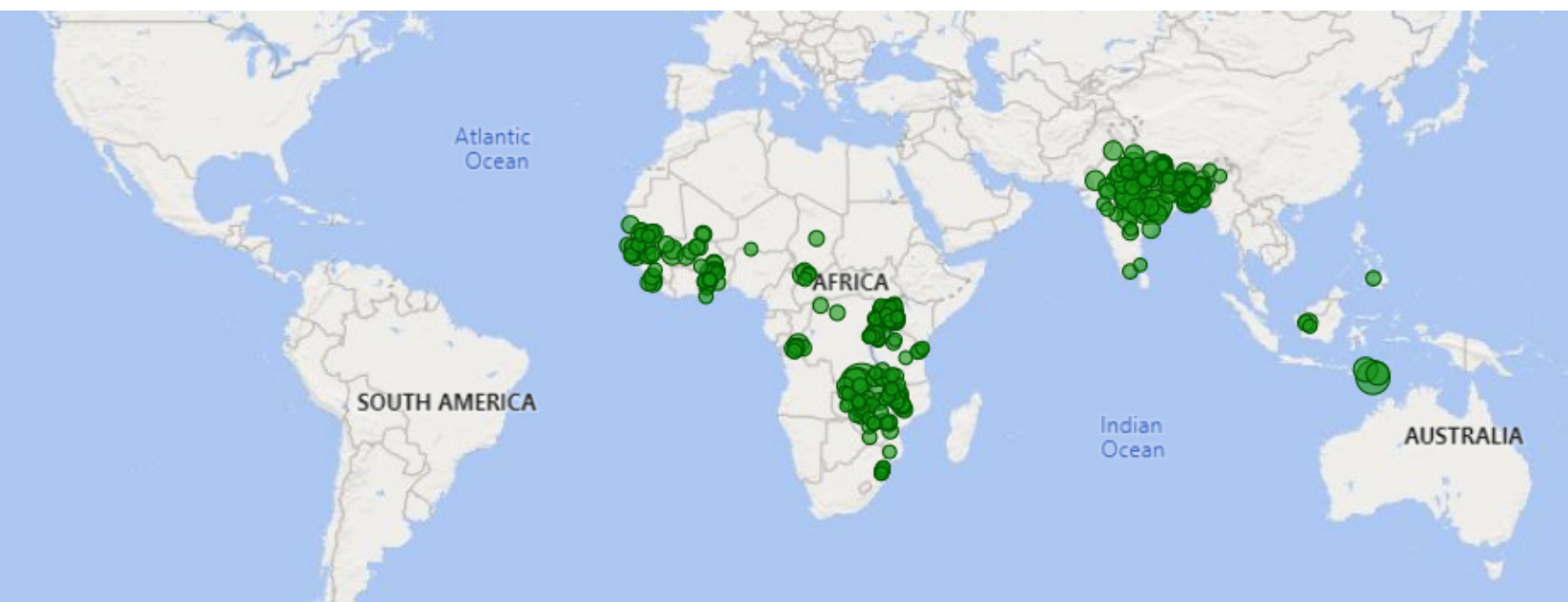


## Citizen Voice and Action Database in PowerBI Introductory brief



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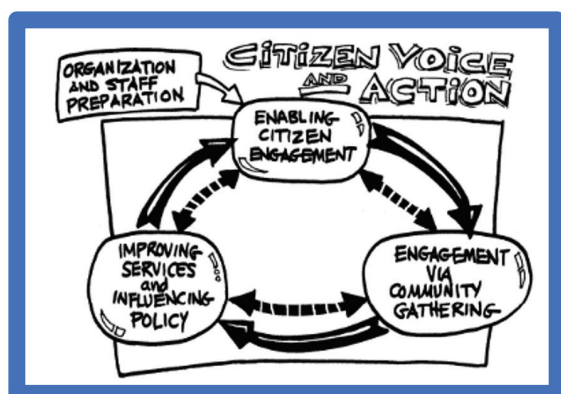
## What is the CVA database and Mobile application?

The Citizen Voice and Action (CVA) Database and its accompanying mobile application are global digital solutions that capture the data from the social accountability process of CVA, including the monitoring of service standards (mini-social audits), community score-cards and community action plans. They are currently over 17 countries on-boarded onto the CVA database with over **5,000 facilities** and **12,000 community score-cards** done and tracking over **13,500 community actions** for implementation.

