

Closure Stage Quality Assurance Report

Overall Project Rating:	Needs Improvement (The lessons learned report is required for all projects. See question 25)
Project Number :	00092594
Project Title :	Esta iniciativa pretende contribuir a la implementación de los programas del Servicio Nacional de la Mujer (SERNAM) en las áreas de violencia contra las mujeres, y mujer y trabajo.
Project Date :	01-Jan-2016

Strategic	Quality Rating: Satisfactory
-----------	------------------------------

1. Did the project pro-actively take advantage of new opportunities and adapt its theory of change to respond to changes in the development context, including changing national priorities? (select the option from 1-3 which best reflects this project)

- ☐ 3: The project team regularly completed and documented a comprehensive horizon scanning exercise to identify new opportunities and changes in the development context that required adjustments in the theory of change. There is clear evidence that the project board considered the scanning and its implications, and documented changes to the project's RRF, partnerships, etc. made in response, as appropriate. (both must be true to select this option)
- ☒ 2: *The project team has undertaken some horizon scanning over the life of the project to identify new opportunities and changes in the development context. The project board discussed the scanning and its implications for the project, as reflected in the board minutes. There is some evidence that the project took action as a result, but changes may not have been fully integrated in the project's theory of change, RRF, partnerships, etc. (all must be true to select this option)*
- ☐ 1: The project team may have considered new opportunities and changes in the development context since implementation began, but this has not been discussed in the project board. There is limited to no evidence that the project team has considered changes to the project as a result. This option should also be selected if no horizon scanning took place during project implementation.

Evidence

A
inicios de 2018 hubo un cambio de Gobierno y con ello cambiaron en alguna medida las prioridades del país. Además, a fines de 2017 hubo elecciones parlamentarias en las que por primera vez se aplicó un mecanismo de cuotas. Si bien no se modificó la teoría de cambio, si hubo una readecuación de las prioridades del proyecto, que se encontraba en última fase de ejecución, de manera que el trabajo previsto con partidos políticos adquirió mayor prioridad, a la vez que se acordó no continuar con el trabajo de coordinación regional de los programas de SERNAM.

2. Was the project aligned with the thematic focus of the Strategic Plan? (select the option from 1-3 that best reflects the project)

- ☐ 3: The project responded to one of the three areas of development [work](#) as specified in the Strategic Plan. It addressed at least one of the proposed new and emerging [areas](#) and implementation was consistent with the issues-based analysis incorporated into the project. The project's RRF included all the relevant SP output indicators. (all must be true to select this option)
- ☒ 2: *The project responded to one of the three areas of development [work](#) as specified in the Strategic Plan. The project's RRF included at least one SP output indicator, if relevant. (both must be true to select this option)*
- ☐ 1: While the project may have responded to one of the three areas of development [work](#) as specified in the Strategic Plan, it was based on a sectoral approach without addressing the complexity of the development issue. None of the relevant SP indicators were included in the project's RRF. This option is also selected if the project did not respond to any of the three SP areas of development work.

Evidence

El proyecto responde al área de gobernabilidad democrática inclusiva y efectiva. Es coherente y consistente con el Plan Estratégico en el efecto de "Erradicar la pobreza en todas sus formas y dimensiones" y con el producto 1.6 "Medidas implementadas para prevenir y responder contra la violencia sexual y de género contra las mujeres".

3. Evidence generated through the project was explicitly used to confirm or adjust the programme/CPD's theory of change during implementation.

- ☒ Yes
- ☐ No

Evidence

La evidencia generada durante la implementación del proyecto confirma la teoría de cambio del proyecto/programa.

