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MADANI –

Civil Society Support Initiative

Quarterly Performance Report

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I. EXECUTIVE SUMMARY

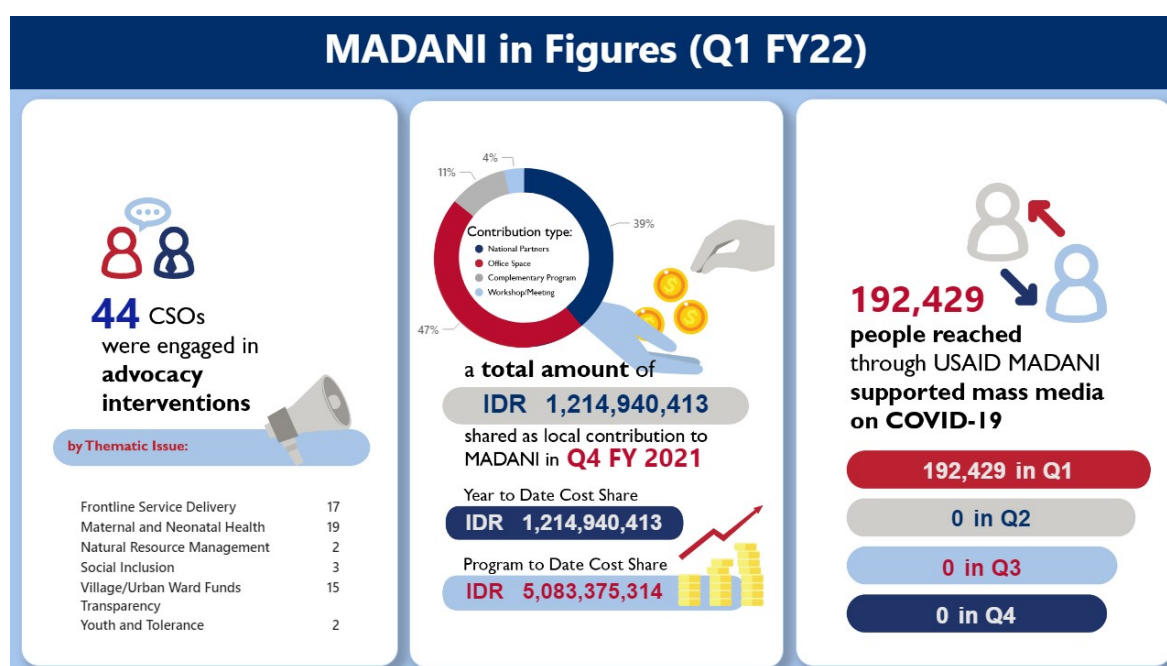
During the first quarter (Q1) of fiscal year (FY) 2022, the USAID/Indonesia MADANI Civil Society Support Initiative (MADANI) continued to improve the ability of partner civil society organizations (CSOs) to advocate government accountability and communal tolerance, increase the impact of advocacy and policy recommendation outcomes and strengthen CSOs' core organizational capacities. MADANI's local partners continue to address problems that matter to their communities and provide policy recommendations for local solutions that will have lasting impacts on the communities. MADANI aims to establish the resources, practices and relationships that will allow these local CSOs — MADANI's lead partners (LPs) — to continue their work and step into leadership roles in local development after the project has ended.

During Q1 of FY 2022, LPs organized 293 Learning Forum meetings in the six MADANI provinces (Banten, Central Java, East Java, South Sulawesi, West Java and West Kalimantan), bringing together 2,485 participants, including 676 government officials. During these meetings, MADANI's CSO partners **advocated accountability and tolerance by implementing their Thematic Action Plans and piloting a local solution**. These demand-side solutions encourage supply-side reforms and provide concrete data and user-informed solutions that the Government can consider and adopt, with the ultimate aim to improve governance and public services in the respective sectors. It is done through a social accountability cycle that incentivizes the Government to improve its delivery and governance. LPs also started to report improved services in Q1, mainly in the access of poorer households to basic services (health, education and waste management) and village funds. During this quarter, the local government (LG) of eight districts (Barru, Boyolali, Brebes, Malang, Pangkep, Pekalongan, Serang and Sukabumi), the private sector and various academic institutions also supported the scaling up and allocating of funds from the village budget to replicate local solutions.