## Why the PowerBI Dashboards?

The CVA database PowerBI Dashboards therefore provide a more comprehensive, visually rich, flexible analytics and dashboards that can reveal patterns of public service challenges e.g. in health care, education, child protection, social protection, Livelihoods and WASH that are not only useful in engagements with governments at subnational and national level, but we believe can help inform strategic decisions and program interventions. The Power BI dashboards can be access through this [link](#)

## How the dashboards can be of use to different teams across World Vision & Partners



CVA is World Vision's social accountability methodology implemented in over 50 countries and over 630 programmes. The approach empowers communities to monitor the performance of local governments in providing essential services like health care, education, child and social protection at the local levels and in rural, urban and fragile contexts. Through CVA, communities learn what their rights are, how to analyse the gaps in their services and to provide feedback, as well as prioritise the changes they want to see in their services.

While a number of improvements happen at the local level, some reforms require changes at subnational and national level.

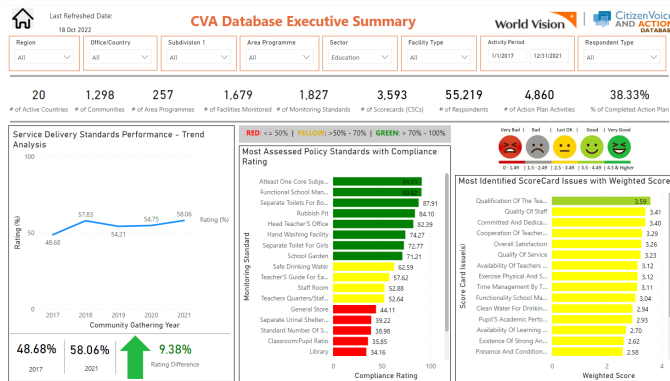
Influencing the decisions of policy makers and duty bearers at high levels can be significantly helped through compelling evidence. CVA generates **volumes and volumes of original, powerful, community driven and citizen generated data**. When brought together in the CVA database, and analysed through PowerBI, help provide patterns and insights on service delivery at local level.

These insights provide evidence for advocates policy discussions with government and other stakeholders. In addition, they can also help inform technical and programmers discussions, grant applications and programme monitoring.

<sup>1</sup> Can be accessed via <https://wvcva.org> using an administrator provided username and password

<sup>2</sup> Can be accessed via a mobile device at <https://wvcva.org/mobile> using your CVA database log in credentials

## 1 Critical gaps in service delivery

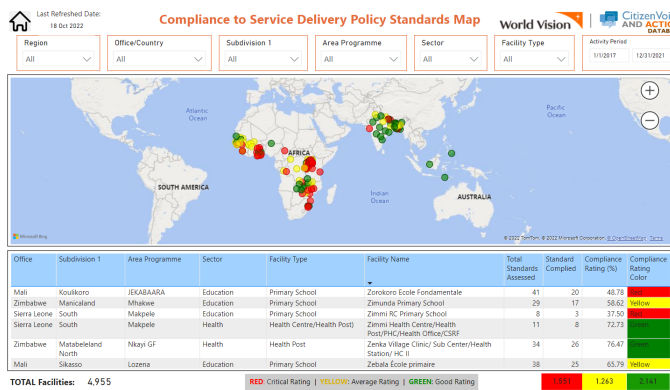


The Database dashboards can reveal critical gaps on service delivery such as consistent lack of medicines at Health centers, understaffed teachers or poor infrastructure.

These service gaps can be a pointer to advocacy priorities for engagement or opportunity to tailor our programmatic interventions to the area of need.

For example, in the period of 2017-2021 data from 15 countries and over 50,000 respondents (Boys, Girls, men, youth etc) in-regards to Education service delivery performance, policy standards such as functional school managements committees, at least 1 Core subject text book available to a teacher performed favorably in-terms of compliance. However, they were critical gaps in-regards lack of proper buildings & infrastructure, over congestion in classrooms among others. From the community score-cards, the majority of respondents were very dissatisfied with availability of midday meals in school, access to WASH services, availability of text books for pupils among others.

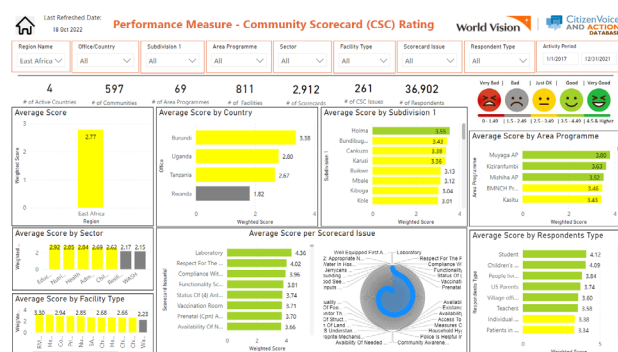
## 2 Geographic differences in service performance



The Database dashboards can also highlight geographic differences in service performance. These differences may be attributable to differences in management practices, political differences, blockages in regional supply chains or contextual factors such as conflict or environmental barriers. Differences might also indicate corruption.

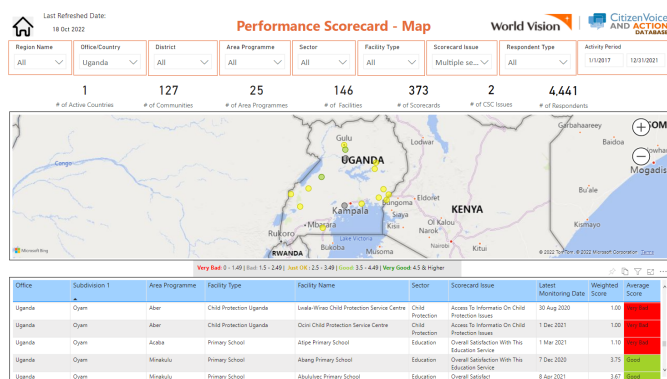
For example, in the Health heat map that rates overall Health Sector policy standard performance across the regions, it can be noted that critical areas in red seem to be more highlighted in the East & Southern African regions compared to say the Asia Pacific area

## 3 People's feedback on satisfaction with public services



The Database dashboards also disaggregate and visualize voices emanating from the score-card process that helps highlight opinion and feedback on assessment of public services bringing forth areas where target groups such as women, youth etc are most dissatisfied with or those they are happy with. Advocates can use this to identify the areas of service delivery in which communities and government can partner or respond to issues raised in-regards to our programmatic interventions.

## 4 Comparison of feedback from vulnerable groups



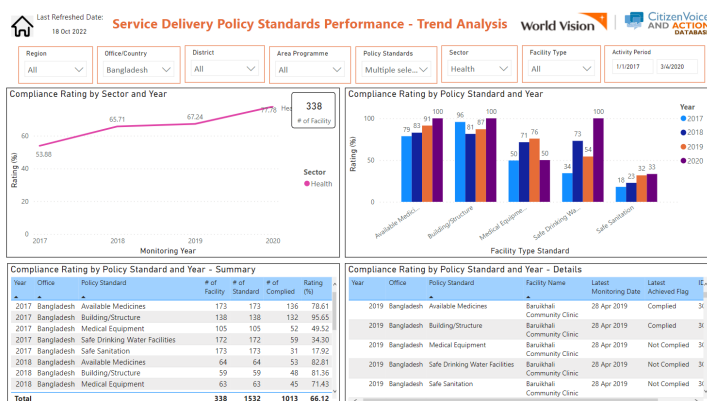
One of the most important features of the SDGs is their promise to 'leave no one behind'. However, traditional, aggregated statistics from government sources tend to neglect the opinions and priorities of the most vulnerable groups.

The Database dashboards can help to fill in some of the gaps in understanding about whether services are reaching those who are traditionally 'left behind' in development processes or highlight specific issues affecting marginalized

groups such as children with disabilities, pregnant youth among others. These pointers help further research or greater investment.

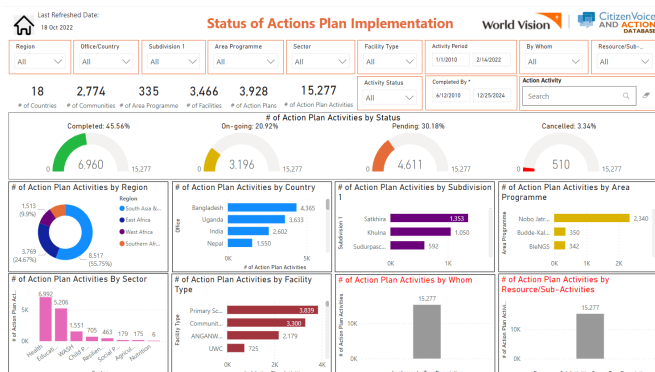
For example, considering responses from over 4,000 respondents (Boys, girls, Children with disabilities) in Uganda from 2017-2021 in-regards to access of essential services such as health Care, Education etc. by children with disability, it was insightful to note that most feedback from the north and western part of the country was more favorable compared to those in the Central region such as Rakai & Mpigi. This could be attributed to a high number of non-state actors such as INGOs, CBOs, Refuge Response that have implemented various interventions in collaboration with government to address these gaps compared to the central & south eastern regions.

## 5 Service Delivery Trends Over time



It is possible that CVA practice over time may help to illustrate changing opinions amongst communities with respect to the quality-of-service delivery. Ideally, service delivery will improve over the course of an AP's life; however, it could also reflect a deterioration in service delivery, which could indicate how other changes in government, context, or reforms – such as decentralization, political party transitions, changing policy frameworks, and budgetary changes – could have an impact on public opinion. The database Dashboards have the potential to serve as a useful barometer for the success of government reforms such as these.

## 6 Community Action plan tracking



The database dashboards highlight & track community actions as well as government & other stake-holder commitments in-regards to addressing identified service gaps and contribution to the desired impact.

This barometer is a good indication in holding all stakeholders accountable and for identifying which areas may require more support / intervention in realizing their desired outcome.



## CVA MOBILE APPLICATION

horizon  
charting our course

World Vision

CitizenVoice  
AND ACTION  
DATABASE

Username \*  
edgarKisembo

Password \*  
.....

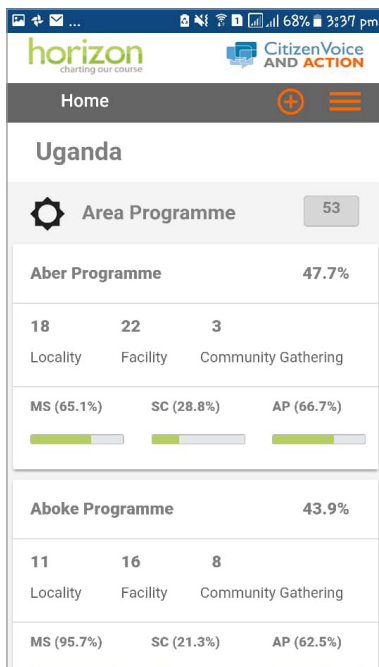
Offline Online

LOGIN

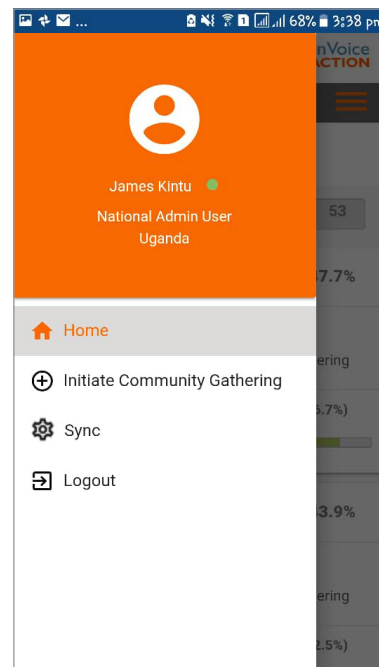
[Forgot Password?](#)

- Majority of CVA activities take place at local/ community level with limited or no internet access
- The mobile application was developed to enable end users to collect & analyze data in both
- Can be accessed & installed through chrome, Firefox, MS edge or Samsung/google browser on your android smart phone. Add link to your Home screen.
- User access & country profile setup happens on the parent site.
- App can be used both in online & offline mode
- If working offline, your expected to sync data periodically for your information to reflect online.

## Country Dashboard



## User profile & Menus





## Data Entry...

horizon charting our course CitizenVoice AND ACTION

< Facility

Aber Health Centre II

Action Items 06 0(0%)  
Pending Completed

Village Health Post/ Sub Center/Health Station/ HC II **Initiate**

Community Gathering 01

Aber Health Centre II  
Meeting Date - Mar 12, 2015 41.1% >

horizon charting our course CitizenVoice AND ACTION

< Community Gathering

Legend

Aber Health Centre II 0% ^

Facilitator

Monitoring Standards 0% >

Score Card 0% >

Action Plan 0% >

## Data Entry continued...

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< Monitoring Standards

Monitoring Standard Date \*  
12/4/2018

Section \*  
Staffing

Count 0 / 4

1. Enrolled nurses  
Standard: 2  
Actual   
Remarks

CANCEL SAVE

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< Score Cards

respondents ^  
Girls

+Add New Respondent

Section \*  
Performance measures from group

Count 0 / 13

1.relationship between health facility staff are patient and friendly.

Very Bad 😞 5  
Bad 😞 9  
Just OK 😊

CANCEL SAVE

## Data Entry –action plans...

The screenshot shows the 'Add Action Item' form in the Horizon app. The form is titled 'Add Action Item' and contains the following fields:

- Activity:** Construction
- By When:** 8/16/2019 (with a calendar icon)
- By Whom:** District office (with a close icon)
- Resources/Sub-Activities:** Fundrising (with a close icon)

At the bottom of the form are two buttons: 'CANCEL' and 'SAVE'.

## Sync process

The screenshot shows the 'Sync' screen in the Horizon app. The screen has a header with the title 'Sync' and a back arrow. Below the header is a section titled 'Area Programme' with a dropdown menu showing 'Aboke'. At the bottom of the screen is a large blue button labeled 'SYNC'.