



Ethiopia Social Accountability Program (ESAP3)

Grant Agreement [TFoA9293]

Progress Report Project Year 2, Quarter 3
July – September 2020



ESAP



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List of Acronyms

ACSOT	Alliance of Civil Society Organizations of Tigray
ADV	Addis Development Vision
COTL	Citizens on the line
COVID-19	Coronavirus disease 2019
CR	Community radio
ECC	Ethiopian Catholic Church
EOC-DICAC	Ethiopian Orthodox-Church Development and Inter-Church Aid Commission
EPHI	Ethiopian Public Health Institute
ESAP	Ethiopia Social Accountability Program
FBC	Fana Broadcasting Corporate
HIDO	Hiwot Integrated Development Organization
Illu	Ilu Women and Children Integrated Development Association
KMG	Kembatti Menti Gezima
M&E	Monitoring and evaluation
MA	Management agency
MCMDO	Mothers and Children Multi-sectoral Development Organization
MoF	Ministry of Finance
MoH	Ministry of Health
MOOC	Massive open online course
MSCFSO	Migbare-Senay Children and Family Support Organization
ODA	Oromiya Development Association
PC	Program coordinator
PwD	People with disabilities
RCWDO	Rift Valley Children and Women Development Organization
RW	Rohi Weddu Pastoral Women Development Organization
SA	Social accountability
SAC	Social accountability committee
SAIP	Social accountability implementing partner
SNNPR	Southern Nations, Nationalities and People Regional State
SoE	State of emergency
UEWCA	Union of Ethiopian Women Charitable Associations
WB	World Bank
WE-Action	Women Empowerment - Action
WSAE	Woreda social accountability expert

Executive Summary

During the quarter, the Government of Ethiopia (GoE) lifted the COVID-19 state of emergency (SoE) and replaced the SoE's mandatory *regulations* with less restrictive *guidelines*. Although this event has not rendered ESAP's COVID-19 prevention and risk mitigation program less relevant – the virus did not miraculously disappear - it does mean that ESAP could start its preparations to resume its broader social accountability (SA) program while ensuring that infection prevention and mitigation measures continue to be adhered to. The program continued the implementation of its 'citizens on the line' (COTL) radio shows with 21 SA implementing partners (SAIPs), 12 community radios (CRs) and 11 commercial radios.

Highlights of MA activities during the quarter are:

- Guided community and commercial radios and SAIPs in the implementation of COTL radio shows.
- Developed ESAP's new strategy in response to the changing program context and the COVID-19 pandemic.
- Presented to the ESAP steering committee (SC) an update on the COTL intervention, the AWP and Budget 2020 (for retroactive approval) and the main points of the proposed strategy revision for 2021 – 2023.
- Conducted virtual performance reviews with SAIP program coordinators (PCs) and CRs to assess the status of the COVID-19 response intervention.

Key activities planned for the next quarter (October – December 2020):

- Finalize and submit the revised ESAP strategy to the WB for sharing with the Ministry of Finance (MoF) and development partners (DPs), and for approval by the technical committee (TC) of the SC.
- Disseminate guidance on the preparation by SAIPs of activity plans and budgets for resumption of SA activities (October 2020 – March 2021).
- Review and approve SAIP's six months plan (October 2020 - March, 2021).
- Update ESAP's grants manual to align with the new strategy and develop terms of reference (ToR) for a call for proposals (CFP) to be launched in November.
- Continue to provide technical, management and monitoring support to SAIPs on COVID-19 activities and the resumption of regular SA activities.
- Present progress reports on ESAP's COVID-19 interventions to MoF, WB and DPs.

Technical Progress

1. MA main activities

1.1. COTL support and coordination

- During the reporting period, continued to guide COTL activities of SAIPs through 12 CRs, 11 commercial radios (FBC affiliates) and the Benishangul-Gumuz Mass Media Agency.
- Provided SAIPs and radio hosts with discussion topics and ‘trigger questions’ based on the SoE regulations and related COVID-19 problems that citizens experience in their daily lives. As in the previous quarter, SAIPs and radio stations were asked and provided suggestions in the formulation of the specific topics for discussion on COTL shows.
- Prepared discussion topics/themes and shared with SAIPs and CRs for transmission on the COTL shows (see for details ESAP COTL update report submitted on October 29th).
- Developed standard questions to trigger callers’ comments, questions, and suggestions across all COTL shows (see ESAP COTL update of October 29th).