Relevant

Quality Rating: Satisfactory

4. Were the project's targeted groups systematically identified and engaged, with a priority focus on the excluded and marginalized, to ensure the project remained relevant for them? (select the option from 1-3 that best reflects the project)

- ☐ 3: Systematic and structured feedback was collected regularly from a representative sample of beneficiaries, with a priority focus on the excluded and marginalized, as part of the project's monitoring system. Representatives from the targeted group were active members of the project's governance mechanism (i.e., project board or equivalent) and there is credible evidence that their feedback informed decision making. (all must be true to select this option)
- ☒ 2: Targeted groups were engaged in implementation and monitoring, with a priority focus on the excluded and marginalized. Beneficiary feedback, which may be anecdotal, was collected regularly to ensure the project addressed local priorities. This information was used to inform project decision making. (all must be true to select this option)
- ☐ 1: Some beneficiary feedback may have been collected, but this information did not inform project decision making. This option should also be selected if no beneficiary feedback was collected.
- ☐ Not Applicable

Evidence

El grupo objetivo de este proyecto ha sido los y las funcionarias públicas que implementan los programas de empleabilidad y de atención en violencia contra las mujeres del Servicio Nacional de la Mujer. A ellos se les han aplicado encuestas para conocer sus evaluaciones y sus recomendaciones respecto de las actividades desarrolladas. Se adjuntan informes.

5. Did the project generate knowledge, particularly lessons learned (i.e., what has worked and what has not) – and has this knowledge informed management decisions and changes/course corrections to ensure the continued relevance of the project towards its stated objectives, the quality of its outputs and the management of risk? (select the option from 1-3 that best reflects the project)

☐ 3: Knowledge and lessons learned (gained, for example, from Peer Assists, After Action Reviews or Lessons Learned Workshops) backed by credible evidence from evaluation, analysis and monitoring were regularly discussed in project board meetings and reflected in the minutes. There is clear evidence that the project's theory of change was adjusted, as needed, and changes were made to the project to ensure its continued relevance. (both must be true to select this option)

☒ 2: *Knowledge and lessons learned backed by relatively limited evidence, drawn mainly from within the project, were considered by the project team. There is some evidence that changes were made to the project as a result to ensure its continued relevance. (both must be true to select this option)*

☐ 1: There is limited or no evidence that knowledge and lessons learned were collected by the project team. There is little or no evidence that this informed project decision making.

Evidence

AI
finalizar cada una de las acciones de fortalecimiento de capacidades se han elaborado informes que han sido compartidos con el Servicio Nacional de la Mujer y discutido en reuniones. Estos informes han servido como insumos para el trabajo de cada uno de los programas, pero no se ha documentado las decisiones que se han tomado a partir de ellos. Se adjunta informe.

6. Were the project's special measures (through outputs, activities, indicators) to address gender inequalities and empower women relevant and produce the intended effect? If not, were evidence-based adjustments and changes made? (select the option from 1-3 that best reflects the project)

☒ 3: *The project team systematically gathered data and evidence on the relevance of the special measures in addressing gender inequalities and empowering women. Analysis of data and evidence were used to inform adjustments and changes, as appropriate. (both must be true to select this option)*

☐ 2: The project team had some data and evidence on the relevance of the special measures in addressing gender inequalities and empowering women. There is evidence that at least some adjustments made, as appropriate. (both must be true to select this option)

☐ 1: The project team had limited or no evidence on the relevance of the special measures in addressing gender inequalities and empowering women. No evidence that adjustments and/or changes were made, as appropriate. This option should also be selected if the project had no special measures in addressing gender inequalities and empowering women relevant to project results and activities.

Evidence

Este
es un proyecto de género, cuyo objetivo principal es el fortalecimiento de las capacidades del Servicio Nacional de la Mujer para avanzar hacia la igualdad de género, por lo que todas las acciones realizadas y la información generada apuntan en ese sentido.

7. Was the project sufficiently at scale, or is there potential to scale up in the future, to meaningfully contribute to development change? (select the option from 1-3 that best reflects the project)

☐ 3: There is credible evidence that the project reached a sufficient number of beneficiaries (either directly through significant coverage of target groups, or indirectly, through policy change) to meaningfully contribute to development change.

☐ 2: While the project was not considered at scale, there are explicit plans in place to scale up the initiative in the future (e.g. by extending its coverage in a second phase or using project results to advocate for policy change).

