments enact new inclusive policies or revise existing discriminatory policies
- Local government plans and budgets reflect more inclusive programming.
- Key ministries use Peduli's experience related to social inclusion in national-level policies, plans, and programs

Change Pathways

There are three main "pathways" to the achievement of these outcomes, namely:

Pathway 3.1: Participative formulation of new policies or revision of existing policies at the local level

Indicative intermediate outcomes under this pathway include:

- Relevant stakeholders (including marginalised people) are constructively involved with policy discussions.
- Policy-makers refer to information provided by multi-stakeholders

Pathway 3.2: Oversight of policy implementation at the local level (especially related to planning and budgeting)

The main indicative intermediate outcome under this pathway is:

- Planning and budgeting agencies (e.g. BAPPEDA and other related SKPDs, village administrations) refer to information provided by stakeholders in the creation of inclusive plans and budgets.

Pathway 3.3: Peduli's knowledge and experience is a reference for national-level policies and programs

The main indicative intermediate outcome under this pathway is:

- Key actors within national government ministries promote improvements to national policies and programs, including in reference to information from Peduli

Key Assumptions

Several key assumptions underpin the achievement of desired results within Outcome Area 3, including:

- District-level governments prioritize social inclusion, including during and following district-level elections.

- CSOs have the capacity and relationships to be able to convene coalitions to engage on policy formulation and/or oversight
- National government prioritizes meaningful action on social inclusion.
- Guidelines related to inclusive approaches will have a meaningful effect on local and national government policy and policy implementation.

Contributory Outcome Areas

Two additional outcome areas contribute to the achievement of the three programmatic outcome areas described above, namely: (1) increased and sustained EO and CSO capabilities, and (2) improved public awareness of and support for social inclusion. Because these intermediate level changes are key to the achievement of all three of Peduli's three high-level outcomes as well the Peduli broader goal, these are not considered to be part of the 3 outcome areas above, but rather are termed "contributory outcome areas." These are described below, with further detail provided in Annex 1.

Contributory Outcome Area 1: "Increased and sustained EO and CSO capabilities"

Given the variation in EO and CSO programming and capacity, Peduli directly and indirectly works to strengthen a large number of EO and CSO capabilities. However, these can be considered to cover two general areas:

- Increased capacity related to social inclusion, gender and child protection, for example as demonstrated by:
  - EOs and CSOs applying a social inclusive lens in management and programming
  - EOs and CSOs demonstrating increased awareness of gender and child protection issues
  - EOs leading the development of gender strategies, gender action plans, and child protection plans for each pillar
  - EOs and CSOs implementing the gender strategies, gender action plans, and child protection plans for each pillar
- Increased technical capacities related to program management and implementation and networking, for example related to:
  - Financial management by EOs and CSOs
  - Grant making and grant management by EOs
  - EOs' internal MEL processes
  - CSOs conducting evidence-based advocacy related to planning, budgeting, and policy
  - EOs and CSOs building their own local and regional networks beyond their own specific sectors

In general, these capabilities are developed and strengthened in two main ways. First, TAF and EOs conduct specific capacity building activities targeting CSOs (and, in some cases, EOs). Secondly, and more significantly, EOs and CSOs learn by doing, with ongoing support by TAF and EOs, and also opportunities to learn from one another, for example through the Peduli Program Learning Group and Peduli Partner's Meeting.

Contributory Outcome Area 2: "Improved public awareness and support for social inclusion"

In general, improved public awareness and support for social inclusion is considered as both a way to promote issues of social inclusion within the policy arena, as well as a way to create a more open and conducive environment for service delivery and social acceptance of marginalized groups.

Key outcomes related to this contributory outcome area include:

- Increased positive media coverage of issues of social exclusion and inclusion.
- General public is more aware/knowledgeable and supportive of social inclusion (which is related to reduced stigma of marginalized groups).

The main interventions from Peduli actors (TAF, EOs, and CSOs) include:

- The use of social media to disseminate information.
- Public campaigns promoting protection of marginalised people.
- Collaboration with digital and print media to promote knowledge of social inclusion through campaign materials and digital communications.

3. MEL Framework for Peduli

3.1. Purpose

The purposes of Monitoring, Evaluation and Learning (MEL) in Peduli are to:
- Provide performance information to help make strategic programming decisions and to inform the annual and semi-annual planning cycle
- Stimulate, encourage, and facilitate ongoing learning and reflection, especially among Peduli's implementing partners (EOs and CSOs)
- Demonstrate the contribution of the program towards desired results, in terms of both intermediate outcomes and higher-level outcomes
- Document and show-case examples of "the Peduli approach", in terms of both successes and learning

3.2. Key MEL Principles

In order to ensure MEL practice that is both ethical and successful in terms of achieving the purposes above, it is vital that Peduli MEL adheres to the following principles.

Principle 1: Ensuring Operationalizability

- ✓ MEL processes should focus only on high-priority information that is useful for (a) satisfying DFAT and GOI that the program is achieving desired results, (b) understanding and documenting "the Peduli approach", or (c) informing important program decisions.
- ✓ MEL processes should be understandable and accessible to EOs (and, where relevant, CSOs), including in Bahasa Indonesia as relevant
- ✓ Upward reporting processes should be clear, structured and efficient, and where relevant should be actively facilitated/supported.
- ✓ MEL systems and processes should be developed over time in accordance with the relative urgency of different components, rather than be expected to be completed all at once.
- ✓ Recruitment of MEL staff should focus on required competencies including in terms of facilitation, data management, and information synthesis; where staff do not fully possess such competencies, training and/or external support should be provided.

Principle 2: Sensitive to the context of social exclusion/inclusion in Indonesia

- ✓ All MEL activities should be sensitive to and respectful of the specific context and conditions of the program's ultimate beneficiaries, who are members of marginalized and vulnerable populations
- ✓ MEL interventions should be designed in such a way as to avoid creating tensions or unattainable expectations amongst target communities
- ✓ MEL approaches and processes must be able to accommodate the variation in programming and capacity across EOs and CSOs, rather than driving them to adopt unhelpful standardized approaches

Principle 3: Respectful of diversity

- ✓ MEL will respect differences due to ethnicity, gender, sexual orientation, age, disability, and religion, including in terms of data collection methods and protocols, especially on sensitive issues and amongst vulnerable groups.

- ✓ MEL staff and consultants must be aware of and sensitive to issues of gender inequality and discrimination and child protection
- ✓ A balance of different groups and views should be reflected in data collection method and processes, and information should be triangulated to prevent bias or exclusion of potentially different perspectives

Principle 4: Safeguarding Confidentiality, Consent & Discretion

- ✓ The rights of individuals, institutions, communities and others in providing confidential information will be respected
- ✓ Permission and consent will be obtained from participants in surveys and interviews (as well as their host communities where relevant), and such process will be built into data collection tools and guidance documents
- ✓ MEL staff and consultants and program managers must ensure that sensitive data is treated with utmost confidentiality and that sources are protected
- ✓ Where evidence of wrongdoing or discrimination is uncovered, cases shall be reported and handled appropriately
- ✓ GOI's ownership of data and information should be respected and as such will only be shared to non-program stakeholders with Kemenko PMK's permission

Principle 5: Promoting Collaboration

- ✓ A collaborative approach that ensures meaningful participation in MEL activities from the DFAT, EOs, and CSOs should be prioritized.
- ✓ As feasible and appropriate, government stakeholders and marginalized groups should be involved in MEL.
- ✓ Program stakeholders should have ongoing opportunities to provide inputs and comments about how well Peduli MEL is working; this should include processes for safely raising concerns or grievances.

3.3. Key Evaluation Questions

Peduli MEL is built around the eight key evaluation questions below, which serve as an overall framework for Peduli MEL as well as a guide for accountability reporting. The initial three questions focus on the effectiveness of the program in achieving desired results in each of the three outcome areas; the fourth and fifth questions cover the effectiveness of the program in achieving the "contributory outcomes" which are considered to support the achievement of the desired results in each of the three outcome areas. The sixth question covers the impact of the program as felt by its ultimate beneficiaries (marginalized groups) and addresses the importance of hearing the voices of those beneficiaries themselves; the seventh question focuses on the likelihood of continuing Peduli's social inclusion programming after the end of the program; and the eighth and final question focuses on the appropriateness of Peduli's ways of working.

Considering the principle of operationalizability, of these eight key evaluation questions, Questions 1-3 (the achievement of key results in Peduli's outcome areas) and Question 6 (the impact of the program as felt by marginalized groups) are considered high priority questions. The other questions are of interest to understand Peduli's performance but are of lesser priority.

KEQ 1 : How effective was Peduli in increasing access to public services and social assistance for targeted groups? (High Priority)

KEQ 2 : How effective was Peduli in increasing social acceptance of targeted groups? (High Priority)

KEQ 3 : How effective was Peduli in contributing to improved policies related to social inclusion? (High Priority)

These three questions focus on the <u>effectiveness</u> of the program in achieving desired results in each of the three outcome areas. They cover not only the achievement of the higher-level outcomes, but also the relationship between Peduli's interventions and the achievement of those outcomes (for example, as demonstrated through the achievement of lower-level intermediate outcomes). In the case of KEQ 3, there is an explicit acknowledgement that actual policy is well outside the influence of Peduli; as such, Peduli the question focuses on the effectiveness of Peduli's contributions to any improved policy (or even to the possibility of improved policy in the future).

KEQ 4 : How effective was Peduli contribute to increased capacity of EOs and CSOs? (Lesser Priority)

KEQ 5 : How effective was Peduli encourage support from the general population related to social inclusion? (Lesser Priority)

These two questions focus on the <u>effectiveness</u> of the program in achieving the "contributory outcomes" that are assumed to support the achievement of the three outcome areas. These questions are considered relevant as a way of capturing Peduli's (potential) influence on the larger context of social inclusion in Indonesia.

KEQ 6 : What real changes have been felt by marginalized people in their lives? (High Priority)

This question covers the <u>impact</u> of the program as felt by its ultimate beneficiaries (the marginalized groups it targets) and addresses the importance of hearing the voices of those beneficiaries themselves regarding the changes they are experiencing.

KEQ 7 : How likely is it that key elements of social inclusion programming will continue after Peduli is finished? (Lesser Priority)

This question focuses on the potential for <u>sustainability</u>, defined as the potential that key Peduli stakeholders will continue to implement elements of social inclusion programming. These key stakeholders include the Indonesian government (at local and national levels) and program implementing partners (EOs and CSOs). This question is considered highly relevant considering the relatively short amount of time in which Peduli must "hand over" social inclusion programming to the government and civil society.

KEQ 8 : To what extent has PEDULI implementation embodied a flexible, dynamic, and appropriate approach to social inclusion? (Lesser Priority)

This question focuses on the extent to which Peduli's implementation have been in line with several of the principles described in Section 1.1 above, including that is focused on the development of positive relationships between program stakeholders and encourages ongoing learning and adaptation over time. As such, this question deals primarily with the <u>appropriateness</u> of Peduli's ways of working.

3.4. Monitoring Questions and Indicators

Several monitoring questions and indicators have been identified as sub-questions which sit under the KEQs above, in the sense that these questions help to capture and describe changes that are important as a basis for answering the KEQs. These questions and indicators can be considered as a guide for reporting from CSOs to EOs and from EOs to Peduli as well as a framework for structured reflection related to each of the KEQs.

The proposed key monitoring questions (KMQ) and related indicators are presented below for each KEQ. A summary of the KEQs, monitoring questions (KMQ), indicators (as well as indicative methods for each), and responsible organization to collect data and information is available in Annex 2, Summary of Peduli Program MEL Framework – Revised 2018.

KEQ1 : Monitoring Questions and Indicators

Related to the achievement of key end-of-program outcomes:

KMQ 1: To what extent have local governments (at the district, sub-district, and village level) increased access for target groups to public services and/or social assistance programs?