1.2 Resumption of SA activities

Regular ESAP activities were put on hold early March when it was clear that the COVID-19 pandemic had started to affect Ethiopia. The MA not only acted quickly by suspending its activities in March – most of which involved gathering people in small and large groups – but it quickly pivoted by developing an SA intervention to prevent and mitigate COVID-19 infection risks using the media. Now that the GoE has lifted the SoE, ESAP will gradually resume its SA activities. To that end, guidelines for SA implementation under adherence of basic infection prevention and mitigation precautions were disseminated to the SAIPs. The program will resume taking into consideration the following:

- The COVID-19 pandemic continues to affect also Ethiopia; no end to it is yet in sight. Although the SoE regulations by the government expired early September 2020, general infection prevention and risk mitigation measures still apply. The ‘traditional’ ESAP strategy, which is largely based on in-person gatherings, is hard to implement in compliance with these measures.
- More cost-effective and efficient implementation approaches are required to achieve the important ESAP3 objectives of institutionalization and sustainability.
- Technology, the media and other communication methodologies have not been used to their present full potential. This applies to both their strategic use and the operational utilization of technology to support monitoring, data processing and analysis, and information sharing.
- Security concerns due to political conflict continue to affect ESAP implementation. Important decisions must be made in consultation with all stakeholders as to where the limited resources can achieve the best ‘return on investment’.

In September, the MA presented to the ESAP SC an update on the main considerations and key points of a revised strategy for discussion and input by key stakeholders. The MA received the approval from the SC to proceed with the full development of this strategy.

The key strategic shifts proposed by the MA are described in the Proposed Strategy 2021 – 2023 of October 23 2020 which was shared with all stakeholders.

2. SAIP activities

From the start of the COTL program through September, 12 CRs, 11 FBC affiliates and the Benishangul-Gumuz Mass Media Agency broadcast a total of 489 COTL shows. Out of these, 454

shows were broadcast in the quarter under report, covering an area including 729 (72.2%) out of the 1,010 woredas in Ethiopia, including 247 (78%) of the 317 ESAP woredas. The program reached a potential audience of 63 million, 50 million of whom reside in rural areas. COTL shows were broadcast in Amharic, Afan Oromo, Somali, Afar, Kembatisa and Wolayita. Details on the woredas covered and the SAIPs and commercial/community radios involved are provided in Annex 1.

This report only covers data on 238 broadcasts in the reporting period (52% of the 454 shows broadcast) for which data were received and analyzed (please see tables 1 below). There is a significant difference between SAIPs in terms of number of radio shows *reported* due to several SAIPs not timely submitting data forms. The MA is following up¹.

See Table 1 (next page) for number of radio shows (by SAIP and radio station) with data analyzed

¹ For some SAIPs data forms are not included as another SAIP already reported on the same radio show. This would incorrectly suggest poor performance.

Radio station	SAIP													Total	
	058- KMG	064- MSC	051- IWC	077- OWD	104- UEW	048- HFC	078- ODA	092- RCW	109- WSA	093- RW	061- LIA	020- CFA	012- ADA		006- ADV
CR Kembata	21														21
FBC national Somalia				20											20
FBC Addis Ababa					19										19
FBC Welayita	18														18
FBC Haremaya						17									17
CR Segele Adama							17								17
CR Debre Markos University		15													15
FBC Dessie									14						14
CR Welayita	13														13
FBC Shashemene (Amharic)								2			10				12
CR Jimma University			11												11
CR Mettu University			10												10
CR Finote Selam		10													10
FBC Debrebirhan												9			9
FBC Assela (Oromiffa)								9							9
CR Argoba										7					7
CR Waghimera												6			6
FBC Assela (Amharic)													4		4
FBC national Afar										3					3
FBC Shashemene (Oromiffa)								3							3
Total	52	25	21	20	19	17	17	14	14	10	10	9	6	4	238

2.1 Accessing citizens in ESAP operational areas with COVID-19 information through CRs

2.1.1 Dissemination of reliable, factual and up to date COVID-19 information

Radio hosts, with the support of the MA and SAIPs, made prior preparations to ensure that accurate information was available on each of the topics chosen for discussion. Discussions were also held between SAIPs and CRs to ensure a clear comprehension by all on the topics.

Most community radios aired introductory remarks by guests invited from government institutions, while others started their shows by presenting the latest COVID-19 updates and figures in real-time (e.g., number of daily cases, deaths and recoveries) to help audiences have the facts; some CRs did both. All CRs used the Ministry of Health (MoH) and the Ethiopian Public Health Institute (EPHI) as information sources.