☒ 1: *The project was not at scale, and there are no plans currently to scale up the initiative in the future.*

Evidence

Se han desarrollado conversaciones con el Ministerio de la Mujer y el Servicio Nacional de la Mujer en la perspectiva de dar continuidad a este proyecto y seguir trabajando en el apoyo al mejoramiento de la implementación de las políticas de género que se impulsan en el país.

Social & Environmental Standards

Quality Rating: Satisfactory

8. Did the project seek to further the realization of human rights using a human rights-based approach? (select the option from 1-3 that best reflects the project)

- ☐ 3: There is credible evidence that the project aimed to further the realization of human rights, on the basis of applying a human rights based approach. Any potential adverse impacts on enjoyment of human rights were actively identified, managed and mitigated through the project's management of risks. (all must be true to select this option)
- ☒ 2: *There is some evidence that the project aimed to further the realization of human rights. Potential adverse impacts on the enjoyment of human rights were identified and adequately mitigated through the project's management of risks. (both must be true to select this option)*
- ☐ 1: There is no evidence that the project aimed to further the realization of human rights. There is limited to no evidence that potential adverse impacts on the enjoyment of human rights were managed.

Evidence

El proyecto, tal como consta en el documento de proyecto, ha considerado un enfoque de Derechos Humanos, en la medida que lo que busca es asegurar el pleno ejercicio de derechos de las mujeres, especialmente en lo referido al derecho al trabajo, a elegir y ser elegida y el derecho a una vida libre de violencia.

9. Were social and environmental impacts and risks (including those related to human rights, gender and environment) successfully managed and monitored in accordance with the project document and relevant action plans? (for projects that have no social and environmental risks the answer is "Yes")

- ☒ Yes
- ☐ No

Evidence

El proyecto no tiene riesgos sociales o ambientales.

10. Were any unanticipated social and environmental issues or grievances that arose during implementation assessed and adequately managed, with relevant management plans updated? (for projects that did not experience unanticipated social and environmental risks or grievances the answer is "Yes")

- ☒ Yes

☐ No

Evidence

Durante el transcurso del proyecto no se han experimentado riesgos o quejas sociales o ambientales.

Management & Monitoring

Quality Rating: Satisfactory

11. Was the project's M&E Plan adequately implemented? (select the option from 1-3 that best reflects the project)

☐ 3: Progress data against indicators in the project's RRF was reported regularly using highly credible data sources and collected according to the frequency stated in the project's M&E plan, including sex disaggregated data as relevant. Evaluations, if conducted, fully met decentralized evaluation standards, including gender UNEG standards, and management responses were fully implemented. Lessons learned, including during evaluations, were used to take corrective actions when necessary. (all must be true to select this option)

☒ 2: *Progress data against indicators in the project's RRF was collected on a regular basis, although there may have been some slippage in following the frequency stated in the project's M&E plan and data sources were not always reliable. Any evaluations conducted meet most decentralized evaluation standards; management responses were fully implemented to the extent possible. Lessons learned have been captured but not used to take collective actions. (all must be true to select this option)*

☐ 1: Progress data either was not collected against the indicators in the project's RRF, or limited data was collected but not regularly; evaluations did not meet decentralized evaluation standards; and/or lessons learned were rarely captured and used.

Evidence

Se realizó un permanente seguimiento del proyecto que resultó en una modificación del plan inicial en función de las prioridades nacionales para el año 2018. Esto se concretó con una revisión sustantiva que ajustaron el plan de seguimiento y evaluación definido inicialmente.