> Related indicators:

> 1.1. Number of women and men who apply improved skills for development (linked to PAF indicator #3)

> 1.2. Number of women and men with access to legal identity (linked to PAF indictor #7)

> 1.3. Number of women and men with facilitated access to public services or social assistance

> 1.4. Number of service delivery units with increased capacity to provide services in line with the needs of marginalized groups

Related to the "change pathways" under outcome area 1

KMQ 2: To what extent has the data produced (by CSOs) been used by government and other stakeholder as a basis for service delivery?

> Related indicator:

> 1.5. Number stakeholders using the data and/or how they use the data to improve service delivery

KMQ 3: To what extent are target groups more aware of their rights related to public services and social assistance?

> Related indicator:

> 1.6. Number of individuals from marginalized groups who participate in activities intended to increase awareness of their rights

KMQ 4: To what extent have target groups, local government officials, and other stakeholders interacted for the purposes of increasing access to basic services and social assistance for target groups?

> Related indicators:

> 1.7. Number of forums where individuals from marginalized groups (women and men) interact with local government officials and other stakeholders for the purpose of improving access to services and social assistance

KMQ 5: To what extent have EOs (together with their strategic coalitions) promoted the use of inclusive service models?

> Related indicator:

> 1.8. Number of inclusive service models which have been developed or documented, by the status of the model

Related to challenges under outcome area 1

KMQ 6: What have been the main challenges in terms of (1) the process of implementing activities related to increased access to public services and social assistance, and (2) achieving desired results related to increased access to public services and social assistance? How has Peduli addressed and overcome these challenges?

KEQ2 : Monitoring Questions and Indicators

Related to the achievement of key end-of-program outcomes and "change pathways" under outcome area 2:

KMQ 7: To what extent have vulnerable/marginalized groups actively participated in community activities (*kegiatan sosial kemasyarakatan*)?

> Related indicator:

> 2.1. Number of public activities where Peduli partners and the beneficiaries are contributing to promote social inclusion

KMQ 8: To what extent to vulnerable/marginalized groups now feel more accepted by their communities?

> Related indicator:

> 2.2. Number of vulnerable/marginalized groups (beneficiaries of Peduli) who participated in social activities that were not organized by Peduli

KMQ 9: To what extent have the attitudes of "excluders" changed such that they now acknowledge and accept vulnerable/marginalized groups?

> Related indicator:

> 2.3. Perception of the vulnerable/marginalized groups (beneficiaries of Peduli) in several locations in regards to acceptance by previous excluders

KMQ 10: To what extent have relevant stakeholders (including law enforcement officials) taken meaningful action to protect marginalized gropus from violence and discrimination?

> Related indicators:

> 2.4. Number of women and trans-gender survicors of violence receiving services (linked to PAF indicator # 8)

Related to challenges under outcome area 2

KMQ 11: What have been the main challenges in terms of (1) the process of implementing activities related to social acceptance, and (2) achieving desired results related to social acceptance? How has Peduli addressed and overcome these challenges?

KEQ3 : Monitoring Questions and Indicators

Related to the achievement of key end-of-program outcomes:

KMQ 12: To what extent have local governments enacted new inclusive policies or revised existing discriminatory policies?

Related indicators:

3.1. Number of districts who make improvements to policy related to social inclusion (linked to PAF Indicator #9)

Indicators Related to the "change pathways" under outcome area 3

3.2. Experience of Peduli being discussed with government institutions at various level (with which government institutions, in what level? In what form the dialogue took place? Who participated? What was the main result of the dialogue?

3.3. Level of progress and substance of policy recommendations submitted to the government.

3.4. Process/events conducted and/or followed by Peduli and its targeted communities to promote social inclusion

3.5. Number of women and men who participate in policy making activities (linked to PAF indicator #10)

KMQ 13: To what extent have local governments planned and budgeted for programs that support social inclusion?

Related indicators:

3.6. Amount of additional funds at the level of districts/cities/villages allocated for inclusive development (linked to PAF Indicator #1)

KMQ 14: To what extent has the national government used Peduli's experience related to social inclusion as a reference for national policy and programs?

Related indicators:

3.7. Number of improved policies related to social inclusion at national level (linked to PAF Indicator #2)

Related to challenges under outcome area 2

KMQ 15: What have been the main challenges in terms of (1) the process of implementing activities related to policy advocacy, and (2) achieving desired results related to policy change? How has Peduli addressed and overcome these challenges?

KEQ4 : Monitoring Questions

Related to Contributory Outcome 1

KMQ 16: To what extent have EOs and CSOs integrated gender perspectives into their programming?

KMQ 17: To what extent have EOs and CSOs integrated child protection perspectives into their programming?

Related indicators:

4.1 Level of capacities of EOs in mainstreaming gender and child protection perspectives into their programming and institutionalized it within the organizations

4.2 Level of capacities of CSOs in mainstreaming gender and child protection perspectives into their programming and institutionalized it within the organizations

KMQ 18: What supports has Peduli given to develop the organizational capacities of EOs and CSOs and to what extent (and in what ways) has it able to fulfill the EOs and CSOs essential needs for capacity development?

Related indicators:

4.3 Number of and type of capacity development activities for EOs and CSOs

KEQ5 : Monitoring Questions and Indicators

Related to Contributory Outcome 2

KMQ 19: To what extent that Peduli effective in building the support from wider public towards social inclusion?

Related indicators:

5.1. Number of individuals reached through social media promoting awareness of social exclusion and inclusion

5.2. Number and type of supports obtained by Peduli's targeted communities from other stakeholders (besides the government)

5.3. Number of instances of traditional media coverage (facilitated by Peduli, EO's and CSO's) promoting awareness of social exclusion and inclusion

KEQ6 : Monitoring Questions

Related to this evaluation question "What real changes have been felt by marginalized people in their lives?", there are no additional sub-questions.

KEQ7 : Monitoring Questions

Related to prospects for sustainability

7.1. To what extent have EOs and CSOs made efforts to ensure the sustainability of social inclusion programming in terms of their organization, their programs, and their stakeholders?

7.2. To what extent has Peduli identified inclusive service models which have generated interest among local governments and/or the national government?

7.3. To what extent has the national government or local governments incorporated key aspects of social inclusion programming into their policies or their work, which can promote the sustainability of social inclusion programming?

KEQ8 : Monitoring Questions

Related to Peduli's ways of working

8.1. What are indications of strengthened collaborative relationships between civil society (EOs and CSOs) and government (at the national and subnational levels) related to social inclusion?

8.2. To what extent have Peduli and/or EOs modified strategies and approaches based on new opportunities, challenges or learnings related to the promotion of social inclusion?

8.3. To what extent has there been collaboration between Peduli and other programs funded by DFAT or the Indonesian government?

4. Key Approaches to Monitoring

This section provides a brief overview of the main approaches and methods to be used to collect, compile, and analyze information for the purposes of monitoring.

4.1. Reporting from EOs

Peduli implements an system for structured reporting, comprising a series of forms to capture information, and a series of "databases" (e.g. in the form of MS Excel) to store validated data. This system will be used to facilitate reporting both from CSOs to EOs, and from EOs to Peduli.

This system should include at least two different types of reporting, as follows:

1. Narrative progress reporting (quarterly), focusing on:
    *   Changing of external context in certain period that explain challenges faced and opportunities arose when the program was implemented
    *   Key achievements in each of the program outcome according to selected indicators. This include progress in mainstreaming gender equality and child protection as a part of reporting the progress on contributory outcome one.
    *   Lessons learned and adaptation
    *   Key implemented activities (including any significant modifications to or deviations from agreed workplans), and
    *   brief information about instances of collaboration with other GoI- or DFAT-funded programs
2. Reporting of information related to the achievement of key performance indicators (quarterly)

For each type of reporting, Peduli has developed templates/guidance for EOs to use for reporting and aggregating data. Peduli has also supported EOs to develop templates/guidance for CSOs to use for their reporting to EOs.

Information reported by CSOs will be reviewed by the EO they receive funding from, while information from EOs reports will be reviewed by TAF.

4.2. Qualitative Information: Stories and Case Studies

Given the desire to document and better understand the Peduli approach, a key aspect of MEL is capturing qualitative stories and case studies that describe the change to which Peduli contributes. These qualitative stories and cases can be categorized into three main types, as summarized in Table 1 and Figure 2 and then described in further detail below.

TABLE 1 : SUMMARY OF TYPES OF QUALITATIVE INFORMATION

	Significant Change Stories (*Cerita Perubahan*)	Change Narratives (*Narasi Perubahan*)	Case Studies

Level	Impact	End or Program Outcomes or Intermediate Outcomes	End or Program Outcomes or Intermediate Outcomes
Whose Voice?	Beneficiaries (Marginalized Groups <u>or</u> Excluders)	Program Implementers (CSOs and EOs)	TAF or 3rd Party Consultants
Format	Written	Written	Written
Length	Max 2 pages	500 – 1500 Words	1500 – 2500 words
Responsible:	CSOs	CSOs and EOs	TAF
Frequency	6-montly, included as a part of narrative report	6-monthly (3 times during the implementation period, particularly in 2018 and 2019), included as a part of narrative report	TBD (indicatively: September 2018 and September 2019)

Most Significant Change Process

Significant Change stories from marginalized groups

On a 6-monthly basis, CSOs should collect at least one Significant Change story from the marginalized group(s) or excluders they work with.[4] These stories is collected and documented in written form and should reflect the perspective of a person from the CSO's targeted marginalized group (in their own voice) regarding:

- The <u>most</u> significant change they have felt in their lives which has resulted from their direct or indirect interaction with Peduli,
- Why that change is significant for them, and
- The "title" of their story

The CSO should then add brief information to the story before submitting it to the EO, covering:

- Who collected the story, when, and how
- How the consent of the person telling the story was obtained, and any issues around privacy / confidentiality
- Why the CSO feels the change is significant and/or why that story was selected (if the CSO collected more than one story)
- Any additional explanatory comments

Significant change stories collected by CSOs will be shared and discussed in 3- or 4-monthly pillar meetings coordinated by EOs and TAF. At each pillar meeting, one story will be selected as the most significant change story, for communication to TAF, government of Indonesia, and DFAT.

Narratives of Change: outcome-level changes observed by CSOs

In addition to the Significant Change stories from program beneficiaries, every six months, starting from July 2018, EOs should prepare and submit at least one narrative description of an intervention by a CSO that explains an outcome-level change. Different from the "Significant Change stories", these narratives should describe a change that is:

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[4] Where CSOs collect more than one Significant Change story, each CSO will need to select the <u>most</u> significant change for submission.

- In the "outcome space", which means it should is at least partially outside the control of the CSO (i.e., does not describe a CSO activity)
- Relevant to one or more of the Peduli "pathways of change", which means it should also be reflected in the CSO's overall theory of change
- Considered an important achievement, or important as a "stepping stone" to the achievement of higher-level outcomes

A list of potential topics for narratives of change is contained in Annex 3. Note that where considered relevant, narratives of change can be classified into various "domains", including change among government actors and change in EO/CSO capacity.

The development of the narratives of change should be based on guidance provided by the TAF/Peduli MEL team (potentially in collaboration with external communications consultants), and be supported by the EOs as necessary. In general, each narrative of change should contain the following general information:

- The context of the change and the condition prior to the change
- The process by which the change occurred
- The present condition
- Where relevant, information about further expected changes in the near future
- A brief explanation of why the change is considered important for the achievement of Peduli's higher-level outcomes
- Where relevant, evidence that supports the fact that the change has happened, for example media accounts, testimonies from stakeholders, or official documents.

Narratives of change prepared by EOs will become a part of their narrative report, every six months, starting in July 2018.

Case studies of Outcome-level Changes

Based on changes identified through the significant change stories, narratives of change, or through progress or indicator-achievement reporting, as relevant TAF will prepare case studies of end-of-program-outcome level changes. Compared to the "significant change stories" and "change narratives", these case studies should be slightly longer and more analytical in nature, and should focus on significant systemic, organizational, or policy change that has happened or is in the process of happening.

A list of potential topics for case studies is contained in Annex 3.