COVID-19 task force members and health experts were invited to create awareness on COVID-19 rules and regulations, current local government efforts on prevention and law enforcement, as well as the roles of communities and other stakeholders in the fight against COVID-19.

To ensure the reliability of the information disseminated, ACSOT (Tigray) and MCMDO (Gambella), both implementing roadside message dissemination using loudspeakers mounted on vans, reported the use of official regional health bureau documents for the dissemination of information to the public.

Based on the data on the 238² shows broadcast, all but 6 radio shows are reported to provide accurate³ and up-to-date information [please see the details in table 2 below; data from recent months are still pending receipt by the MA (see footnote 2)].

Table 2: Shows that provide accurate and up-to-date information on COVID-19

Was information accurate?	Accurate	Accurate, but with gaps	Grand Total
July	99	4	103
August	83	0	83
September	50	2	52
Grand Total	232	6	238

2.1.2 Reaching out to community groups with special needs

Reaching out to the most vulnerable and marginalized groups with COVID-19 information is an important aspect of ESAP's COVID-19 intervention. EOC DICAC cluster (Sude community radio) organized three field visits to kebeles to interview community groups with special needs on their level of awareness on COVID-19 and how it is affecting their daily lives. This was later broadcast so as to bring it to the attention of the responsible government authorities.

² This report concerns the 238 data forms between July and September (thus excluding June) that the M&E team managed to process. This is about half of the radio shows broadcast through September. In the coming weeks, the MA expects to process an estimated 300 data forms, including forms from July, August and September. This report, therefore, underreports actual performance due to the late submission of data.

³ 'Accuracy' is defined as the use of only official sources to provide information on the topic of discussion as specified in the MA's COTL guidelines for SAIPs and CRs.

Brochures prepared in the previous quarter by CFAI (in Afan Oromo) were successfully distributed to approximately 1,000 people with hearing impairments.

RCWDO, HFC and HIDO clusters also distributed brochures to persons with hearing impairments. ILU posted billboards in Afan Oromo and graphic signs for people with hearing impairments in six ESAP operational woredas. UEWCA's SACs (Addis Ababa) and representatives of people with disabilities (PWDs) were involved in mobilizing vulnerable communities with special needs and invited them to COTL shows where they raised the challenges they are facing in their daily lives due to COVID 19.

2.1.3 Engaging community leaders and influential citizens

UEWCA reported that community leaders and volunteers played an important role in identifying vulnerable communities most affected by the COVID-19 pandemic. A woman volunteer from sub-city Nifas Silk Lafto (Addis Ababa) was reported to have come forward and raise her concern about a group of disadvantaged members of the community in her neighborhood (a community of 200 vulnerable households) which moved local government officials to mobilize support.

The COTL program meant to use recorded messages from influential people, such as religious leaders and elders, to encourage citizen compliance with COVID-19 regulations. However, a good number of elders and locally influential people participated directly in the call-in shows. As a result, none of the 238 COTL shows were reported as having used recorded messages from influential figures.

2.1.4 Using other innovative mechanisms to access citizens with COVID-19 information

MCMDO and ACSOT clusters were engaged in COVID-19 response activities using loudspeakers mounted on vans as originally planned.

Some SAIPs whose COTL broadcasts did not reach all of their operational woredas executed COVID-19 interventions using similar approaches as followed by ACSOT and MCMIDO, in bus stations, marketplaces and highly congested roadside areas. In particular, RCWDO reported that they used the 'Meskel' celebrations to deliver important COVID-19 messages to people that attended the celebrations in Robe town (Oromya).

2.2 Providing a platform for citizens to express COVID-19 related problems

2.2.1 Discussion themes and their level of reception

SAIPs reported that both citizens and local government officials involved in the COTL shows found the topics for discussion relevant and timely. Local government officials who were guests in the COTL shows also acknowledged that the shows created opportunities for them to deliver key COVID-19 messages while listening to the views of communities.

SAIPs reported that discussions held on topics such as COVID-19 and education (start of schools), effects of COVID-19 on PWDs, non-COVID health services, funeral ceremonies, and on COVID and the holidays were very lively. On the other hand, some topics such as 'social mobilization and COVID-19 testing campaigns' were deemed no longer relevant for some radio stations, particularly late starters (Waghimira CR and Benishangul Mass Media Agency).

From the shows, it was observed that the level of adherence to COVID-19 safety measures has declined following the lifting of the COVID-19 SoE early September. Therefore, earlier topics such as the use of face masks and social distancing were as relevant as they were in the initial days of the campaign.

The details of the topics covered in the quarter under report is presented in table 3 below.