12. Did the project's governance mechanism (i.e., the project board or equivalent) function as intended? (select the option from 1-3 that best reflects the project)

☐ The project's governance mechanism operated very well, and is a model for other projects. It met in the agreed frequency stated in the project document and the minutes of the meetings are all on file. There was regular (at least annual) progress reporting to the project board or equivalent on results, risks and opportunities. It is clear that the project board explicitly reviewed and used evidence, including progress data, knowledge, lessons and evaluations, as the basis for informing management decisions (e.g., change in strategy, approach, work plan.) (all must be true to select this option)

☒ *The project's governance mechanism met in the agreed frequency and minutes of the meeting are on file. A project progress report was submitted to the project board or equivalent at least once per year, covering results, risks and opportunities. (both must be true to select this option)*

☐ The project's governance mechanism did not meet in the frequency stated in the project document, and/or the project board or equivalent did not function as a decision making body for the project as intended.

Evidence

El Comité Directivo del proyecto se ha reunido según lo acordado, y se han compartido los informes del mismo para aprobación de

los
integrantes.

13. Were risks to the project adequately monitored and managed? (select the option from 1-3 that best reflects the project)

- ☐ 3: The project actively monitored risks every quarter including consulting with key stakeholders at least annually to identify continuing and emerging risks to project implementation and to assess if the main assumptions remain valid. There is clear evidence that relevant management plans and mitigating measures were fully implemented to address each key project risk, and some evidence that risk mitigation has benefitted performance. (all must be true to select this option)
- ☒ 2: *The project monitored risks every quarter, as evidenced by a regularly updated risk log. Some updates were made to management plans and mitigation measures. (both must be true to select this option)*
- ☐ 1: The risk log was not updated every quarter as required. There may be some evidence that the project monitored risks that could have affected the project's achievement of results, but there is no explicit evidence that management actions were taken to mitigate risks. The project's performance was disrupted by factors that could have been anticipated or managed.

Evidence

Se
ha hecho un monitoreo permanente de los riesgos del proyecto
con actores clave y se han incorporado los cambios necesarios.
véase informe
anual.

Efficient

Quality Rating: Satisfactory

14. Adequate resources were mobilized to achieve intended results. If not, management decisions were taken to adjust expected results in the project's results framework.

- ☒ Yes
- ☐ No

Evidence

La
contraparte nacional del proyecto sumó USD\$90,297 a la
iniciativa (revisión sustantiva) con el fin de cumplir con
los productos
planificados

15. Were project inputs procured and delivered on time to efficiently contribute to results? (select the option from 1-3 that best reflects the project)

- ☐ 3: The project had a procurement plan and kept it updated. Implementation of the plan was generally on or ahead of schedule. On a quarterly basis, the project reviewed operational bottlenecks to procuring inputs in a timely manner and addressed them through appropriate management actions. (all must be true to select this option)
- ☒ 2: *The project had a procurement plan and kept it updated. The project annually reviewed operational bottlenecks to procuring inputs in a timely manner and addressed them through appropriate management actions. (all must be true to select this option)*
- ☐ 1: The project did not have an updated procurement plan. The project team may have reviewed operational bottlenecks to procuring inputs regularly, however management actions were not taken to address them. This option is also selected if operational bottlenecks were not reviewed during the project in a timely manner.

Evidence

Plan
de adquisiciones actualizado por año de
ejecución.

16. Was there regular monitoring and recording of cost efficiencies, taking into account the expected quality of results? (select the option from 1-3 that best reflects the project)

- ☐ 3: There is evidence that the project regularly reviewed costs against relevant comparators (e.g., other projects or country offices) or industry benchmarks to ensure the project maximized results delivered with given resources. The project actively coordinated with other relevant ongoing projects and initiatives (UNDP or other) to ensure complementarity and sought efficiencies wherever possible (e.g. joint activities.) (both must be true to select this option)
- ☒ 2: *The project monitored its own costs and gave anecdotal examples of cost efficiencies (e.g., spending less to get the same result,) but there was no systematic analysis of costs and no link to the expected quality of results delivered. The project communicated with a few other projects to coordinate activities. (both must be true to select this option)*
- ☐ 1: There is little or no evidence that the project monitored its own costs and considered ways to save money beyond following standard procurement rules. It is not clear that the link between cost savings and quality of results was made.