To facilitate the usefulness of these case studies for broader learning and use, in general they should be organized around four types of information:

- The context in which the change occurred, including the identification of relevant stakeholders and their incentives to support or resist change;
- The mechanisms by which the change process occurred, including the key actions or interventions of certain stakeholders which contributed to decisive points or milestones related to the change;

- The results, including both a description of the change that occurred as well as its prospects for contributing to larger change.
- Key lessons, including related to the relationship between the context, mechanism, and results of the change process

4.3. MEL Workshops

Besides reporting, Peduli has also conducted MEL workshops in December 2017 and January 2018, which were held in conjunction with EOs-CSOs coordination meeting per pillar. In these workshops, MEL specialist and the Data-base Officer, in collaboration with SPO/POs and APOs, described the overall Peduli approach to MEL while also introducing formats to be used as guidance for reporting on key performance indicators.

The MEL specialist introduced the logic flow to track changes initiated by the programs through guided questions below and requested each CSO to write down and describe the processes and the key achievements in each of the outcome area starting from the beginning of 2017 by answering the questions.
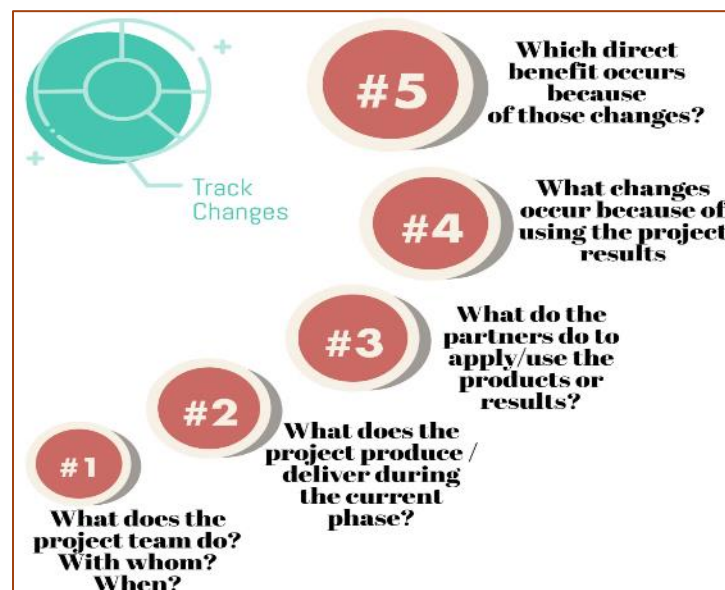
This exercise then used to review and to revise their own submitted monitoring framework (that include chosen outcomes, chosen indicators per outcome, targets, method for collection of data/information, period of collection, and person in charge). The CSOs felt that answering the guided questions are useful to revisit their MEL framework, as well as, to be utilized to produce important part of their quarterly progress reports (particularly regarding achievements) to the EO.

With the success of the workshop to produce more accurate monitoring framework and achievements to date, it is planned for MEL specialist and Data-base Officer to continuously attend the EO-CSO Coordination Meeting.

4.4. Quality Assurance

The program will utilize field visits and direct observation of activities to better understand the quality of implementation and document any challenges which have affected quality. These processes will be implemented by TAF and EOs after trips, workshops, and capacity building activities.

TAF will develop a simple format for Back to Office Reports to capture and key observations and learnings from the participation of TAF and EO staff in field visits and observations.

4.5. EO and CSO Self-Assessments of Capacity

As a mechanism for answering the sub-questions under KEQ5 related to changes in capacity of EOs and CSOs, TAF/Peduli will develop a series of instruments (including Global Assessment Scales) which can be used to assess at least the following aspects of EO and CSO capacity:

- The incorporation of key elements of gender-sensitive programming into pillar-level strategies and CSO-level approaches for program implementation[5]
- The incorporation of child protection principles into pillar-level strategies and CSO-level approaches for program implementation
- Program management and implementation
- Relationship-, network-, and coalition-building

The instruments will be developed with input from the TAF/Peduli team as well as EOs, and will need to be general enough to accommodate the different contexts of the various EOs and CSOs.

An indicative example of a global assessment scale for the incorporation of gender-sensitive programming is provided below:

Potential example for other organizations	We have developed a more comprehensive strategy related to gender at the organizational (not only project) level, and are implementing it consistently. We review our progress on a regular basis and use the results as the basis for ongoing improvement of the effectiveness of our gender-related work. We actively seek out contacts in other organizations with whom we can exchange knowledge and who we can learn from.
Making good progress	We have taken active steps to address gender issues based on the opportunities and priorities we have identified, and we are implementing these fairly consistently. We have had some lessons along the way that we have used to improve what we do.
Foundation is there	We have actively identified (1) activities which require specific attention related to gender, and (2) opportunities to more effectively address key gender issues within our programming. Building on that process, we have developed some basic strategies/plans to address these priorities and opportunities.

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[5] In 2015, TAF/Peduli conducted a "Gender Survey", which included (1) an assessment by EOs of the extent to which gender equality (*kesetaraan gender*) was an area of concern for each CSO, on a scale of 1-5, (2) an assessment by EOs of the capacity/perspective of each CSO regarding gender issues, on a scale of 1-5, and (3) examples of strategies which could be used by each CSO to strengthen their focus on gender. For the assessments on 1-5 scales, no further justification was provided other than 1 = very insufficient (*sangat kurang*) and 5 = very strong (*sangat kuat*).

Just starting out	We don't really have a specific focus on gender issues, or we have been given a more general strategy to address gender but we haven't contextualized it for our own programming because we need the support of someone from outside the organization to do so. Gender-sensitive programming is not really a high priority for us; to the extent we focus on gender, it is mostly as a response to external pressure (for example from funders).

It is expected that each CSO and EO will self-assess their own condition at the start of the program (mid-2017) and again after every 6 months. Where Global Assessment Scales are used, the organization will select the most appropriate level, and providing a brief justification as to why that level was considered most appropriate.

The results of each self-assessment will be reviewed by EOs (for CSOs) and TAF (for EOs) and used as a basis for further discussion and planning. Where there are significant disagreements between the results of the self-assessment and the review, the two organizations will either (a) agree on a result together, or (b) the self-assessment result will be used, with any key points of disagreement documented for future reference.

Besides the self-assessment, TAF will also hire consultants to conduct assessments on the progress of mainstreaming gender equality and child protection in EO's and selected CSO's organizational policies and conduct and programming. These assessment by the third parties (consultants) are planned to be held yearly, starting in July 2018. Results of the assessments will be used as inputs to discuss with the EOs on strategies to strengthen mainstreaming of gender equality and child protection into EOs and CSOs organizational policies, conduct and programming.

4.5. Social Media Analysis

As part of its scope of work as the Peduli communications partner, the Peduli Communications Officer (with support from Communicaption) will produce monthly analysis of social media data. The analysis will focus on key insights or significant trends related to the various Peduli channels, namely:

- Website (www.programpeduli.org)
- Facebook page (www.facebook.com/ProgramPeduli/)
- Twitter (@programpeduli)
- Instagram (programpeduli)
- YouTube

4.6. Review, Discussion, and Synthesis of Monitoring Information

Peduli will use two main mechanisms to collaboratively discuss and synthesize information related to program performance together with partners, namely Pillar Meetings (*pertemuan mitra pilar*) and EO Partner Meetings (*pertemuan mitra payung*).

Pillar Meetings

EOs (with support from TAF) will organize a meeting of all CSOs working on a pillar or sub-pillar every 3-4 months.

Pillar meetings will include a discussion of the following topics:

- National-level context update from TAF and EOs
- Progress update from CSO partners, including:
  - Collaboration with government or other stakeholders
  - Any challenges
- Data related to monitoring questions related to outcome area 1 (Access to Public Services)
- Data related to monitoring questions related to outcome area 2 (Social Acceptance)
- Data related to monitoring questions related to outcome area 3 (Improved Policy related to Social Inclusion)
- Discussion and selection of Significant change stories (every six months: Dec 2017/Jan 2018, June/July 2018, Dec 2018/Jan 2019, June/July 2019)
- Identification of changes as focus for preparing Narratives of Change (June/July 2018, Dec 2018/Jan 2019, June/July 2019)

EO Partner Meetings
TAF will organize a meeting of all EOs every 6 months.

Pillar meetings will include a discussion of the following topics:

- Context update from national government partners and DFAT
- Progress update from EOs partners, including key challenges faced and responses
- Collaborative reflection and assessment of program performance based on data collected to date, by Key Evaluation Question

5. Evaluation

5.1. Performance Expectations

TAF coordinated a process of setting targets for each performance indicator by pillar, as follows:

- Socializing and discussing Peduli indicators with each EO
- Organizing MEL Workshops to serve as arena to: (a) Identifying which indicators are relevant for the EO and their CSOs; (b) EOs coordinate with CSOs to suggest targets for each relevant indicator; (c) EOs communicate proposed targets to TAF
- TAF reviews proposed targets and confirms to EOs and CSOs
- TAF compiles proposed targets and communicates them to DFAT

5.2. Evaluation

TAF will coordinate a review of the overall achievements, program logic, and strategies, utilizing the KMQs and KEQs, and is planned to be done in between February to April 2019. It will serve as an evaluation to Peduli Program.

TAF will draft the scope of the evaluation by December 2018 and submit it to DFAT for review. Consultants will be hired to implement this review.

6. Timelines

	PIC	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MEL Management																		
Finalization of Revised MEL Framework													X					
Develop indicator guidance						X	X	X	X	X	X	X						
Socialization & agreement of indicators with EOs and CSOs						X	X	X	X	X	X	X						
Performance targets for relevant indicators						X	X	X	X	X	X	X						
"Review and Refresh", including regarding MEL Framework and MEL implementation										X					X			
Reporting Process																		
Development of template/guidance for narrative progress reporting			X															
Development of template/guidance for indicator reporting			X															
Socialization and training for EOs and CSOs related to narrative and indicator reporting					X		X	X	X									
CSO & EO progress reporting							X			X			X			X		
CSO & EO indicator reporting							X			X			X			X		
Qualitative Information																		
Refresher training for CSOs and EOs on Significant Change Stories and Narratives of Change				X	X	X	X											
CSOs compile & submit Significant Change Stories from Marginalized Groups & Excluders						X	X		X	X		X	X		X	X		X
Discussion & selection of Significant Change Stories							X			X			X			X		X
Identification of changes for narratives of change						X						X						X
CSOs prepare & submit narratives of change																		
Discussion & selection of Narratives of Change												X						X
Preparation of Case Studies															X			
Quality Assurance																		

	PIC	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Development and socialization of Back to Office Report format				X														
Quality assurance			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Review of Quality Assurance Data						X						X						X
EO and CSO Self-Assessment																		
Development of self-assessment instruments			X	X														
EO & CSO Self-Assessment						X						X						X
Social Media Analysis																		
Monthly social media analysis			X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Discussion & Synthesis of Monitoring Information																		
Pillar meetings						X	X		X	X		X	X		X	X		X
EO Partner meetings			X							X					X			
Evaluation																		
Feb-April 2019																		
Reporting																		
Peduli semiannual progress reporting to DFAT		X						X						X				
AQC reporting to DFAT						X												
PAF Indicator reporting to DFAT												X						

7. Roles and Responsibilities

The roles and responsibilities of various parties related to Peduli MEL are described below:

Team Leader

- Prepare reporting templates for the EOs and for the Staff's Back to Office Report (BTOR) using the MEL framework as guidance
- In collaboration with Deputy Team Leader, supervise partial report writing by the staff using all data and information gathered from monitoring and from reviewing reports and ensuring the validity of data and information to be used to formulate the Bi-annual Report to DFAT
- Finalize the Bi-Annual Report to DFAT
- Supervise the staff for possible solutions when entering problems regarding EO's performance and support them to visit EOs that show lack of progress or having a problem with achievements to discuss solutions
- Monitor field programs, particularly to those that are unique and/or show remarkable achievements, to sharpen the learning and to provide confirmation for potential case study
- In collaboration with Deputy Team Leader, plan, develop Scope of Work (SOW) and Term of Reference (ToR), and hire consultants to act as MEL Specialist or to perform specific duties related to MEL, such as producing case studies, assessing progress of the partners in mainstreaming gender equality and child protection policy, performing program's evaluation.
- Supervise the work of MEL specialist and consultants with specific duties related to MEL and review their products to conform with the intended outcomes
- Supervise the preparation and implementation of the 6-monthly Peduli Partners Meeting

Deputy Team Leader

- Prepare and finalize 6-monthly assessment form for gender mainstreaming and child protection.
- Supervise partial report writing by the staff using all data and information gathered from monitoring and from reviewing reports and ensuring the validity of data and information to be used to formulate the Bi-annual Report to DFAT
- Produce the first draft of Bi-annual Report to DFAT
- In collaboration with Team Leader, plan, develop Scope of Work (SOW) and Term of Reference (ToR), and hire consultants to act as MEL specialist and to perform specific duties related to MEL, such as producing case studies, assessing progress of the partners in mainstreaming gender equality and child protection policy, performing program's evaluation
- Support Team Leader to supervise the staff for possible solutions when entering problems regarding EO's performance and support them to visit EOs that show lack of progress or having a problem with achievements to discuss solutions
- Supervise the staff in assessing the progress of EOs and CSOs in mainstreaming gender equality and child protection policy
- Monitor field programs, particularly to those that are unique and/or show remarkable achievements, to sharpen the learning and to provide confirmation for potential case study

- Supervise the MEL specialist to produce the PAF Workbook and PAF milestones
- Supervise the work of Data Collection Officer

Senior Program Officer (SPO) / Program Officer (PO)

- Review EO reports and provide feed-back for improvements
- Prepare section of Bi-Annual Report according to their duties (pillar)
- Conduct regular field visits to EOs and CSOs to confirm and validate information on achievements, challenges, and learnings and prepare BTOR from their visits
- Give technical assistance to EOs and CSOs to strengthen achievements and to find possible solutions to problems regarding program's progress
- Prepare and lead the 6-monthly Peduli Partners Meeting as reporting and collective learning session
- Act as counterpart for discussion for MEL specialist regarding program's progress and provide their knowledge and expertise about the field program as insight or additional information to field findings by MEL specialist.
- Join the consultants related to MEL in field visits (gathering information) and provide insight whenever necessary.
- Prepare and discuss with MEL Specialist and Data Collection Officer regarding field visit schedule and attendance in EO-CSO coordination meetings to collect and to validate data and information on achievements and learnings.
- Provide information and insights to Team Leader and Deputy Team Leader regarding possible choice for case study

Assistant Program Officer (APO)

- Work with SPO/PO to review EO reports and provide feed-back for improvements
- Work with SPO/PO to prepare section of Bi-Annual Report according to their duties (pillar)
- Conduct regular field visits to EOs and CSOs to confirm and validate information on achievements, challenges, and learnings and prepare BTOR from their visits. APO also responsible to compare data on progress of activities with absorption of funds.
- Work with Data Collection Officer with suggestions regarding important data and information from EO reports to be included in the data-base
- Support SPO/PO in providing technical assistance to EOs and CSOs to strengthen achievements and to find possible solutions to problems regarding program's progress
- Support SPO/PO to prepare the 6-monthly Peduli Partners Meeting as reporting and collective learning session
- Join the consultant related to MEL in field visits (gathering information) and provide insight whenever necessary

MEL Specialist

- Under supervision of TL, develop and oversight the implementation of the MEL strategy and plan (in conjunction with *Peduli* staff, GoI, and partners), taking specific responsibility for:

- The development and periodic review of the program's theory of change, assumptions, outcomes, indicators, and measures;
- Monitoring and evaluating (a) knowledge-to-policy-to-practice across the program, and (b) program relationships with partners; and
- Oversighting a schedule of research, evaluations, and analytics that meet the (relevant) needs of the program, GoI, and partners, and which are matched to GoI and project cycles;
- Work closely with SPO/PO to coordinate monitoring, evaluation and learning across the program to ensure an integrated and comprehensive approach;
- Ensure effective mechanisms are in place across the program and with partners to reduce the likelihood of MEL risks, and monitor and address any breaches in a timely and appropriate manner;
- Provide technical monitoring and evaluation guidance and mentoring to the Data Collection Officer, including technical supervision of internal evaluation and analytics;
- Conduct selected monitoring, evaluations and analytics;
- Contribute to the commissioning and lead supervision of outsourced research and analytics, including, contributing to the drafting of specifications, agreeing the terms of reference, project managing research projects, commenting on draft research instruments, and editing draft reports particularly for Monitoring, Evaluation & Learning; and
- Conduct MEL visit to partners and deliver training on monitoring methods, data collection and analysis as per the agreement with Team Leader and Deputy Team
- With the Team Leader and the Deputy Team Leader, contribute to the production of deliverables to DFAT
- Writing reports from the MEL results
- Reading reports from partners and analyse and making some comments
- Actively involved in all PEDULI activities, produce reports and it's evaluation.
- Facilitate regular knowledge sharing and learning activities across the program that promote key learnings for the improvement of the program;

Data Collection Officer
- Prepare database formats related to performance indicators
- Design and implement various data collection tools and processes
- Work with program staff in socializing indicators and reporting templates/guidance to EOs and CSOs
- Coordinate with APO related to collection of data from EOs and CSOs
- Collect and compile qualitative and quantitative data from program staff
- Review, compile, and analyze data received from CSOs related to performance indicators
- Compile, manage and analyze data from:
  - Back to Office Reports
  - Self-assessments of capacity
- Preparing data and information needed for external communications

Communication Officer

- Prepare monthly summary of trends and insights related to main Peduli communication channels
- Use Program Data (quantitative and qualitative) to produce Peduli communication materials

EOs

- Develop and socialize format for progress reporting from CSOs
- Review and compile performance indicator data received from CSOs
- Submit performance indicator data with supporting documentation to TAF
- Submit narrative progress reports to TAF
- Conduct field visits / observations and document key points using Back to Office Report format
- Conduct self-assessment of capacity based on tools agreed with TAF
- Conduct Pillar (EO) meetings to gather relevant program learnings and information from CSOs
- Review results of self-assessment of capacity from CSOs
- Coordinate pillar meetings (with support from TAF) including selection of Significant Change Stories and Narratives of Change
- Prepare chosen Narratives of Change from data and information gathered from their supported CSOs.
- Support TAF to conduct evaluation
- Provide Technical Assistance to CSOs on operationalizing Peduli MEL Framework

CSOs

- Provide narrative progress reporting based on format and schedule agreed with EOs
- Collect performance indicator data with appropriate supporting documentation
- Report performance indicator data and supporting documentation to EOs
- Conduct self-assessment of capacity based on tools provided
- Collect Significant Change Stories from marginalized groups or excluders for discussion at pillar meetings
- Participate actively in pillar (EO) meetings

External Consultants

- Perform specific duties related to MEL, such as: assessment, review, writing case studies, evaluation, and other relevant works.

8. Closing the Loop: strategies to turn lessons into practice

In order to encourage use of monitoring and evaluation information as the basis for active learning, Peduli will employ several key strategies, as described briefly below.

Biannual Reflection (Partner's meeting)

As discussed above, during program partners' meetings (planned to be held approximately every 6 months), Peduli will conduct a structured process to reflect on M&E data (including in comparison to performance expectations). These meetings will also provide an opportunity to communicate and discuss key factors for success and collective efforts to address challenges. As well, it will become a forum to discuss potential field programs for case studies and the sustainability evaluation as relevant.

Presentation & discussion of case studies

Peduli will organize learning forums where the results of narratives of change and case studies can be presented, shared, and discussed with EOs, DFAT, and national government partners. These forums will also include sessions designed to extract key lessons across case studies, and also to discuss the implications of the lessons learned from the case studies for future programming as well as for national and local policy.

9. Reporting

Reporting from CSOs to EOs

What	When	Content	Review/QA process
Narrative report	Monthly or Quarterly according to agreement with the EOs (the 1st week of the months follow or the 1st week of each fourth month)	• Implementation status of planned activities (including any significant modifications to or deviations from agreed workplans) • Reach • Partnership (brief information about instances of collaboration with other GoI- or DFAT-funded programs) • Key achievements (focus on intermediary level changes) • Challenges • Gender/child protection • Sustainability • Lessons learned	Reviewed and approved by EO
KPI report	Quarterly: 1th of each fourth month	Each relevant indicator (some KPIs may not be relevant to every CSO) reported on cumulatively	Reviewed and approved by EO
Stories of change	Every six months (30 October and April)	(as on pages 19-20)	At least 3 are prepared, documentation of why 1 is selected as most significant

Reporting from EOs to TAF/Peduli

What	When	Content	Review/QA process
Narrative report	Quarterly: 15th of each fourth month	• Implementation status of planned activities (including any significant modifications to or deviations from agreed workplans) • Quality of activities and outputs (analysis of beneficiary feedback results) • Reach • Partnership (brief information about instances of collaboration with other GoI- or DFAT-funded programs)	Submitted to SPO/POs. SPO/POs review based on checklist, submit to MEL for review and copy to finance.

		- Key achievements (focus on intermediary level changes and contributions to EOPOs) - Challenges - Gender/child protection - Sustainability - Lessons learned	
KPI report	Quarterly: 15th of each fourth month	Compiled from each CSO, quantitative updates on relevant indicator (some KPIs may not be relevant to every CSO) reported on cumulatively	Submitted to POs. POs review based on checklist, submit to MEL for review and verification.
Stories of change	Every six months, included in the narrative report	Stories are edited and categorized by EOs.	Submitted to MEL Officer for review, Communication Officer for finalization, SPO/POs for approval
Narratives of change	Every six months (starting on July 2018 report)	Stories are made by EOs after agreement with the CSOs on field programs to be written to produce narratives of change	Submitted to SPO/POs for review, MEL officer for approval
Case studies	Every year, starting from September 2018	Written by consultants	Following standardized TOR

Reporting from TAF/Peduli to DFAT and PMK/Bappenas

What	When	Content	Review/QA process
Bi-annual report	Bi-annually: 30th of each seventh month	- SPO/POs and MEL officer submits part of bi-annual report following KEQs - DTL and TL finalize the bi-annual report - KPIs included as an annex - Risk matrix as an annex - Media reporting as annex	Approved by TAF CR/DCR
Narratives of change	Every six months (starting on July 2018 report)	EOs prepares narrative of change	Reflection sessions with EOs & CSOs
Case studies	Every nine months	- Consultant write the report - Drafts reviewed and finalized by DTL/TL	Approved by TAF CR/DCR

PAF	Yearly, in the month of April/May	• MEL Specialist in collaboration with Data-base Officer prepares PAF Results Workbook and PAF Milestones Progress Report	Reviewed and approved by DTL/TL
AQC			

- 6 monthly reporting
- Risk monitoring & discussion
- AQC Reporting
- PAF Indicator Reporting

Annex 1.1 : Change Logic by Outcome Area (English)

Outcome Area 1: Increased Access to Public Services and Social Assistance			
Key Outcomes: • Local governments (at the village, sub-district, and district levels) and service delivery units implement responsive and accessible programming related to basic services and social assistance for marginalised people.			
Pathway 1.1: Better quality local data on social inclusion / exclusion	*Pathway 1.2: Marginalized people are aware of & demand their rights*	*Pathway 1.3: Space for interaction between local govts and marginalized people*	*Pathway 1.4: Strategic coalitions advocate for inclusive service models*
Intermediate Outcomes ➢ Local governments use data to identify necessary basic services for marginalised people. ➢ Local governments demonstrate increased capacity to analyse data through an inclusive lens	**Intermediate Outcomes** ➢ Marginalized peoples (with support from CSO's and together with other stakeholders) actively demand the fulfillment of their rights. ➢ Marginalized peoples are aware of their rights.	**Intermediate Outcomes** ➢ Marginalised people and community leaders contribute to the development of local government programs for marginalised people, including planning and budgeting. ➢ Local community leaders, local governments and beneficiaries (and other stakeholders) actively participate in forums concerning marginalised people's access to basic services.	**Intermediate Outcomes** ➢ National government designs or revises program guidance to include basic services for marginalized people (*note: this is actually an outcome under Outcome Area 3, but is included here to demonstrate the link between outcome areas*) ➢ Strategic coalitions and government collaborate to develop models/approaches for inclusive services for marginalised people. ➢ National government is aware of, and actively engages with coalitions advocating for inclusive service models. ➢ Strategic coalitions conduct/facilitate cross-district knowledge sharing.
Influence Activities ➢ CSO's gather data on and identify necessary basic services for marginalised people and inform Government and beneficiaries. ➢ CSO's (together with local governments and other stakeholders) update and verify data. ➢ CSO's conduct capacity building for local governments related to the analysis and use of data including through an inclusive lens. ➢ CSO's (together with other stakeholders) conduct data-based advocacy related to the use of data to provide or improve services.	**Influence Activities** ➢ CSO's (together with local governments) promote awareness of basic services and social assistance programs among marginalised people. ➢ CSO's work directly with marginalized peoples to encourage leadership to voice their concerns.	**Influence Activities** ➢ CSO's facilitate inclusive forums/coalitions of stakeholders (including community leaders) that can advocate for marginalized people ➢ CSO's work with beneficiaries, community leaders and local government to include marginalised people in the planning and budgeting of basic services.	**Influence Activities** ➢ EO's facilitate inclusive coalitions of stakeholders to advocate for the adoption of inclusive service models at the national and regional level ➢ EO's (together with other stakeholders) use knowledge and perspectives about basic services for marginalised people to develop models for inclusive services for marginalised people ➢ EO's identify issues of national interest concerning basic services for marginalised people. **Support Activities** ➢ TAF-Peduli facilitates interaction with national government ➢ TAF-Peduli develops a network and strategic coalition that includes other DFAT programs. ➢ TAF-Peduli conducts/facilitates research related to inclusive public services and social assistance

Assumptions:

1. Relevant data concerning marginalized people is realistic to be collected
2. **CSOs have sufficient technical capacity to undertake work related to data collection, data management, data-oriented capacity building, and data-based advocacy.**
3. **CSOs have the capacity and relationships to be able to convene local forums / mechanisms for interaction**
4. Local communities (especially community leaders) are willing to engage with and support marginalized people.
5. Leadership within marginalised communities exists/can be mobilised for effective participation.
6. **Local governments and service units have the political will and authority to (1) engage with marginalized people and (2) improve services for marginalized people.**
7. The inclusive service models identified and promoted by strategic coalitions will still work if applied in different contexts.
8. National government / political leaders are willing to engage with EOs, CSOs and representatives of marginalized people.

Outcome Area 2: Increased Social Acceptance

Key Outcomes:

- Formerly marginalised people participate in community decision making processes.
- Relevant stakeholders (including law enforcement) take meaningful action to protect marginalized groups from violence and discrimination.

Pathway 2.1: Improved community relations between excluders, marginalized groups, and other community members	*Pathway 2.2: Protection from and handling of cases of violence and discrimination*
Intermediate Outcomes	**Intermediate Outcomes**
➢ Former excluders and marginalised people conduct activities together addressing issues of exclusion and inclusion. ➢ Changed attitudes of (former) excluders of recognition and acceptance of marginalised people. ➢ Marginalized people feel empowered to participate in community decision making processes.	➢ Relevant government and non-government institutions (e.g. KOMNAS HAM, KPAI, KPPPA, KSP, MoHA, MoSA) compile reports and raise issues to appropriate authorities. ➢ Relevant government and non-government actors acknowledge the need to protect marginalized groups from violence and discrimination
Influence Activities	**Influence Activities**
➢ CSO's facilitate multi-stakeholder forums with marginalised people and their communities to address issues of exclusion and inclusion. ➢ CSO's facilitate community-level activities which involve both excluders and marginalized groups. ➢ CSOs or EOs facilitate networking between different marginalized groups ➢ CSO's conduct capacity building for marginalized people ➢ CSO's (together with other stakeholders) conduct activities oriented towards excluders or other community members ➢ CSO's or community-based organizations conduct community organizing among marginalized people ➢ CSO's produce data on nature of exclusion of particular marginalised people (map, narrative).	➢ CSO's and alliance members take action against cases of violence and discrimination ➢ CSO's prepare periodic summaries of violence and discrimination. ➢ CSO's document and record cases of violence and discrimination. ➢ CSO's build systems to detect and mediate cases of violence and discrimination. ➢ CSO's build alliances with other strategic groups at the community, district, and national levels.

Assumptions:

1. Marginalised people are willing to engage with communities and excluders.
2. Excluders and communities are willing to engage with marginalized people, including to include them in decision processes.
3. **CSOs have the capacity and relationships to be able to convene local forums / mechanisms for interaction.**
4. Legal actors are willing and able to take meaningful action to protect marginalized groups.
5. Other local actors are willing and able to work with CSOs on sensitive cases of exclusion.

Outcome Area 3: Improved Policy on Social Inclusion

Key Outcomes:

- Local governments enact new inclusive policies or revise existing discriminatory policies
- Local government plans and budgets reflect more inclusive programming.
- Key ministries use Peduli's experience related to social inclusion in national-level policies, plans and programs

Pathway 3.1: Participative formulation of new policies or revision of existing policies at the local level	*Pathway 3.2: Oversight of policy implementation at the local level (especially related to planning and budgeting)*	*Pathway 3.3: Peduli's knowledge & experience as a reference for national-level policies and programs*
Intermediate Outcomes ➢ Policy-makers refer to information provided by multi-stakeholders ➢ Relevant stakeholders (including marginalised people) are constructively involved with policy discussions.	**Intermediate Outcomes** ➢ Planning and budgeting agencies (e.g. BAPPEDA, SKPD, Village) refer to information provided by stakeholders in the creation of inclusive plans and budgets.	**Intermediate Outcomes** ➢ Key actors within national government ministries promote improvements to national policies and programs, including in reference to information from Peduli
Influence Activities ➢ CSO's facilitate multi-stakeholder forums to review and guide draft policies through to enactment. ➢ CSOs facilitate public consultations of draft policies. ➢ CSO's work with District governments to draft revised policy. ➢ CSO's works with District Government to arrange a formal academic review (*naskah*) of the policy. ➢ CSOs provide capacity building to marginalized groups to conduct advocacy ➢ CSOs conduct socialization or capacity building to local governments on policy issues. ➢ EO's and CSO's analyse discriminating policy and share information with Pemda and other stakeholders.	**Influence Activities** ➢ CSO's and/or EO's advocate for inclusive planning and budgeting directly with District government. ➢ CSO's provide technical assistance and/or capacity building to local government concerning inclusive policies (especially planning & budgeting). ➢ CSOs (together with other local stakeholders?) prepare advocacy material ("narasi ekslusi") on inclusion/exclusion.* ➢ EO's develop strategic alliances concerning inclusive policies.	**Influence Activities** ➢ Peduli facilitates coordination with and among national government institutions ➢ Peduli identifies and builds relationships with national-level social inclusion champions ➢ Peduli facilitates collaboration between national-level alliances and grassroots actors ➢ Peduli facilitates the drafting and discussion of national-level guidelines for inclusive policy, including planning and budgeting. ➢ Peduli identifies policy issues and strategies for each pillar. ➢ Peduli conducts background studies concerning inclusive policy. ➢ Peduli facilitates a learning forum with EO's and CSO's to share experience and lessons. ➢ EOs and Peduli document experience and lessons learned from various local contexts

Assumptions:

1. District-level governments prioritize social inclusion, including during and following district-level elections.
2. CSOs have the capacity and relationships to be able to convene coalitions to engage on policy formulation and/or oversight
3. National government prioritizes meaningful action on social inclusion.
4. Guidelines for inclusive policy will have a meaningful effect on local and national government policy and policy implementation.

Contributory Outcome Area 1: Increased and Sustained EO and CSO Capabilities

Knowledge and perspectives on social inclusion, gender and child protection	*Technical capacities related to program management and implementation*	*Relationships & networking*

Indicative Intermediate Outcomes
➤ EOs and CSOs apply a social inclusive lens in management and programming
➤ EOs and CSOs demonstrate increased awareness of gender issues
➤ EO's lead the development of gender strategies, gender action plans, and child protection plans for each pillar
➤ EOs and CSOs implement gender strategies, gender action plans, and child protection plans for each pillar
	Indicative Intermediate Outcomes
	➤ EOs demonstrate improved capacity related to:
	   ○ grant making and grant management
	   ○ internal M&E processes
	➤ EOs and CSOs demonstrate improved financial management practices
	➤ CSOs demonstrate improved capacity in conducting evidence-based advocacy related to planning, budgeting, and policy
		Indicative Intermediate Outcomes
		➤ Government institutions increasingly see EOs and CSOs as "partners"
		➤ EOs and CSOs build their own local and regional networks beyond their own specific sectors
		➤ EOs and CSOs access new funding sources for social inclusion
		➤ CSOs improve communications and media relations

Indicative Influence Activities
➤ TAF-Peduli give technical assistance and capacity strengthening to EO's concerning gender inclusivity, including the development of Gender Strategies and Gender Action Plans.
➤ TAF-Peduli give technical assistance and capacity strengthening to EO's concerning Child Protection.
➤ EO's (with support from TAF as needed) give technical assistance and capacity strengthening concerning gender awareness and child protection inclusivity to all CSO's.
➤ EO's give technical assistance and capacity strengthening to CSOs concerning inclusive policies.
	Indicative Influence Activities
	➤ TAF-Peduli give technical assistance and capacity strengthening to EO's related to:
	   ○ Grant making and grant management.
	   ○ Monitoring and Evaluation
	➤ EOs give technical assistance and capacity strengthening to CSOs related to:
	   ○ advocacy for planning, budgeting, and policy
	➤ TAF-Peduli gives technical assistance and capacity strengthening to CSOs related to:
	   ○ budget advocacy
		Indicative Influence Activities
		➤ TAF-Peduli provides capacity strengthening for CSO's to conduct budget advocacy
		➤ TAF-Peduli provides communications capacity strengthening for EOs and CSO's

Assumptions:
1. TAF-Peduli has access to sufficient knowledge and capability to provide capacity strengthening for EOs and CSOs

Contributory Outcome Area 2: Improved Public Awareness and Support for Social Inclusion

Intermediate Outcomes

➢ General public is more aware/knowledgeable of social inclusion (with reduced social stigma related to marginalized groups)
➢ Media covers issues of social exclusion and inclusion in a positive way

Influence Activities

➢ TAF, EO's and CSO's use social media to disseminate information.
➢ TAF, EO's and CSO's conduct public campaigns promoting protection of marginalised people.
➢ TAF, EO's and CSO's – together with media – promote knowledge of social inclusion through campaign materials and digital communications.

Assumptions:
1. Media are willing to provide pro-inclusive, appropriate coverage.
2. CSOs & Eos have the capacity to engage effectively with mainstream media.
3. CSOs are sufficiently trusted by marginalized communities/individuals to help facilitate equitable access, engagement, and policy support.