MADANI's emphasis on collaborative governance, operationalized via Local Learning forums, has **sparked improved collaboration between CSOs, LG officials and the private sector**. Local CSO partners and LGs are shifting from mutual distrust and suspicion to sitting down together to solve joint development concerns. LGs are now more responsive to

community and civil society demands, as seen in their participation in collaborative forums and responses to local advocacy. Examples of this shift during Q1 include training more than 100 additional CSOs in Bogor using government funding and MADANI's resources and launching a joint LG-MADANI civic space in Surakarta. In Q1, MADANI's LPs signed five memorandums of understanding (MOUs) with private companies and philanthropic organizations that promised to provide funds to replicate local solutions. MADANI also strengthened its alliances with provincial CSOs through provincial support partners (PSPs) that allow district CSOs to share data and information to improve provincial CSOs' understanding and awareness of advocacy and policy implementation.

During Q1, LPs carried out policy advocacy concerning their thematic areas and provided input into overall regional policy documents such as the Annual Development Planning Forum (*Musyawarah Perencanaan Pembangunan*) and draft local legislation. MADANI's partners also **secured seven new decrees that support the operating space for civil society**. As a result, sectoral policies and the local enabling environment for CSOs are improving, with CSOs being seen as more relevant and responsive. In MADANI's target districts, seven LG decrees have been issued that foster an enabling environment for CSOs to contribute positive change.



Meanwhile, MADANI's partners have **continued to improve their organizational capacity** in Q1. The project provided tailored technical assistance (TA) on organizational development topics and coached LPs to develop and operationalize relevant standard operating procedures (SOPs). During Q1, MADANI organized 90 TA sessions on 12 topics for 1,050 civil society activists. Aside from the sessions, much of LPs' improved capacity came from practicing and rolling out Thematic Action Plans and providing advocacy recommendations on key policy issues, with support from field coordinators (FCs) and PSPs. In turn, LPs trained 316 Learning Forum activists and cadres in their districts on these organizational development topics as preparation for implementing Thematic Action Plans. The six PSPs also provided coaching and mentoring to LPs on policy briefing and resource mobilization.

Despite the uncertainties due to the COVID-19 pandemic, MADANI has continued to **provide accurate information about COVID-19 through the AtmaGo social media platform**. During Q1, AtmaGo.com and Covid19.Atmago.com recorded 35,831 views of 438 COVID-19-related posts and a total of 445,516 users (3.56 million users cumulatively since the COVID-19 outbreak in 2020). Supported by the U.S. Agency for International Development (USAID), mass media coverage on COVID-19 reached 192,429 people, and seven COVID-19 communications and community engagement activities were conducted.

Lastly, MADANI has **bolstered an inclusive democracy and combatted democratic backsliding**. MADANI supports local partners to (1) build trust in the Government through the collaborative governance approach, (2) provide new channels for citizen participation through Learning Forums, (3) combat misinformation and exclusionary populist rhetoric that result in marginalization and (4) fight corruption. Improving civil society capacity, resources, and financial viability enhances its resilience. Together, these activities aim to demonstrate the benefits of democratic institutions to communities outside large urban centers — that democracy is the most effective form of government to meet citizens' needs. Democratic institutions can deliver responsive services accountable to citizens if they are properly facilitated and resourced.

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3. MAJOR DEVELOPMENTS AND ACCOMPLISHMENTS

This Quarterly Performance Report for USAID/Indonesia MADANI was prepared by FHI 360 for submission to USAID in accordance with Cooperative Agreement Number 72049719LA00001, executed on March 1, 2019. The report covers the performance period from October 1 to December 31, 2021 (Q1 of FY 2022) and summarizes the significant accomplishments, challenges and issues affecting implementation, as well as actions taken in Q1.

MADANI's objective is to enable targeted CSOs to advocate government accountability and tolerance in their communities in 32 districts in the provinces of Banten, Central Java, East Java, South Sulawesi, West Java and West Kalimantan. The goal is for these local CSOs to address local development challenges actively and build partnerships with the LG and private sector. MADANI operates based on a model where citizens can not only make their voices heard, but through their local CSOs, they are also at the heart of the entire approach.

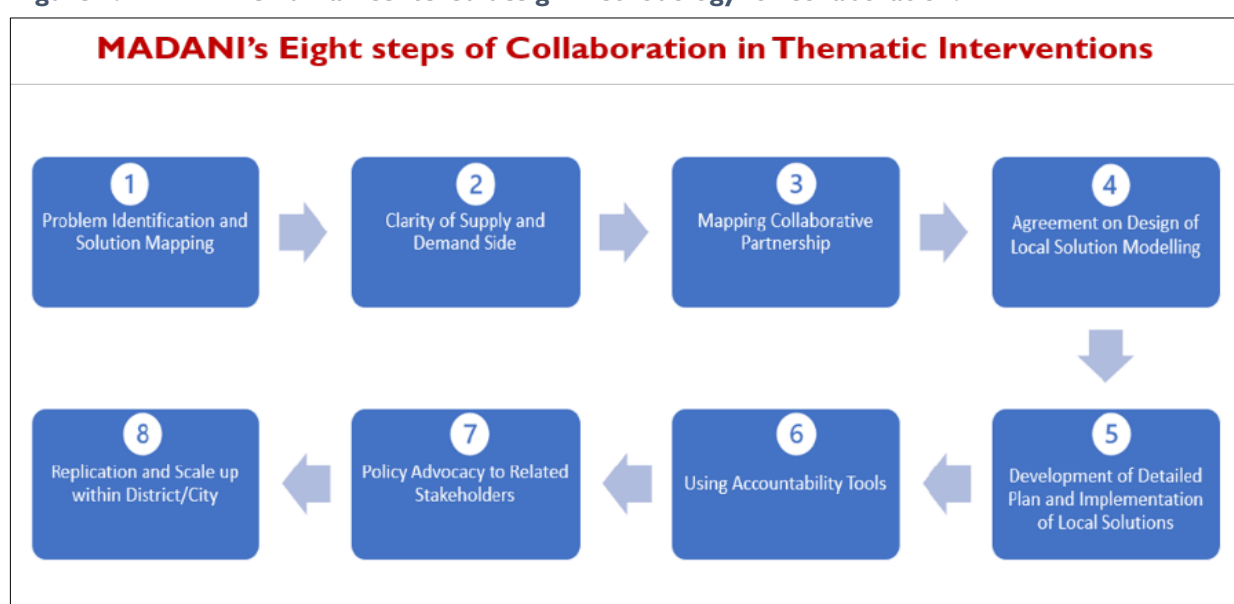
Thirty-two LP organizations receive TA through a pool of expert trainers, as well as financial assistance and support to organize Learning Forums. These multistakeholder Learning Forums build partnerships among CSOs, LGs, media and the private sector to strengthen CSOs' advocacy on government accountability and communal tolerance. This is done through a sequence of activities: establishing of Learning Forums, joint identification of priority issues, testing of approaches to address these issues and mobilizing stakeholders and networks in each district to carry out advocacy campaigns and provide policy recommendations. To support this process, MADANI is strengthening the organizational capacity of LPs and Learning Forums by providing tailored TA on a range of core capacity domains.

MADANI is pleased to present results and impacts during Q1 of FY 2022 that (1) increased advocacy for government accountability and communal tolerance, (2) improved collaboration and partnerships, (3) increased the impact of advocacy and policy recommendations, including the enabling environment, and (4) strengthened core organizational capacities of CSO partners. In addition, this report will provide an overview of how MADANI contributes to preventing democratic backsliding in Indonesia and how the project strengthens local voices and new CSO partners. The following sections review high-level outcomes in several areas of MADANI's work.

Advocating accountability and tolerance

Through data gathering, public consultations and advocacy, local CSO partners increase the demand for better service delivery and hold LGs accountable to make this happen. In each district, an LP facilitates a multistakeholder Learning Forum that implements a local Thematic Action Plan based on selected thematic issues: maternal and neonatal health (12 districts), frontline service improvements (10 districts), village fund transparency (seven districts), communal tolerance (two districts) and natural resource management (one district). Through a co-creation process, CSOs/Learning Forum members in each district develop innovative local solutions that address community-identified thematic challenges and a thematic action plan in collaboration with LG agencies, private sector representatives, frontline workers and end users. These demand-side solutions (described in more detail in the FY 2021 Annual Report) encourage supply-side reforms and provide concrete data and user-informed solutions that the Government can consider and adopt, with the ultimate aim to improve public services in the respective sectors. From the collaborative process, MADANI has developed eight steps for thematic action interventions, where LP CSOs and Learning Forums — in consultation with targeted stakeholders — take the lead in implementation. Figure 1 shows the eight steps; most LPs are now in stages 5 or 6.