Table 3: Topics on COTL shows between July and September, 2020

Topic of radio show: the effect of COVID-19 on:	July	August	September	Grand Total
Provision of water and sanitation services	14	10	4	28
Education	6	12	9	27
Contract tracing and identification of people at risk + social mobilization and testing campaign		7	13	20
Services by hotels/restaurants/cafes (in towns) and agricultural services and activities (rural areas)	12	6		18
The lives of women and girls (e.g., violence)	13	3		16
Vulnerable and social groups, including PwDs and elderly people	10	6		16
Situation of essential non-COVID19 health services	12	3		15
Restrictions in public gatherings - social distance	12	2		14
Market prices/inflation		8	5	13
Transport, the SoE restricts public transport	11			11
SoE: self-isolation	1	1	9	11
Myths and false beliefs about COVID-19		8	2	10
Night life		8	2	10
Compulsory wearing of face mask	7		1	8
Mourning ceremonies		7	1	8
(blank)	4	1	1	6
Holidays (Ethiopian new year and Meskel)	1	1	3	5
Quality of roads (ambulance)			1	1
Community knowledge - prevention			1	1
Grand Total	103	83	52	238

Not all radios/SAIPs are at similar stages in broadcasting on the above topics. Some radios completed all topics; others lag behind and continue beyond the reporting period.

2.2.2 Number of COTL shows broadcast

For the quarter under report, 481 radio shows were scheduled of which 454 radio episodes have been broadcast; this is an achievement of 94.3% of the target.⁴

Table 4: Number of COTL shows broadcast in the reporting quarter

Time frame	Planned	Actual	Monitoring data received and processed by the MA (M&E unit)
July	183	140	103
August	190	171	83
September	118	143	52
Total	481	454	238

⁴ According to the contracts with radio stations, the total number of radio shows planned is 552; by 30th September 2020, 489 shows were broadcast.

Some CRs and commercial radios reported technical problems that resulted in interruptions in broadcasts (Debre Berhan, Waghimra and Haramaya FM). Late release of funds to Argoba CR by RW caused interruptions in some of the broadcasts and required MA intervention. EOC-DICAC reported delays in broadcast due to program overlaps caused by the September holidays (new year, Meskel and Irrecha). Shows by Wolega University community radio were interrupted in July due to security issues in the area. SAIPs reported that missed broadcasts were made up for later.

HIDO reported that citizens, WSACs and government officials requested for the continuation of the radio shows focusing on the post-SoE COVID-19 situation and the massive reopening of private and public businesses throughout the country.

2.2.3 Participation of citizens in the call-in shows

For the 238 COTL shows for which the MA was able to process and analyze data, 2,414 on-air calls were registered (see table 5). The average number of calls per show was 10.1 (11 for CRs and 9.4 for FBC). The number of callers seems gradually increasing compared to the previous quarter (7.8). The average duration of a radio show is 64 minutes; on average, CR shows take almost 20 minutes longer than FBC radio shows (73' and 56' respectively).

Table 5: Number of on-air calls in the quarter

Nr of on-air calls	CR	FBC	Total
July	628	436	1,064
August	398	397	795
September	187	368	555
Grand Total	1,213	1,201	2,414

Gender balance remains a concern. Overall, just 9.4% of the callers are women. Themes of the radio shows demonstrate important differences. Women tend to call more for radio shows featuring topics such as education (13.4% women), economic impact (13%) and sanitation (11.6%). We continue to observe an important difference between Addis Ababa and the rest of the country. In Addis Ababa nearly half of the callers are women (47.9%), while in other regions men form the large majority. Women in Oromia and Somali hardly call in (2.3% each); other regions such as Afar (15.8%), Amhara (14.2%) and SNNPR (10.1%) perform only slightly better.

Realizing that women were not calling to share their concerns on the pandemic, EOC-DICAC woreda SA experts (WSAEs) in collaboration with radio hosts arranged calls with interested volunteer women and members of vulnerable community groups. This provided an opportunity for women and people with disabilities to participate in the shows. In Addis Ababa, UEWCA reported that the participation of women and vulnerable groups was relatively high and encouraging.

Calls originated from 279 woredas. Most are from Oromia (739), followed by SNNPR (664) and Amhara (523). Harari (2), Dire Dawa (32) and Afar (38) remain low in reported calls. Poor internet connections are reported as reasons for delays in transmitting and analyzing the recordings in these regions. The MA is exploring potential other reasons.

Major concerns and issues raised by citizens during the COTL radio shows were reported in the recent COVID-19 update report.

2.2.4 Participation of government officials in the call-in shows

RW, ECC, KMG and EOC-DICAC reported that government officials were present in studio and via phone to respond to citizens' concerns and questions during call-in shows. Officials that attended these shows included zonal and woreda administrators (COVID-19 task force members), zonal/woreda sector office heads and representatives (Labor And Social Affairs, Agriculture and Rural Development, Education, Health, Women, Children and Youth, Water Development, Transport, Police), and health experts (including medical doctors working in government hospitals).

In most of the radio shows (75%) at least one government representative was present to respond to questions raised by citizens during the call-in shows, as depicted in table 6 below.

Table 6: Participation of government officials in the call-in shows

Was a government representative present?	No		Yes		Total	
	Number	%	Number	%	Number	%
July	22	21%	81	79%	103	100%
August	20	24%	63	76%	83	100%
September	18	35%	34	65%	52	100%
Grand Total	60	25%	178	75%	238	100%

HFC (FBC Haremaya FM) and OWDA (FBC national broadcast –Somali language) reported facing difficulties, despite efforts they made, to get officials to participate in COTL shows.

Fana FM (Addis Ababa) benefited from the presence of high level specialists from St. Paulos and St. Petros Hospitals, medical directors of Black Lion and Zewditu Hospitals (prominent hospitals in the country), and an advisor to the national COVID-19 task force (from the Ethiopian Public Health Institute).

2.2.5 Response by government representatives to callers' concerns and suggestions

Government representatives attending the COTL shows responded to callers' questions and expressed readiness to use suggestions and questions forwarded by callers as input for their future work.

Based on available data covering the period mid-June through September, 71.3% of the 1,659 concerns raised by callers were answered during the radio shows.

Some SAIPs (MSCFSO, WE-Action) reported that citizens' concerns raised during COTL were documented and sent in writing to their respective woreda and zone administrations for further follow-up. It was encouraging to see some woreda and town administrators respond to these letters positively, recognizing the inputs from the COTL shows.

Most of the responses by government officials stressed the need for:

- A joint and collaborative effort between concerned government and citizen stakeholders to minimize the social and economic effect of the COVID-19 crisis on vulnerable social groups, particularly women, girls, the elderly and people with disabilities.
- Attitudinal change among citizens as law enforcement alone is not a lasting solution.
- Collaboration between citizens and law enforcements authorities in enforcing COVID-19 laws and regulations.

Government officials also expressed readiness to take the issues raised by citizens as inputs for further actions in their respective areas of responsibilities. This was particularly the case in some places with regard to organizing material support for people who are affected by the COVID-19 crisis, including through local resource mobilization.

Some SAIPs reported that responses by government were at times very limited, the main reason being resource limitations. For instance, health workers have been complaining about shortage of personal protection equipment (PPE) and other sanitary materials. Problem of water supply has also been repetitively raised as one of the major factors that affect citizen's sanitation practices. Limitations in addressing the needs of vulnerable groups under the context of COVID-19 is another major critique tabled against government authorities.

The following measures were reported to have been taken by government authorities:

- In Kofele woreda (Oromiya Region), an association of people with disabilities whose members were engaged in different petty trade activities (like shoe shining and street vending) complained in one of the episodes of COTL run by Shashemene Fana, "Effects of COVID-19 on vulnerable social groups" that most of their members lost their job and had to stay at home, with no social support to cope with the situation. An official from Kofele woreda labor and social affairs office responded to the situation during the show that led to discussions afterwards between the association and the local labor and social affairs office. It was reported that a focal person is now assigned to follow-up on the case and mobilize support to this group.
- A similar case was in Asella town (Oromiya Region) where callers raised their concerns on the provision of non-COVID-19 health services. They reported that health workers were not happy to treat regular patients due to fear of COVID-19 infection. As a result, health service seekers particularly pregnant women were not getting proper pre-and postnatal care services. Following the comments aired on a COTL show, the woreda health office responded to the problem that led to observable improvements in the provision of services in most health centers, as reported by the SAIP.

2.2.6 Role of WSACs in the call-in shows

SAIPs (UEWCA, MCSFSO, WE-Action, EOC-DICAC, KMG) reported that WSAC members directly participated in the call-in-shows and reflected on the implementation of COVID-19 regulations. During follow up of local government responses, WSAC members noticed that most of the officials (service providers) admitted the gaps, received the comments positively and expressed willingness to respond to these issues. When it comes to taking practical measures to respond, however, almost all SAIPs reported that huge differences exist between promises made by officials and action on the ground, often explained by lack of resources.