Annex 1.2 : Change Logic by Outcome Area (Bahasa Indonesia)

Outcome Area 1: Peningkatan Akses Pelayanan Publik dan Bantuan Sosial

Key Outcomes (Hasil Kunci):

- Pemerintah daerah (di tingkat Kabupaten, Kecamatan dan Desa) dan unit layanan menjalankan program layanan dasar dan program bantuan sosial yang responsif dan aksesibel bagi kelompok marjinal

Jalur 1.1: Data yang berkualitas terkait inklusi/ eksklusi	*Jalur 1.2: Kelompok marjinal sadar atas hak mereka dan menuntuk haknya (kesadaran kritis kelompok marjinal)*	*Jalur 1.3: Terciptanya ruang untuk interaksi antara pemda dan kelompok marjinal*	*Jalur 1.4: Koalisi strategis di tingkat nasional mengadvokasikan model layanan inklusif*
Intermediate Outcomes (Hasil Antara) ➢ **Pemda** menggunakan data untuk identifikasi layanan yang dibutuhkan oleh kelompok marjinal. ➢ **Pemda** menunjukkan kapasitas yang lebih kuat untuk melakukan analisis data, termasuk terkait inklusi	**Intermediate Outcomes (Hasil Antara)** ➢ **Kelompok marjinal** (dengan dukungan CSO dan bersama stakeholder yang lain) secara aktif menuntut pemenuhan hak mereka. ➢ **Kelompok marjinal** sadar atas hak mereka.	**Intermediate Outcomes (Hasil Antara)** ➢ **Kelompok marjinal dan tokoh masyarakat** berkontribusi pada pengembangan program Pemda yang ditujukan bagi kelompok marjinal, termasuk terlibat dalam proses perencanaan dan penganggaran ➢ **Tokoh masyarakat, Pemda, dan pemangku kepentingan** (dan stakeholder lainnya) berpartisipasi aktif dalam forum pemerhati ketersediaan akses bagi kelompok marjinal untuk pelayanan publik	**Intermediate Outcomes (Hasil Antara)** ➢ **Pemerintah pusat** merancang atau melakukan perbaikan panduan program guna memasukkan penyediaan layanan dasar untuk kelompok marjinal (*catatan: hasil antara ini adalah bagian dari Outcome Area 3, tapi disebutkan di sini untuk menunjukkan hubungan antara kedua Outcome Area*) ➢ **Koalisi strategis dan pemerintah** berkolaborasi untuk menghasilkan model layanan untuk kelompok marjinal ➢ **Pemerintah pusat** berinteraksi dengan koalisi yang mengadvokasikan model layanan inklusif. ➢ **Koalisi strategis** melakukan / memfasilitasi pembagian pengetahuan antar daerah
Influence Activities **(Kegiatan Kunci untuk Mempengaruhi)** ➢ **CSO's** mengumpulkan data terkait kelompok marjinal dan identifikasi layanan dasar yang penting bagi mereka dan memberikannya kepada pemerintah dan penerima manfaat. ➢ **CSOs** (bersama pemda dan stakeholder lainnya) melakukan pembaharuan dan verifikasi data.	**Influence Activities** **(Kegiatan Kunci untuk Mempengaruhi)** ➢ **CSOs** (bersama Pemda) memberikan informasi tentang layanan dan program bantuan sosial kepada kelompok marjinal. ➢ **CSOs** bekerjasama dengan kelompok marjinal untuk mendorong tumbuhnya kepemimpinan di dalam kelompok guna menyuarakan kepentingan mereka.	**Influence Activities** **(Kegiatan Kunci untuk Mempengaruhi)** ➢ **CSOs** memfasilitasi forum/koalisi inklusif yang terdiri dari berbagai stakeholder (termasuk tokoh masyarakat) yang bisa melakukan advokasi atas nama kelompok marjinal ➢ **CSOs** bekerjasama dengan penerima manfaat, tokoh masyarakat, dan Pemda untuk memastikan keterlibatan kelompok marjinal dalam perencanaan	**Influence Activities** **(Kegiatan Kunci untuk Mempengaruhi)** ➢ **EOs** memfasilitasi koalisi inklusif yang terdiri dari berbagai stakeholders untuk mengadvokasikan adopsi model layanan inklusif di tingkat nasional dan regional ➢ **EOs** (bersama stakeholder lainnya) menggunakan pengetahuan dan perspektif tentang layanan dasar untuk kelompok marjinal dalam rangka mengembangkan model layanan inklusif untuk kelompok marjinal

45

➢ **CSOs** memberikan penguatan kapasitas pemda terkait analisa dan penggunaan data terkait inklusi. ➢ **CSOs** (bersama stakeholder lainnya) melakukan advokasi berbasis data terkait penggunaan data untuk memberikan atau memperbaiki layanan.		dan penganggaran terkait layanan dasar.	➢ **EOs** mengidentifikasi isu di tingkat nasional terkait layanan dasar untuk kelompok marjinal. **Support Activities** **(Kegiatan Kunci sebagai Pendukung)** ➢ **TAF-Peduli** memfasilitasi interaksi dengan pemerintah pusat ➢ **TAF-Peduli** mengembangkan jaringan dan koalisi strategis termasuk program-program DFAT lainnya ➢ **TAF-Peduli** melakukan/memfasilitasi riset terkait pelayanan publik dan bantuan sosial yang inklusif

Key Assumptions (Asumsi Kunci untuk Mencapai Hasil):

1. Data yang dibutuhkan terkait kelompok marjinal realistis untuk dikumpulkan
2. **CSOs mempunyai kapasitas teknis yang memadai untuk melakukan pekerjaan terkait data (pengumpulan data, pengolahan data, peningkatan kapasitas terkait data, dan advokasi berbasis data)**
3. **CSOs mempunyai kapasitas dan hubungan sehingga mampu memfasilitasi adanya forum/mekanisme untuk interaksi di tingkat daerah**
4. Masyarakat setempat (terutama tokoh masyarakat) bersedia untuk (a) berinteraksi dengan dan (b) mendukung kelompok marjinal
5. Unsur kepemimpinan dalam kelompok marjinal ada dan dapat dimobilisasi
6. **Pemda dan unit layanan mempunyai *political will* dan kewenangan untuk (a) berinteraksi dengan kelompok marjinal dan (b) memperbaiki layanan untuk kelompok marjinal**
7. Model layanan inklusif yang diidentifikasi dan diusung oleh koalisi strategis tetap efektif jika diterapkan dalam konteks lainnya
8. Pemerintah pusat dan pemimpin politik bersedia untuk berinteraksi dengan EOs, CSOs, dan perwakilan dari kelompok marjinal

Outcome Area 2: Peningkatan Penerimaan Sosial

Key Outcomes (Hasil Kunci):

- Kelompok marjinal semakin terlibat dalam proses pengambilan keputusan di masyarakat
- Pemangku kepentingan yang relevan (termasuk penegak hukum) melakukan tindakan yang berarti dalam rangka melindungi kelompok marjinal dari kekerasan dan diskriminasi

Jalur 2.1: Peningkatan relasi antara kelompok marjinal, excluder dan warga	*Jalur 2.2: Perlindungan dan penanganan kasus kekerasan dan diskriminasi*
Intermediate Outcomes (Hasil Antara) ➤ **Para (mantan) *excluder* dan kelompok marjinal** melakukan kegiatan kemasyarkatan bersama terkait penanganan isu eksklusi dan inklusi ➤ Perubahan **sikap (mantan) *excluder*** untuk mengakui dan menerima kelompok marjinal ➤ Kelompok marginal merasa lebih mampu berpartisipasi dalam proses pengambilan keputusan di masyarakat	**Intermediate Outcomes (Hasil Antara)** ➤ **Instansi pemerintah maupun non-pemerintah (**mis**:** KOMNAS HAM**,** KPPPA, KPAI, KSP, Kemendagri, Kemensos**)** mengkompilasikan laporan dan mengangkat isu terkait kepada pihak yang berwenang. ➤ Pihak pemerintah maupun non-pemerintah mengakui kebutuhan untuk melindungi kelompok marginal dari kekerasan dan diskriminasi
Influence Activities (Kegiatan Kunci untuk Mempengaruhi) ➤ **CSOs** memfasilitasi forum multi-pihak dengan kelompok marjinal serta komunitasnya dalam rangka menangani isu eksklusi dan inklusi ➤ **CSOs** memfasilitasi kegiatan kemasyarakatan yang melibatkan *excluder* dan kelompok marjinal. ➤ **CSOs dan EOs** memfasilitasi interaksi lintas kelompok marginal ➤ **CSO's** melakukan penguatan kapasitas untuk kelompok marginal ➤ CSO's (bersama stakeholder lain) melakukan kegiatan yang disasar pada para *excluder* ataupun warga ➤ CSO's atau kader-kader melakukan pengorganisasian kelompok marginal ➤ **CSOs** menghasilkan data terkait bentuk eksklusi yang dialami kelompok marjinal tertentu (misalnya dalam bentuk peta atau narasi).	**Influence Activities (Kegiatan Kunci untuk Mempengaruhi)** ➤ **CSOs dan anggota aliansi** mendorong tindakan terkait kasus kekerasan dan diskriminasi ➤ **CSO's** menyiapkan ringkasan informasi terkait kasus-kasus kekerasan dan diskriminasi secara berkala. ➤ **CSO's** mendokumentasikan kasus-kasus kekerasan dan diskriminasi ➤ **CSO's** membangun sistem deteksi dan mediasi kasus kekerasan dan diskriminasi. ➤ **CSO's** membangun aliansi di tingkat warga, kabupaten/kota, maupun nasional.

Key Assumptions (Asumsi Kunci untuk Mencapai Hasil):

1. Kelompok marjinal bersedia untuk berinteraksi dengan masyarakat setempat dan para *excluder*.
2. Masyarakat dan para *excluder* bersedia untuk berinteraksi dengan kelompok marjinal, termasuk untuk melibatkan mereka dalam proses pengambilan keputusan.
3. **CSOs mempunyai kapasitas dan hubungan sehingga mampu memfasilitasi keberadaaan forum/mekanisme untuk berinteraksi (***antara kelompok marjinal, exscluder dan masyarakat secara lebih luas***) di tingkat daerah**
4. Penegak hukum bersedia dan mampu mengambil tindakan yang berarti dalam rangka melindungi kelompok marjinal.
5. Aktor lainnya di daerah bersedia dan mampu bekerjasama dengan CSO untuk kasus eksklusi yang bersifat sensitif

Outcome Area 3: Perbaikan dalam Kebijakan terkait Inklusi Sosial

Key Outcomes:
- Pemerintah daerah membuat peraturan inklusif yang baru atau melakukan revisi terhadap peraturan lama yang bersifat diskriminatif
- Perencanan dan penganggaran pemerintah daerah telah mencerminkan adanya program-program yang mendorong terciptanya inklusi sosial
- Kementerian-kementerian kunci menggunakan pengalaman Peduli terkait isu inklusi sosial dalam kebijakan, rencana dan program nasional