Evidence

EI
proyecto aseguró la eficiencia en el uso de los recursos y
realizó un seguimiento de los mismos reflejados en el informe
anual del proyecto. Los procesos de adquisición y contratación
de PNUD facilitaron el uso de los recursos de forma eficiente
y eficaz

Effective

Quality Rating: Satisfactory

17. Is there evidence that project outputs contributed to the achievement of programme outcomes?

- ☒ Yes
- ☐ No

Evidence

A
partir de los productos desarrollados en el marco del proyecto
se contribuyó a fortalecer las capacidades de los equipos que
implementan a lo largo de todo el país los programas del
SERNAM referidos a la atención de mujeres que sufren violencia
intrafamiliar y aquellos que promueven la autonomía económica
de las mujeres, utilizando una estrategia de articulación a
nivel regional. Con ello, se ha contribuido a su vez al
resultado del programa país referido al fortalecimiento de las
capacidades de los organismos públicos para la implementación
de políticas sociales que reduzcan las desigualdades desde un
enfoque de
derechos.

18. The project delivered its expected outputs.

☒ Yes

☐ No

Evidence

El proyecto cumplió con la entrega de los productos comprometidos en el plazos establecidos.

19. Were there regular reviews of the work plan to ensure that the project was on track to achieve the desired results, and to inform course corrections if needed? (select the option from 1-3 that best reflects the project)

☐ 3: Quarterly progress data informed regular reviews of the project work plan to ensure that the activities implemented were most likely to achieve the desired results. There is evidence that data and lessons learned (including from evaluations) were used to inform course corrections, as needed. (both must be true to select this option)

☒ 2: *There was at least one review of the work plan each year with a view to assessing if project activities were on track to achieving the desired development results (i.e., outputs.) There is no evidence that data or lessons learned were used to inform the review(s).*

☐ 1: While the project team may have reviewed the work plan at least once per year to ensure outputs were delivered on time, no link was made to the delivery of desired development results. Select this option also if no regular review of the work plan by management took place.

Evidence

Plan anual revisado periódicamente

20. Were the intended targeted groups systematically identified and engaged, prioritizing the marginalized and excluded, to ensure results were achieved as expected? (select the option from 1-3 that best reflects the project)

☐ 3: Targeted groups were systematically identified using credible data sources on their capacity needs, deprivation and/or exclusion from development opportunities relevant to the project's area of work. There is clear evidence to confirm that targeted groups were reached as intended. The project engaged regularly with targeted groups to assess whether they benefitted as expected and adjustments were made if necessary to refine targeting. (all must be true to select this option)

☒ 2: *The project targeted specific groups and/or geographic areas, based on some evidence of their capacity needs, deprivation and/or exclusion from development opportunities relevant to the project's area of work. Some evidence is provided to confirm that project beneficiaries were members of the targeted groups. There was some engagement with beneficiaries to assess whether they benefitted as expected. (all must be true to select this option)*

☐ 1: The project did not report on specific targeted groups, or there is no evidence to confirm that project beneficiaries have capacity needs or are populations deprived and/or excluded from development opportunities relevant to the project's area of work. There may have been some engagement with beneficiaries to assess whether they benefitted as expected, but not regularly.

☐ Not Applicable

Evidence

Los beneficiarios directos son los y las funcionarios que implementan las políticas públicas dirigidas a las mujeres, de los centros de atención y casas de acogida para mujeres que sufren violencia y de los programas que promueven su autonomía económica a lo largo de todo el país. A través de esos programas se llega a las mujeres más vulnerables. El trabajo de fortalecimiento de capacidades apuntó justamente a buscar

la mejor manera de responder a las necesidades de las mujeres.

21. Were at least 40 per cent of the personnel hired by the project, regardless of contract type, female?

- ☒ Yes
- ☐ No

Evidence

El cargo de coordinadora (SC) es mujer. Todos los contratos IC del proyecto han sido adjudicados a mujeres.