Some WSACs (MSCFSO, WE-Action, ADA) with the support of WSAEs encouraged vulnerable groups to listen to COTL shows by continuously contacting and reminding them on the schedule of shows. There were instances in some woredas where SACs recorded and re-transmitted COTL shows on mini media to enable the local communities that do not have radio access to listen to the shows (Efratana Gidim).

MCMDO supported WSACs to conduct fortnightly follow-up on issues raised by citizens, following the dissemination of COVID-19 information through mobile vans. ACSOT reported that it has also provided feedback to WSACs on information collected from citizens on the state of COVID-19 response for further follow-up action by their respective woredas.

HIDO reported that its WSACs carried out follow up at woreda level to support the dissemination of tailored information, education and communication materials for vulnerable groups and

provision of COVID-19 related materials support (such as food, soap, sanitizer, face masks and gloves) to most affected and marginalized people.

3. Challenges and lessons learned

3.1 Challenges

- Some WSACs, particularly in Oromia region, reported that most of the efforts of the government were focused on maintaining peace and security in the region, adversely affecting efforts to curb the COVID-19 pandemic.
- Some WSACs were observed failing to make adequate follow-up with local government authorities on citizens' concerns aired through COTL shows. The MA observed that this problem emanates from a lack of sufficient technical support and follow-up by some SAIPs (ECC, ADA, HFC, Hundee, EOC, CFAI). The PCs in these SAIPs were also observed to have problems in timely submitting their COTL PC summary notes.
- Certain SAIPs (OWDA, HIDO, CFAI, ADA, MSCFSO) reported budget limitations to organize stakeholders and travel to woredas/kebeles to facilitate implementation. This is despite clear guidelines provided to them during the planning phase on eligible costs related to type, frequency and size of meetings. All SAIPs received adequate budgets based on approved plans.
- Some SAIPs (CFAI, HIDO, MSCFSO and WE-Action) indicated that communities and local governments have high expectations in regard of contributions in cash or in kind (sanitizers, alcohol, face masks, food, etc.) to support families most affected by COVID-19.
- SAIPs reported that in some cases radio hosts faced difficulty in getting government officials to respond to citizens issues and concerns (MSCFSO, WE-Action, OWDA, CFAI). In such cases radio hosts had to invite other experts on the topics to continue running their shows.
- The number of female callers is low (WE-Action, MSCFSO, ADA), despite repeated efforts made by radio hosts and SAIPs to encourage their participation.

3.2 Lessons learned

- The role of media was pivotal in transmitting COVID-19 prevention information, providing a platform for citizens to voice their concerns and questions and generate real-time response from concerned government authorities. Some SAIPs and WSACs are working together to lobby local government officials to respond to citizens' concerns raised during the call-in shows. Other SAIPs are less proactive in this regard. During a review meeting between the MA and PCs it was emphasized that SAIPs must support WSACs to follow up with local governments to address problems and concerns raised by citizens. A review meeting with the CRs late September confirmed the important role that radio broadcast played. Despite some unsurprising challenges (budget transparency and relations with SAIPs, interruptions due to power and internet cuts, participation by government officials in some cases, no immediate data feedback on program impact), the CRs were confident and enthusiastic about the role they can play in informing citizens, and creating a platform for citizens to voice their concerns and suggestions.
- As observed in most of the call-in shows, low income and female headed families are among the hardest hit by COVID-19. They expressed concern that the prices of food and other basic necessities have become prohibitive. In addition, many of them have to travel daily for their daily substance, and the risk of infection is, thus, high. Government emergency regulations should address problems of economic vulnerability and social exclusion through general social protection measures that take into consideration the risks and needs of vulnerable groups. Absence of such protective measures could further exacerbate poverty and reinforce inequalities and exclusionary practices already entrenched in society.

- COTL demonstrates that citizens have a critical role in protecting their own health and safety; law enforcement measures alone cannot make a difference. Government officials invited to COTL shows emphasized time and again for citizens to be aware of COVID-19 as a life-threatening pandemic and act vigilantly to protect themselves and their families.
- It was observed that COTL shows provided government decision makers with an opportunity to listen to callers’ problems and use their inputs for their planning and decision making. It was interesting to note that most of the government officials acknowledged citizens inputs and complemented the shows as a good start to foster a joint problem-solving process between citizens and government.
- ESAP’s COTL experience has contributed to the formulation of a strategy on the use of media to promote SA, which the program is currently working on. A detailed assessment of the COTL achievements and challenges, which the MA is currently planning to undertake, will allow the MA to take the positive experiences and lessons of the COTL initiative to resume and sustain its SA activities, as we move forward.