Jalur 3.1: Perumusan peraturan baru atau revisi peraturan lama secara partisipatif	*Jalur 3.2: Pengawalan pelaksanaan kebijakan di tingkat daerah (khususnya terkait perencanaan dan penganggaran)*	*Jalur 3.3: Pengalaman dan pengetahuan Peduli menjadi rujukan dalam kebijakan dan program di tingkat nasional*
Intermediate Outcomes (Hasil Antara)	**Intermediate Outcomes (Hasil Antara)**	**Intermediate Outcomes (Hasil Antara)**
➤ **Pembuat kebijakan** merujuk pada informasi yang disediakan oleh *multi-stakeholders* dalam proses penyusunan peraturan baru ➤ **Stakeholder yang relevan (termasuk kelompok marjinal)** terlibat secara konstruktif dalam diskusi kebijakan	➤ **Instansi perencanaan dan penganggaran (mis: Bappeda, SKPD, Pemerintah Desa)** merujuk pada informasi yang disediakan oleh *multi-stakeholder* dalam proses perencanaan dan penganggaran	➤ **Aktor kunci dari pemerintah pusat** mengadvokasikan perbaikan dalam kebijakan dan program nasional, termasuk dengan mengacu pada informasi dari Peduli
Key Influence Activities (Kegiatan Kunci untuk Mempengaruhi)	**Key Influence Activities (Kegiatan Kunci untuk Mempengaruhi)**	**Key Influence Activities (Kegiatan Kunci untuk Mempengaruhi)**
➤ **CSOs** memfasilitasi *multi-stakeholder* untuk mereview dan mengawal rancangan peraturan sampai dengan disahkannya peraturan tersebut ➤ **CSOs** memfasilitasi konsultasi publik untuk draf peraturan. ➤ **CSOs** bekerjasama dengan Pemda untuk mengembangkan rancangan peraturan ➤ **CSOs** bekerjasama dengan Pemda untuk melakukan review (dalam bentuk naskah akademis) terkait peraturan ➤ **CSOs** melakukan penguatan kapasitas untuk kelompok marginal terkait pelaksanaan advokasi ➤ **CSOs** melakukan sosialisasi atau peningkatan kapasitas untuk pemda terkait isu kebijakan ➤ **EOs dan CSOs** melakukan analisa terkait peraturan-peraturan yang bersifat diskriminatif dan mengkomunikasikan hasilnya kepada Pemda atau pemangku kepentingan lainnya	➤ **CSOs dan/atau EOs** melakukan advokasi untuk perencanaan dan penganggaran yang inklusif secara langsung ke Pemda ➤ **CSOs** memberkan bantuan teknis dan/atau penguatan kapasitas kepada Pemda terkait kebijakan inklusif (khususnya terkait perencanaan dan penganggaran) ➤ **CSOs** (bersama stakeholder lainnya) menyiapkan bahan advokasi ("narasi eksklusi") terkait inklusi/ekslusi ➤ **EOs** mengembangkan aliansi strategis terkait kebijakan inklusif	➤ **Peduli** memfasilitasi koordinasi antar dan di dalam instansi pemerintah nasional ➤ **Peduli** mengidentifikasi dan membangun hubungan dengan para *champion* terkait inklusi sosial di tingkat nasional ➤ **Peduli** memfasilitasi kolaborasi antar jaringan strategis di tingkat nasional dan aktor dari akar rumput ➤ **Peduli** memfasilitasi pengembangan dan pembahasan panduan teknis (tingkat nasional) terkait kebijakan inklusif, termasuk terkait perencanaan dan penganggaran yang mengakomodir isu inklusi sosial ➤ **Peduli** mengidentifikasi isu-isu terkait kebijakan beserta strategi mempengaruhinya untuk masing-masing pilar ➤ **Peduli** melakukan kajian terkait kebijakan inklusif ➤ **Peduli** memfasilitasi *learning forum* dengan EOs dan CSOs untuk berbagi pengalamannya dan pembelajarannya ➤ **Peduli dan EOs** mendokumentasikan pengalaman dan pembelajaran dari berbagai konteks

Key Assumptions (Asumsi Kunci untuk Mencapai Hasil):
1. Pemda memprioritaskan isu inklusi sosial, termasuk pada saat pemilu/pilkada dan setelahnya.
2. CSOs mempunyai kapasitas dan hubungan untuk mengumpulkan koalisi yang mampu melakukan perumusan dan pengawalan kebijakan
3. Pemerintah pusat memprioritaskan isu inklusi sosial
4. Panduan terkait kebijakan inklusif akan berefek secara berarti terhadap kebijakan dan pelaksanaan kebijakan di tingkat nasional dan daerah.

Contributory Outcome Area 1: Peningkatan Kapabilitas Mitra yang Berkelanjutan

Pengetahuan dan perspektif tentang inklusi sosial, gender, dan perlindungan anak	*Kapasitas teknis terkait pengelolaan dan pelaksanaan program*	*Hubungan dan Jaringan*

Intermediate Outcome (Hasil Antara)
 	
➢ **EOs dan CSOs** menerapkan perspektif inklusi sosial dalam manajemen dan program-program-nya
➢ **EOs dan CSOs** menunjukkan kesadaran yang meningkat terkait perlindungan anak
➢ **EO's** memimpin pengembangan strategi gender, rencana aksi gender, dan rencana perlindungan anak untuk masing-masing pilar
➢ **EOs dan CSOs** melaksanakan strategi gender, rencana aksi gender, dan rencana perlindungan anak untuk masing-masing pilar
	Intermediate Outcome (Hasil Antara)
	
	➢ **EOs** menunjukkan kapasitas yang meningkat terkait:
	   ○ proses pemberian dan pengelolaan dana hibah
	   ○ proses M&E internal
	➢ **EOs** dan CSOs melakukan praktek manajemen keuangan yang lebih baik
	➢ **CSOs** menunjukkan kapasitas yang meningkat terkait pelaksanaan advokasi berbasis bukti terkait perencanaan, penganggaran, dan kebijakan
		Intermediate Outcome (Hasil Antara)
		
		➢ **Instansi pemerintah** semakin memandang EOs dan CSOs sebagai "mitra"
		➢ **EOs dan CSOs** membangun jaringan lokal dan regional yang lebih luas daripada sektor "khas mereka"
		➢ **EOs dan CSOs** mengakses sumber dana yang baru terkait inklusi sosial
		➢ **CSOs** melakukan praktek komunikasi dan hubungan media yang lebih baik

Key Influence Activity
(Kegiatan Kunci untuk Mempengaruhi)
 	
➢ **TAF-Peduli** melakukan pendampingan teknis dan penguatan kapasitas kepada EOs terkait inklusi gender, termasuk terkait pengembangan *Gender Strategies* dan *Gender Action Plans*.
➢ **TAF-Peduli** memberikan pendampingan teknis dan penguatan kapasitas kepada EOs terkait perlindungan anak.
➢ **EO's** (dengan bantuan TAF jika dibutuhkan) melakukan pendampingan teknis dan penguatan kapasitas terkait kesadaran gender dan perlindungan anak kepada semua CSOs.
➢ **EO's** melakukan pendampingan teknis dan penguatan kapasitas terkait terkait kebijakan inklusif
	Key Influence Activity
	(Kegiatan Kunci untuk Mempengaruhi)
	
	➢ **TAF-Peduli** melakukan pendampingan teknis dan penguatan kapasitas untuk EOs terkait:
	   ○ pemberian dan pengelolaan dana hibah
	   ○ M&E
	➢ **EOs** melakukan pendampingan teknis dan penguatan kapasitas untuk CSOs terkait:
	   ○ pelaksanaan advokasi terkait perencanaan, penganggaran, dan kebijakan
	➢ **TAF-Peduli** melakukan pendampingan teknis dan penguatan kapasitas untuk CSOs terkait advokasi anggaran
		Key Influence Activity
		(Kegiatan Kunci untuk Mempengaruhi)
		
		➢ **TAF-Peduli** melakukan penguatan kapasitas untuk CSOs terkait advokasi anggaran
		➢ **TAF-Peduli** melakukan penguatan kapasitas untuk EOs dan CSO's terkait komunikasi

Asumsi:
1. TAF-Peduli mempunyai akses kepada pengetahuan dan kapabilitas yang memadai sehingga dapat melakukan penguatan kapasitas untuk EOs can CSOs

Contributory Outcome Area 2: Peningkatan Kesadaran dan Dukungan Publik terkait Inklusi Sosial

Intermediate Outcome (Hasil Antara)

- **Masyarakat luas** lebih sadar dan lebih tahu tentang inklusi sosial (stigma terkait kelompok marginal menurun)
- **Media** meliput kasus dan isu inklusi/eksklusi sosial dengan cara yang positif

Key Influence Activity (Kegiatan Kunci untuk Mempengaruhi)

- **TAF, EOs dan CSOs** menggunakan media sosial untuk mendiseminasikan informasi
- **TAF, EOs dan CSOs** melakukan kampanye publik untuk mendukung perlindungan kelompok marginal
- **TAF, EOs dan CSOs** – bersama dengan media – mendorong pengetahuan tentang inklusi sosial melalui bahan kampanye dan komunikasi digital

Assumptions:
1. Media bersedia untuk meliputi isu inklusi/eksklusi sosial dengan tepat dan secara positif
2. CSOs & EOs mempunyai kapasitas yang memadai untuk bekerjasama dengan media arus utama
3. Pemimpin politik cukup responsif terhadap sikap kelompok-kelompok yang dapat dimobilisasi oleh EOs dan CSOs

Annex 2 : Summary of Peduli Program MEL Framework – Revised 2018

Key Question[6]	Indicator	Target (2017 – 2018)	Data Collection Method	Period of Collection	PIC
Outcome 1 : **Increased Access to Public Services and Social Assistance**					
KEQ 1 : **How effective was Peduli in increasing access to public services and social assistance for targeted groups?**					
KMQ 1: To what extent have local governments (at the district, sub-district, and village level) increased access for targeted groups to public services and/or social assistance programs?	1.1 # of women and men who apply improved skills for development (linked to PAF indicator #3)	3034	1. Review quarterly narrative reports 2. Review quarterly performance indicator's reports 3. Field visits by MEL Specialist, Data-base Officer, POs and APOs (interviews to beneficiaries, local government officials, and the CSOs) 4. Six-monthly Coordination Meetings between EOs and CSOs	1. Quarterly 2. Quarterly 3. Quarterly 4. Every Six Month	TAF & EO
	1.2 # of women and men with access to legal identity (linked to PAF indictor #7)	12268			EO & CSO
	1.3 # of women and men with facilitated access to social assistance programs and public services	8712			EO & CSO
	1.4 # of service units with increased capacity to provide services in line with the needs of marginalized groups.	319	1. Review quarterly narrative reports from the EOs 2. Review quarterly performance indicator's reports from the EOs 3. Six-monthly Coordination Meetings between EOs and CSOs 4. Field visits to several service units by MEL specialist, POs and APOs 5. Case study by third party	1. Quarterly 2. Quarterly 3. Every 6 months 4. Every 6 months 5. End of program	TAF & EO

[6] KEQ: Key Evaluation Question, KMQ: Key Monitoring Question

Key Question[6]	Indicator	Target (2017 – 2018)	Data Collection Method	Period of Collection	PIC
KMQ 2: To what extent has data produced been used by government and other stakeholder as a basis for service delivery?	1.5 # of stakeholder using the data and/or how they use the data to improve service delivery	376	1. Review quarterly narrative reports 2. Review quarterly performance indicator's reports 3. Field visits (interview to the stakeholders) by MEL specialist, Data-base Officer, POs, APOs	Quarterly	TAF & EO
KMQ 3: To what extent are target groups more aware of their rights related to public services and social assistance?	1.6 # of marginalized people who participate in activities to increase awareness regarding their rights	6982	1. Review quarterly narrative reports 2. Review quarterly performance indicator's reports 3. Significant Change Stories	1. Quarterly 2. Quarterly 3. 6-monthly	EO & CSO
KMQ 4: To what extent have target groups, local government officials, and other stakeholders interacted for the purposes of increasing access to basic services and social assistance for target groups?	1.7 # of forums where individuals (women and men) from marginalized groups interact with local government officials and other stakeholders for the purpose of improving access to services and social assistance	538	1. Review quarterly narrative reports 2. Review quarterly performance indicator's reports 3. Six-monthly Coordination Meetings between EOs and CSOs	1. Quarterly 2. Quarterly 3. 6-monthly	EO & CSO
KMQ 5: To what extent have EOs (together with their strategic coalitions) promoted the use of inclusive service models?	1.8 # of inclusive service models which have been developed or documented	92	1. Review quarterly narrative reports 2. Case study reports	1. Quarterly 2. Twice in the period of program (2018, 2019)	TAF & EO

Key Question[6]	Indicator	Target (2017 – 2018)	Data Collection Method	Period of Collection	PIC
KMQ 6: What have been the main challenges in terms of achieving desired results related to increased access to public services and social assistance? How has Peduli addressed and overcome these challenges?			1. Review Quarterly Narrative Report 2. Coordination Meeting between EOs and CSOs 3. Peduli Partner's Meeting	1. Quarterly 2. 6-monthly 3. 6-monthly	TAF & EO
Outcome 2 : Increased Social Acceptance					
KEQ 2 : How effective was Peduli in increasing social acceptance of its intended beneficiaries?					
KMQ7: To what extent have vulnerable/marginalized groups actively participated in community activities	2.1 # of public activities where Peduli partners and beneficiaries are contributing to promote social inclusion	1510	1. Review Quarterly Narrative Reports 2. Review quarterly performance indicator's reports	Quarterly	EO & CSO
KMQ 8: To what extent vulnerable/marginalized groups now feel more accepted by their communities	2.2 # of vulnerable/marginalized groups (beneficiaries of Peduli) who participated in social activities that were not organized by Peduli	3127	1. Review Quarterly Narrative Reports 2. Review quarterly performance indicator's reports 3. Field visits (interview to the beneficiaries) by MEL specialist, Data-base Officer, POs and APOs	Quarterly	TAF & EO
KMQ9: To what extent have the attitudes of "excluders" changed such that they now acknowledge and accept vulnerable/marginalized groups?	2.3 Perception of the vulnerable/marginalized groups (beneficiaries of Peduli) in several locations in regards to acceptance by previous "excluders"	Positive perception in at least 22 locations	1. Review Quarterly Narrative Reports 2. Field visits to conduct group interviews by MEL Specialist, POs and APOs	Quarterly	TAF & EO