Sustainability & National Ownership

Quality Rating: Needs Improvement

22. Were stakeholders and partners fully engaged in the decision-making, implementation and monitoring of the project? (select the option from 1-3 that best reflects the project)

- ☐ 3: Only national systems (i.e., procurement, monitoring, evaluation, etc.) were to fully implement and monitor the project. All relevant stakeholders and partners were fully and actively engaged in the process, playing a lead role in project decision-making, implementation and monitoring. (all must be true to select this option)
- ☐ 2: National systems (i.e., procurement, monitoring, evaluation, etc.) were used in combination with other support (such as country office support or project systems) to implement and monitor the project, as needed. All relevant stakeholders and partners were actively engaged in the process, playing an active role in project decision-making, implementation and monitoring. (both must be true to select this option)
- ☐ 1: There was relatively limited or no engagement with national stakeholders and partners in the decision-making, implementation and/or monitoring of the project.
- ☐ Not Applicable

Evidence

El equipo de mujer y trabajo y el equipo de violencia contra la mujer del Servicio Nacional de la Mujer, y el Ministerio de la Mujer y la Equidad de Género, participaron activamente en las definiciones conceptuales, estratégicas y en la implementación del proyecto. El proyecto se implementó bajo modalidad "DIM".

23. Were there regular monitoring of changes in capacities and performance of institutions and systems, and were the implementation arrangements adjusted according to changes in partner capacities? (select the option from 1-3 that best reflects the project)

- ☐ 3: Changes in capacities and performance of national institutions and systems were regularly and comprehensively assessed/monitored using clear indicators, rigorous methods of data collection and credible data sources. There is clear evidence that capacities and performance of national institutions and systems improved by the end of the project, if applicable. Implementation arrangements were formally reviewed and adjusted, if needed, in agreement with partners according to changes in partner capacities. (all must be true to select this option)

☒ 2: Aspects of changes in capacities and performance of relevant national institutions and systems were monitored by the project using indicators and reasonably credible data sources. There is limited evidence that capacities and performance of national institutions and systems improved by the end of the project, if applicable. Some adjustment was made to implementation arrangements if needed to reflect changes in partner capacities. (all must be true to select this option)

☐ 1: Some aspects of changes in capacities and performance of relevant national institutions and systems may have been monitored by the project, however changes to implementation arrangements were not considered. Also select this option if changes in capacities and performance of relevant national institutions and systems were not monitored by the project.

☐ Not Applicable

Evidence

El proyecto generó capacidades en todos los equipos (abogadas/os, duplas sicosociales y monitoras) que trabajan en los centros de atención y casas de acogida para las mujeres que sufren violencia intrafamiliar. También fortaleció las capacidades de los equipos de los programas de emprendimiento y empleabilidad de mujeres para mejorar el trabajo realizado. Asimismo, apoyó al equipo del nivel central del área mujer y trabajo para promover el trabajo que hacen con las empresas con miras a asegurar la igualdad de género en ellas.

24. Were the transition and phase-out arrangements implemented as planned by the end of the project, taking into account any adjustments made to the plan during implementation? (select the option from 1-3 that best reflects the project)

☐ 3: The project's governance mechanism regularly reviewed the project's sustainability plan, including arrangements for transition and phase-out, to ensure the project remained on track in meeting the requirements set out by the plan. The plan was implemented as planned by the end of the project, taking into account any adjustments made during implementation. (both must be true to select this option)

☐ 2: There was a review of the project's sustainability plan, including arrangements for transition and phase-out, to ensure the project remained on track in meeting the requirements set out by the plan. The plan was implemented by the end of the project, taking into account any adjustments made during implementation. (both must be true to select this option)

☒ 1: The project may have had a sustainability plan that specified arrangements for transition and phase-out, but there was no review of this strategy after it was developed. Also select this option if the project did not have a sustainability strategy.

Evidence

El proyecto realizó una revisión sustantiva para adecuar el marco y darle continuidad al proyecto en 2018 y así finalizar con los objetivos del proyecto y asegurarse que las capacidades quedaran instaladas en la institución

25. Please upload the final lessons learned report that was produced for this project.

Summary/Final Project Board Comments: