

Report on CoP internal consultation

Leveraging Technology: Digital Service Delivery in the COVID-19 Context and Future Directions

20 April 2021 3:00pm EAT
Zoom Meeting

Organization of the event

On April 20th, 2021 the Anglophone and Lusophone Community of Practice of Cash Transfer in Africa met online for an internal consultation on the theme “Leveraging Technology: Digital Service Delivery in the COVID-19 Context and Future Directions”.

The results from the consultation have been presented by CoP and Steering Committee Member Mme Winnie Mwasiaji, Kenya Representative, at the Partnership for Economic Inclusion (PEI) Global Learning Event which took place 27-29 April, 2021, during the session “Leveraging technology: Digital service delivery in COVID-19 context and future directions”. This session, online on Thursday April 29th, explored the potential to leverage technology and digital solutions to deliver EI components, especially in the COVID-19 context.

Prior to the internal consultation, the facilitation team sent a *Save the Date* and a formal invitation to all Anglophone and Lusophone CoP Members, as well the Francophone CoP members, who were invited to participate to the event and interact through simultaneous translation. More than 15 African countries participated to the event.

During the one hour and fifty minutes consultation, Nigeria Representative M. Iorwa Apera moderated the session, proposing different topics and questions to the panelists, which unpacked the issues related to technology and economic inclusion in Africa. The panel was composed by the he CoP Steering Committee members: Ghana Representative Mr. Mawutor Kwaku Ablo, and The Gambia Representative Mr. Malang Fofana as well as Mr. Titus Oduma from Uganda and Mme Winnie Mwasiaji from Kenya. The discussion was then opened to all participants and representatives for their inputs on the questions. During the entire event, simultaneous interpretation in French and Portuguese was provided.

Topics of discussion

Economic Inclusion Landscape Survey shows that more than 50 percent of programs globally use digital technologies to Beneficiary Enrolment and Monitoring and overall Program Management and Monitoring. Additionally, 15% of the programs use technology to deliver payments and grants. However, COVID-19 brought a new sense of urgency on how to customize and deliver the key economic inclusion components in response to the disruptions caused by the pandemic.

The consultation explored the potential to leverage technology and digital solutions to deliver human resource intensive components such as training and coaching, innovative mechanism to deliver payments and perform operational research.

In particular, the discussion focused on:

- The impact of COVID-19 on program delivery/implementation of social protection programs

- How technology can help scale the Economic Inclusion programs
- The level of Digitalization in Government social protection policies
- Technology penetration in the countries
- How the current skill set of program beneficiaries impact the use of technology
- The Challenges of Delivering Interventions in Rural vs Urban Areas
- Finding technical partners who can support digital delivery