Key Question[6]	Indicator	Target (2017 – 2018)	Data Collection Method	Period of Collection	PIC
KMQ 10: To what extent have relevant stakeholders (including law enforcement officers) taken meaningful action to protect marginalized groups from violence and discriminations?	2.1 # of women and trans-gender survivors of violence receiving services (linked to PAF indicator #8)	1293	1. Review Quarterly Narrative Reports 2. Review quarterly performance indicator's reports 3. Field visits (interview to the beneficiaries & stakeholders) by MEL specialist, Data-base Officer, POs and APOs	Quarterly	TAF & EO
KMQ 11: What have been the main challenges in terms of (1) the process of implementing activities related to social acceptance, and (2) achieving desired results related to social acceptance? How has Peduli addressed and overcome these challenges?			1. Review quarterly narrative reports 2. 6-monthly Coordination Meeting between EOs and CSOs 3. 6-monthly Peduli Partner's Meeting	1. Quarterly 2. 6-monthly 3. 6-monthly	TAF & EO
Outcome 3 : **Improved Policies on Social Inclusion**					
KEQ 3 : **How effective was Peduli in contributing to improved policies related to social inclusion?**					
KMQ 12: To what extent have local governments enacted new inclusive policies or revised existing discriminatory policies?	3.1 # districts that made improvements in service delivery practices and policies (linked to PAF indicator #9)	64	1. Review Quarterly Narrative Reports 2. Review quarterly performance indicator's reports 3. Case Study Reports	1. Quarterly 2. Quarterly 3. Twice in the period of program (2018 and 2019)	TAF & EO
	3.2 Experiences of Peduli being discussed with government institutions at various level (With which government institutions in what level? In what form the dialogue took place? Who	-			

Key Question[6]	Indicator	Target (2017 – 2018)	Data Collection Method	Period of Collection	PIC
	participated? What was the main result of the dialogue?				
	3.3 Level of progress and substance of policy recommendations submitted to the government.	-			
	3.4 Process/events conducted and/or followed by Peduli and its targeted communities to promote social inclusion.				
	3.5 # of women and men who participate in policy making activities (linked to PAF indicator #10)	2130	1. Review Quarterly Narrative Reports 2. Review quarterly performance indicator's reports 3. Field visit (interview to the beneficiaries) by MEL specialist, Data-base Officer, POs and APOs	Quarterly	TAF & EO
KMQ 13: To what extent have local governments planned and budgeted for programs that support social inclusion	3.6 # Amount of additional funds at the level of districts/cities/villages allocated for inclusive development (linked to PAF indicator #1)	2,142,052,500	1. Review Quarterly Narrative Reports 2. Review quarterly performance indicator's reports 3. Field visits (interview to the local government officials) by MEL specialist, Data-base Officer, POs and APOs 4. 6-monthly Coordination Meetings between EOs and CSOs	1. Quarterly 2. Quarterly 3. Twice in the period of program (2018, 2019) 4. 6-monthly	TAF & EO

Key Question[6]	Indicator	Target (2017 – 2018)	Data Collection Method	Period of Collection	PIC
KMQ 14: To what extent has the national government used Peduli's experience related to social inclusion?	3.7 # of improved policies related to social inclusion at national level (linked to PAF indicator #2)		1. Review Quarterly Narrative Reports 2. Review quarterly performance indicator's reports 3. Significant Policy Change (SPC) Report 4. 6-monthly Coordination Meetings between EOs and CSOs	1. Quarterly 2. Quarterly 3. Yearly (2017, 2018, 2019) 4. 6-monthly	TAF & EO
KMQ 15: What have been the main challenges in terms of: (1) the process of implementing activities related to policy advocacy; and (2) achieving desired results related to policy change? How has Peduli addressed and overcome these challenges?			1. Review quarterly narrative reports 2. 6-monthly Coordination Meetings between EOs and CSOs 3. 6-monthly Peduli Partner's Meeting	1. Quarterly 2. 6-monthly 3. 6-monthly	
Contributory Outcome 1 : Increased and sustained EO and CSO capabilities					
KEQ 4 : How effective was Peduli in supporting increased capacities of its partner organizations (EO and CSO)					
KMQ 16: To what extent have EOs and CSOs integrated gender perspectives into their programming KMQ 17: To what extent have EOs and CSOs integrated child protection perspective into their programming	4.1 Level of capacities of EOs in mainstreaming gender and child protection perspectives into their programming and institutionalized it within the organizations		1. Review Quarterly Narrative Reports 2. Review quarterly performance indicator's reports 3. Field visits (interview to EOs by MEL specialist, Data-base Officer, POs and APOs 4. Assessment of progress of capacities in mainstreaming gender and child protection perspectives report	1. Quarterly 2. Quarterly 3. 6-monthly 4. Yearly (2018, 2019)	TAF

Key Question[6]	Indicator	Target (2017 – 2018)	Data Collection Method	Period of Collection	PIC
	4.2 Level of capacities of CSOs in mainstreaming gender and child protection perspectives into their programming and institutionalized it within the organizations		1. Review Quarterly Narrative Reports 2. Review quarterly performance indicator's reports 3. Field visits (interview to CSOs by MEL specialist, Data-base Officer, POs and APOs) 4. Assessment of progress of capacities in mainstreaming gender and child protection perspectives report	1. Quarterly 2. Quarterly 3. 6-monthly 4. Yearly (July 2018, July 2019)	TAF & EO
KMQ 18: What supports has Peduli given to develop the organizational capacities of EOs and CSOs and to what extent has it able to fulfill the EOs and CSOs essential needs for capacity development?	4.3 # of and type of capacity development activities for EOs and CSOs and the use of the capacities by EOs and CSOs		1. Review Quarterly Narrative Report 2. Field visits (interview to EOs and CSOs by MEL Specialist, POs and APOs)	Quarterly	TAF & EO
Contributory Outcome 2 : Improved public awareness and support for social inclusion					
KEQ 5 : How effective was Peduli encourage support from the general population related to social inclusion?					
KMQ 19: To what extent that Peduli effective in building the support from wider public towards social inclusion?	5.1. # of individuals reached through social media promoting awareness of social exclusion and inclusion	171,473	1. Review Quarterly Narrative Reports 2. Review Quarterly performance indicator's reports 3. Review Consultant (*Communicaption*) Reports	1. Quarterly 2. Quarterly 3. 6-monthly	TAF & EO
	5.2. # and type of supports obtained by Peduli's targeted communities from other stakeholders (besides the government)	182	1. Review Quarterly Narrative Reports 2. Review Quarterly performance indicator's reports	Quarterly	TAF & EO

Key Question[6]	Indicator	Target (2017 – 2018)	Data Collection Method	Period of Collection	PIC
	5.3. # of instances of traditional media coverage (facilitated by Peduli, EOs, and CSOs) promoting awareness of social exclusion and inclusion	496	1. Review Quarterly Narrative Reports 2. Review Quarterly performance indicator's reports 3. Review Consultant (*Communicaption*) Reports	1. Quarterly 2. Quarterly 3. 6-monthly	TAF & EO

			INFORMATION SOURCE	RELATED DFAT PAF INDICATOR	INTERNAL REPORTING FREQUENCY	REPORTING FREQUENCY TO DFAT	DISAGGREGATED BY	ADDITIONAL NOTES
			CSO Reporting	#8	3-monthly	6-monthly	• Gender • Marginalized group	•
			CSO Reporting	---	3-monthly	6-monthly	• Gender • Type of service • Marginalized group	•
			CSO/EO Reporting	#12	6-monthly	6-monthly	•	• Must be supported by qualitative explanation of the improvement and its significance
			CSO Reporting	#13	6-monthly	6-monthly	•	•
			CSO data	---	Monthly	6-monthly	•	•
			CSO Reporting	#9	Per activity with monthly recap (trained) 3-monthly (applied skills)	6-monthly	• Gender	•
			CSO Reporting	---	Per activity	6-monthly	• Level (Village/District)	•

			Source	#	Collection	Reporting	Disaggregation	Notes
			CSO Reporting	#16	3-monthly	6-monthly	• Gender • Level (Village/District)	•
			CSO & EO Reporting	---	Monthly	6-monthly	• Representation of women	•
			CSO & EO Reporting	ADR	Monthly	6-monthly	• Representation of women	• A subset of indicator 1.4.B, specifically for ADR reporting
			EO Reporting	---	3-monthly	6-monthly	• Current status of the model	•
			CSO Reporting	---	Monthly	6-monthly	•	•
			CSO & EO Reporting	12	At the time of policy change (reviewed 3-monthly)	6-monthly	• Type of policy	• Must be supported by qualitative explanation of the improvement and its significance
			CSO & EO Reporting	18	When funding is allocated (reviewed 3-monthly)	6-monthly	•	• Must be supported by qualitative explanation of Peduli's role in the allocation of funds
			CSO & EO Reporting	18	When funding is allocated (reviewed 3-monthly)	6-monthly	•	• Must be supported by qualitative explanation of Peduli's role in the allocation of funds
			TAF	19	At the time of policy change (reviewed 3-monthly)	6-monthly	• Type of policy • Level (National/ Provincial)	• Must be supported by qualitative explanation of the significance of the policy and Peduli's role in the policy change
			Social Media Monitoring	---	Monthly	6-monthly	• Type of social media	•
			CSO & EO Reporting; Media Monitoring	---	Monthly	6-monthly	• Type of media • National/Subnational	•

Annex 3 : List of Indicative Topics for Change Narratives and Case Studies

Indicative Topics for Case Studies (prepared by TAF)
- Related to Outcome Area / KEQ 1:
  - Local government improves services for marginalised groups
  - Service units improve services for marginalised groups
- Related to Outcome Area / KEQ 2:
  - Representatives from marginalized groups are involved in community decision making processes
  - Relevant authorities have taken significant action to protect marginalised groups from violence or discrimination
- Related to Outcome Area / KEQ 3
  - Improved policy related to social inclusion at the district level
  - Improved policy related to social inclusion at the national or provincial level
  - More inclusive planning/budgeting
- Related to Contributory Outcome 1 / KEQ 5
  - EOs or CSOs have incorporated a social inclusion perspective into their other programming

Indicative Topics for Change Narratives (prepared by CSOs)
- Related to Outcome Area / KEQ 1:
  - Local government improves services for marginalised groups
  - Service units improve services for marginalised groups
  - Local governments using data identify needs for services for marginalised groups
  - Service units using data identify needs for services for marginalised groups
  - Forums where various stakeholders interact to advocate for improved service delivery
- Related to Outcome Area / KEQ 2:
  - Representatives from marginalised groups are involved in community decision making processes
  - Relevant authorities have taken significant action to protect marginalised groups from violence or discrimination
  - (Former) excluders whose perspectives have changed
  - Influential organizations have used information from Peduli to raise issues and push for action by government agencies
- Related to Outcome Area / KEQ 3
  - Improved policy related to social inclusion at the village or district level
  - More inclusive planning/budgeting at the village or district level
  - Marginalised groups who participate in policy advocacy activities
  - Planning/budgeting agencies who use information from external stakeholders in planning and budgeting processes

- Related to Contributory Outcome 1 / KEQ 5
  - CSOs have incorporated a social inclusion perspective into their other programming