Figure 1. MADANI's human-centered design methodology for collaboration.



In each step of the collaboration process, LPs use a participatory approach and co-design the interventions with various local actors to identify problems, map solutions and improve community awareness and engagement for a better quality of care.

Box 1. The Tasikmalaya district government, in partnership with civil society, delivers survey results and recommendations critical to maternal and child health (MCH) service improvements.

In November 2021, MADANI's local CSO forum in Tasikmalaya district (West Java), AKSARA and the District Health Office (DHO) delivered to selected community health centers (Puskesmas) the results and ensuing recommendations of a complaints survey on MCH services in the district. The survey is a milestone for Tasikmalaya, as it is the first time the DHO has worked with local CSOs to assess the service quality of frontline Puskesmas. As a result of the survey, Tasikmalaya's DHO will publish a Service Improvement Pledge (*Janji Perbaikan Layanan*) for MCH and schedule a meeting to brief the head of the Tasikmalaya government (*bupati*) to spur further action.

During Q1 of FY 2022, MADANI started implementing Thematic Action Plans and piloting local solutions. 27 out of 27 LPs have started piloting local solutions, while the remaining districts in West Kalimantan and Banten are in the final preparation phase. Box 1 shows an example of an LP from West Java implementing a new complaint-handling mechanism. Four districts use complaint-handling mechanisms, while other districts use community scorecards (22 districts), social audits (five districts) and citizen report cards (one district) to handle complaints. Another example of local solution implementation is in Brebes

(Central Java), where MADANI's partner and local DHO field-tested a new web-based complaint-handling system for maternal, newborn and child health care. Taking advantage of Atma Connect's social media platform, the new system will receive complaints related to basic service delivery and forward them to Brebes' DHO and selected Puskesmas for immediate response. If successful, the pilot will be replicated in other health centers in Brebes and possibly in other MADANI districts.

As a result of local solution implementation, LPs are starting to report improvements in service delivery, particularly in increasing access of various groups. For instance, Sabadesa in Sukabumi (West Java) is revitalizing the Adolescent Youth Service Health Post (*Posyandu Remaja*) and extending the reach of health services to young women. The regent has also recognized the program through a charter (*piagam*). In all 12 districts focusing on MCH, LPs are improving poor households' access to health facilities, including providing basic outreach and education on reproductive health, maternal nutrition and vaccination for newborns. Six LGs and private sector actors in pilot areas committed to supporting the scaling up of these local solutions. Another recognition of a MADANI partner's work is shown in Box 2, where a local solution developed by Learning Forum

Box 2. MADANI's lead CSO contributes to Palopo City winning the 2021 National Sanitation Award.

As part of the local solution on solid waste management, nonprofit organization Yayasan Bumi Sawerigading (MADANI's lead CSO partner in Palopo, South Sulawesi) and the Learning Forum developed a recycling program that turns organic waste into liquid fertilizer, compost and protein for animal feed using Black Soldier Fly biowaste treatment. Recognizing this innovation, the Palopo government included it in its submission for the National Community-Based Total Sanitation (*Sanitasi Total Berbasis Masyarakat*) Award issued by the Ministry of Health to recognize regions for improved sanitation and hygiene achievements. In October 2021, Palopo won the award under the sustainability category.



members has been recognized by the LG and has contributed to the city winning a national award.

On communal tolerance, MADANI's two CSO partners in the city of Bogor — LP Metamorfosis and district support partner (DSP) *Badan Sosial Lintas Agama (BSLA)* — have contributed to improving religious tolerance in the city. In 2015, the Setara Institute ranked Bogor 94th and last among all cities in Indonesia in terms of religious tolerance. In 2020, Bogor improved and ranked 67th. One of the indicators used by the Setara Institute related to civil society dynamics increased drastically between 2018 and 2020, which could be partly attributed to the work of MADANI's partner *BSLA* in 2020. Bogor now aims to become a Human Rights City (*Kota HAM*). LG agencies are working closely with various CSOs, including several of those in Learning Forums, to improve the human rights situation in the city.

To further accelerate the implementation of Thematic Action Plans, MADANI has prepared grants for four service providers in Q1. These grants will start to deliver TA in Q2 in the form of mentoring and coaching for LPs, focusing on MCH, frontline service improvements, village funds transparency and communal tolerance.

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