Grants, Finance, Internal Audit and Operations

4.1 Grants and Finance

Available resources used

The MA completed its review of the quarter 2 (April- June 2020) reports for all 22 SAIPs based on completeness, accuracy and acceptability as specified in the operational manual and the approved budget. Issues identified during the review were communicated to the partners for future improvements and, in some cases, for immediate resolution.

As per these approved financial reports (Q2), 22 clusters utilized a total of USD 350,514. For the quarter July – September 2020, USD 389,763 in expenditures was reported; this is subject to review by the MA finance team.

From July 2019 through September 2020, a total of USD 2,753,693 in expenditures was reported, subject to review (PY2 Q3 expenditures).

Figure 2: Total grants, disbursement, and expenditure as of 30 September 2020

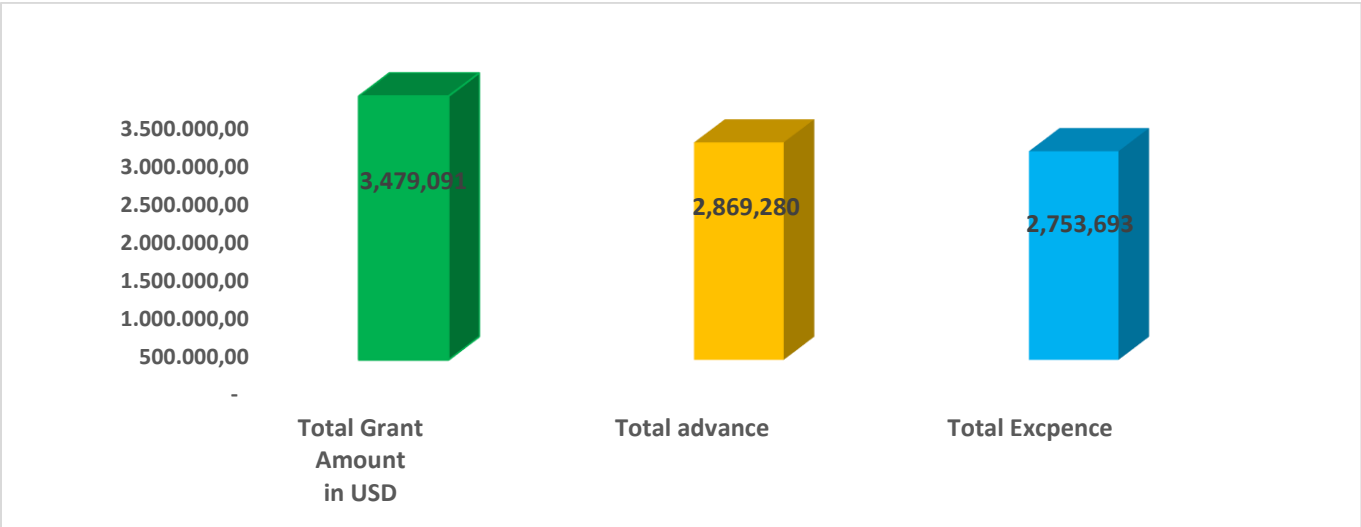


Figure 2 shows that SAIPs reported as expenditures 102% of the total disbursed amount of 2,869,280. Annex 3 shows that thirteen clusters utilized 100% or more of the disbursed amount, eight clusters utilized between 90-99%, and one cluster utilized 88%.

Percentage of grant money disbursed

A total of USD241,022 was disbursed during the quarter, making a total of USD 2,869,280 being disbursed to date, representing 82% of the total contract amount of USD3,479,091. The disbursed amount covers both COVID-19 program activity budgets and SAIP operational costs, including salaries, for the period July - September 2020.

The MA approved 22 SAIPs COVID-19 response extension budgets. Forecasts for the period July - September were reviewed and disbursements processed for all 22 clusters. Nine (9) SAIPs received a disbursement during the reporting period; thirteen (13) at the start of October 2020.

4.2 Operations

Early July, the MA moved to its new office in the Asier Building opposite Century Mall on (new) Asmara Road. Partitioning and limited interior design work were completed during the quarter. Due to ongoing COVID-19 concerns, most staff continued to work remotely.

As gradually offices in Addis Ababa are resuming operations, the MA planned to open the office on November 9th with alternate shifts. This arrangement will be in force until December 31st, after which normal operations with full time presence by every staff will resume, assuming that the conditions around COVID-19 do not deteriorate.

The operations team has been coordinating the redesign of the MA's website. The design company presented the first draft to the evaluation committee members and received feedback of the MA website development team. The design work is expected to be finalized in December.

Annex 1: List of SAIPs, Commercial/Community Radios and Woredas Covered

#	Radio station (FBC)	SAIP	ESAP woredas reached
1	FBC - Assela FM	ADV	Silte, Sankura, Dalucha, Merab Azernet, Lanforo, Sodo, Geta, Ezha,
		EOC-DICAC	Bishoftu town, Dodota, Liben Chukala, Boset, Minjar Shenkora, Hitosa,
		RCWDO	Assela town, Tiyo, Bekoji and Limo Bilbilo, Bora,
		ODA	Metehara town, Fentale, Zuway dugda, Meki town, Adami tulu, Adama, Adama town,
2	FBC - Shashemene FM	LIA	Dune, Gibe, Limu, Shashogo, Soro
		ADV	Alaba special Woreda, Misha Woreda
		RCWDO	Kofele
		ODA	Shashemene town, Negele arsi, Aje town, Adami tulu, Shalla woreda
		AFSR	Hawassa town, Arbe Gonna, Gorche, Malga, Bona Zuria, Hawella Tula, Shebedino, Wonosho, Dilla
3	FBC - Nekemte FM	ECC	Gimbi woreda, Gimbi town, Nejo woreda, Nejo town, kiltu kara, Horo Guduru, Guto Gida, Jimma Arjo, Nekemte town, Sasiga, Gudeya Billa
4	FBC - Haremaya FM	HFC	Sofi, Fedis, Dire Dawa, Asalisa, Biyo Awale, Wahil, Dire Teyara, Shenkor, Aweday Town, Babile, Haromaya, Kersa, Meta
5	FBC - Debrebirhan FM	Cheshire	Gida, Wuchale, Debrelibanos, Were Jarso and Degem

#	Radio station (FBC)	SAIP	ESAP woredas reached
		We-Action	Efratanagedim, Kewot, Tarmaber, Debrebirhan, Asagert, Basona warena, Merabite, Angolelana tera, Mojana wodera, Borena, Tenta, Woreilu
6	FBC - Dessie FM	We-Action	Dessie zuria, Kombolcha, Kalu, Bati, Dessie town, Argoba
7	FBC - Welayita FM	KMG	Mirab Badewacho, Misrak Badewacho, Damot Gale, Humbo
8	FBC - Addis Ababa Fana FM	HIDO	All 21 HIDO's woredas in Addis Ababa
		UEWCA	All 21 UEWCA's woredas in Addis Ababa
		Hundee	Ejere, Lome and Welmera
9	FBC national broadcast – Somali language	OWDA	Adadle, Afdem, Awbere, Ayisha, Bareano, Denan, Elele, Erer, Godet, Hareshen, Kebribeiyah, Kelafo, Shebele, Shinile, Tulu Guled
10	FBC national broadcast – Afar language	RW	Adaar, Amibara, Awash Fentale, Awash town, Asyita, Dulecha, Gewane, Goliana, Semera
11	Benishangul Mass Media Agency	ECC	Bambasi, Agalometi, Bildigul, Gilgel Belese, Guba, Maokomo, Sirba Abay

#	Community Radio	SAIP	ESAP woredas reached
1	Finote Selam Community Radio	Migbare Senay	Finote Selam town, Dembecha woreda, Enjibara (partially), Machakel,
2	Debremarkos University Community Radio	Migbare Senay	Debremarkos, Enarj Enawega, Enemay, Aneded, Dejen, Machakel, Shebel Bereta
3	Waghimera Community Radio	ADA	Abergele, Ziquala
4	Argoba Community Radio	Rohi Weddu	Awash Fentale, Dulesa woreda, Amibara woreda (partially)
5	Metu University Community Radio	ILU	Bedele Zuria, Bedele town (partially), Ale, Metu town, Metu zuria, Yayu
6	Jimma University Community Radio	ILU	Dedo, Jimma SP town, Kersa, Tiro Afeta, Agaro town, Goma
7	Segele Adama Community Radio	ODA	Adama town and Adama woreda
8	Sude Community Radio	EOC	Sude woreda, Shirka, Lode hitosa (partially)
9	Welega University Community Radio	ECC	Gudeya Billa, Nejo woreda, Nejo town, Guto Gida, Jimma Arjo, Nekemte town, Sasiga,
10	Kembata Community Radio	KMG	Mierab Badewacho, Angacha, Damboya, Kacha Bira,
11	Welayita Community Radio	KMG	Damot Gale, Humbo, Basketo SP woreda, Hadero Tunticho,