



January 2018 MA CIO Forum
CRS Overview

Agenda

- CRS in Brief
- Factors affecting NGO space
- How IT is helping the Agency achieve its Mission



75 Years Old

Founded in **1943**
by the US
Conference of
Catholics Bishops,
CRS **saves,**
protects and
transforms the lives
of the most
vulnerable people
in the world



Scope and Scale

- More than 120 million people in 110 countries benefitting from CRS programs in FY16
- More than 1,200 partners collaborating to advance integral human development
- More than 9 million Catholics in the United States putting their faith into action for global solidarity
- More than 7,000 employees



Agency Strategy Framework

Signature Program Areas:



Emergency
Response & Recovery



Agriculture &
Livelihoods



Health &
Social Services

Church Focus:

STRENGTHEN ENGAGEMENT WITH
THE **GLOBAL CATHOLIC CHURCH** TO:

- Promote integral human development and global solidarity
- Deepen collaborative relationships and build networks
- Inspire and engage Catholics in the United States to confront global poverty

Core Competencies

Partner Collaboration & Support

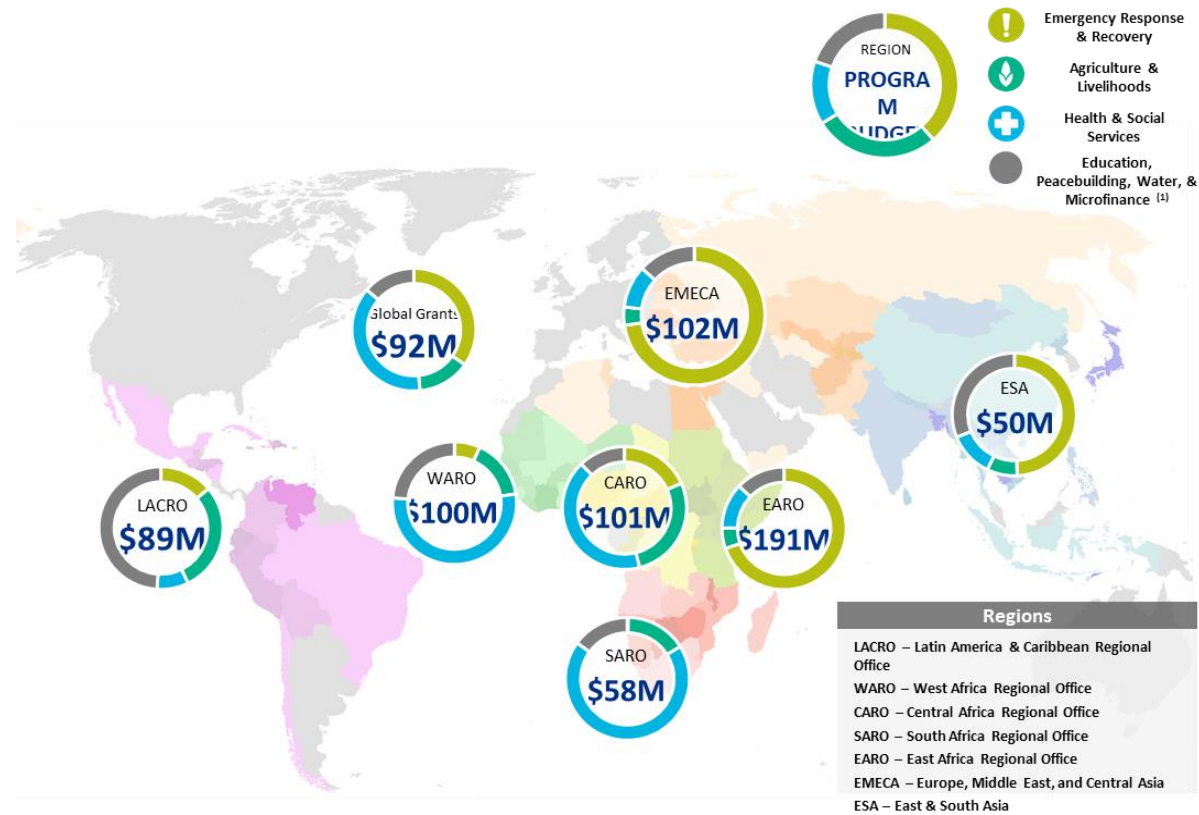
Justice & Peacebuilding Integration

Monitoring, Evaluation, Accountability & Learning

Information & Communications Technology for Development

Global Brand Management

SPAs Represent 80% of Portfolio



⁽¹⁾ Other Program Area (% of Total Program): Education (11%), Peacebuilding (6%), Water (2%) & Microfinance (1%)



SPA

Emergency, Response and Recovery

GOAL: Provide high-quality rapid response and recovery support to disaster-affected communities.

- 16M Program Participants
- \$442M Program Portfolio

17k Shelters

- Shelters provide short-term PROTECTION
- COMMUNITIES are involved in decisions
- Local materials are used to boost post-disaster ECONOMIES
- RESPONSE is tailored to specific local needs





We analyze local economic markets after a disaster

We give cash or vouchers

We help businesses restart

We monitor markets + adjust our work

Strategic Investment Priority

MARKET-BASED RESPONSES

Key Outcomes:

- 40-60 percent average savings achieved by using market-based approaches instead of food distribution in response to Ebola and other food crises in West Africa in 2015
- Typical satisfaction of program participants with market-based responses is 90 percent
- Scaling from \$70M to \$210M

SPA: Agriculture

GOAL: Provide more prosperous and resilient agricultural livelihoods for smallholder farmers



9M Program Participants

\$178M Program Portfolio

Ag Pathway to Prosperity

We deliver key interventions to meet the specific needs of different farmer segments along the Pathway to Prosperity



Increasing Impact and Influence



- 1.2M Trained Farmers
- 2.8M SILC participants in 48 countries
- 5k Seed Fairs
- \$2M impact investment in Madagascar

SPA: Health

GOAL: Improve health outcomes for poor and vulnerable families and communities

- 82M Program Participants
- \$1 64M Program Investment



Increasing Impact and Influence



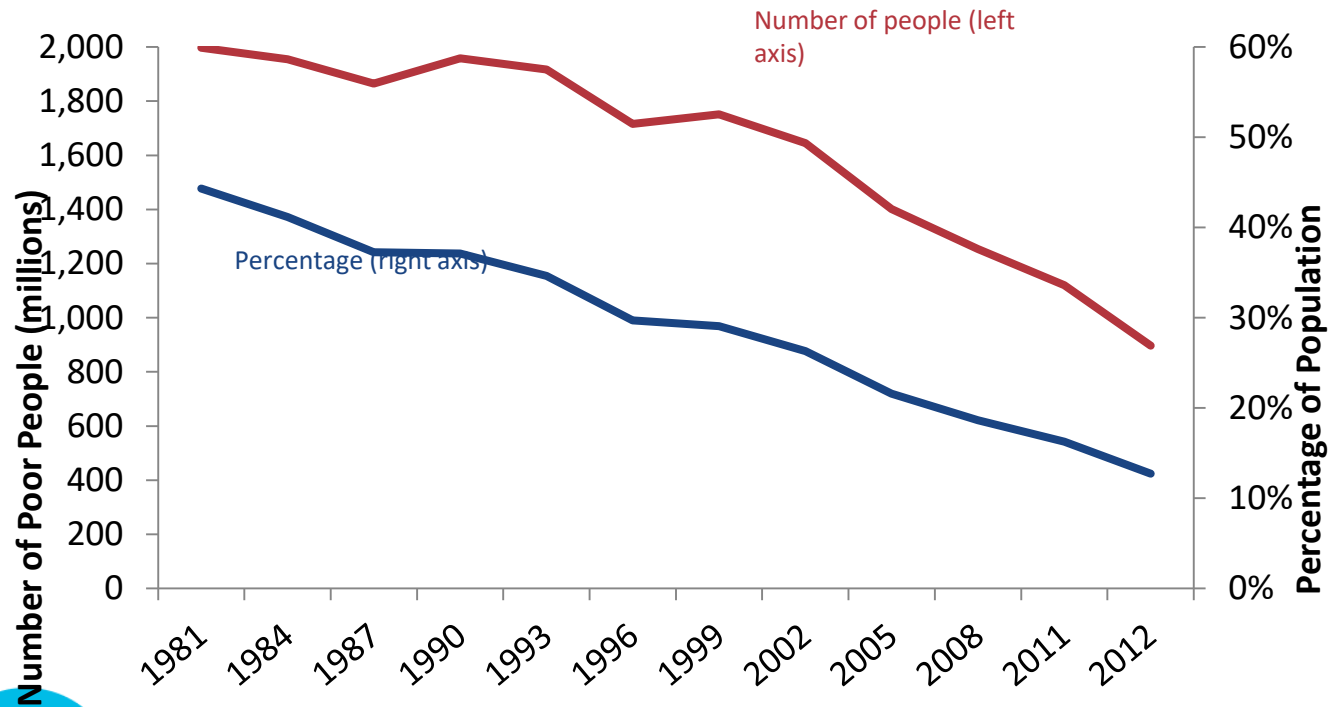
- 41M People in 9 Countries supported by malaria prevention program
- India Ministry of Health driving ReMind program to scale

*Global Achievements,
Challenges and
Opportunities*

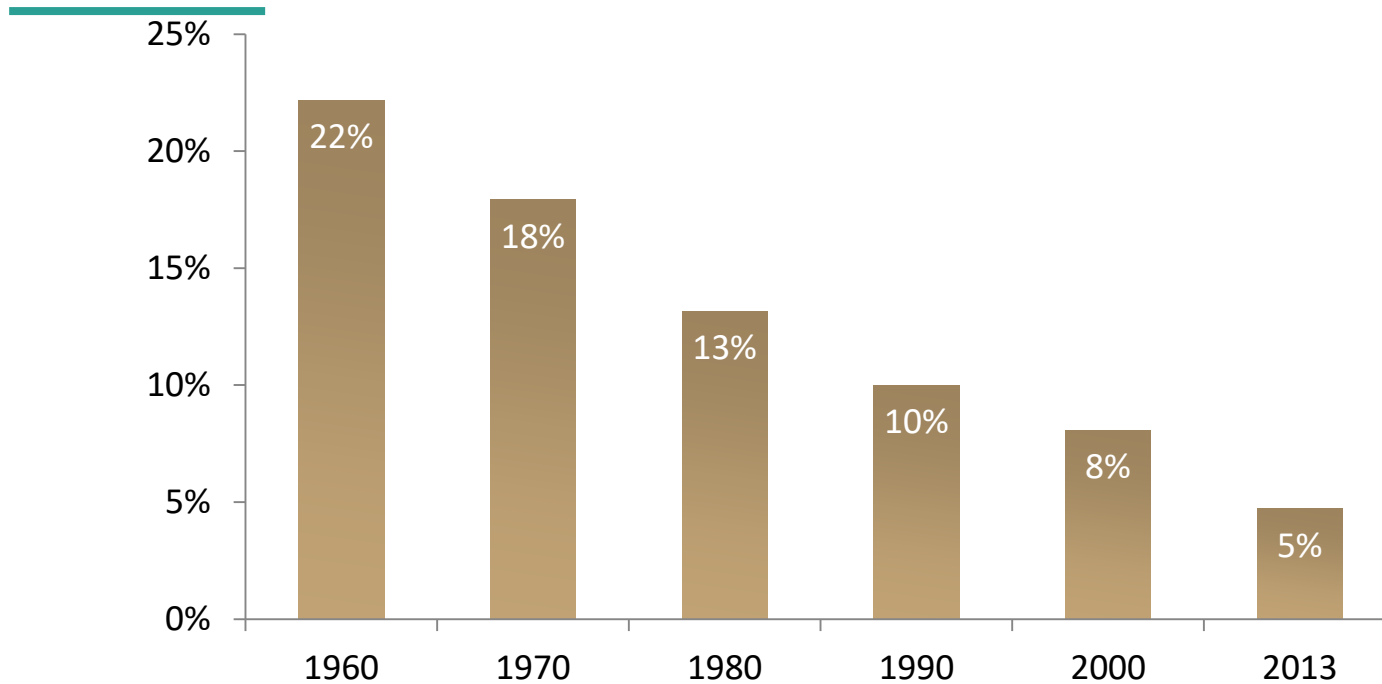
15



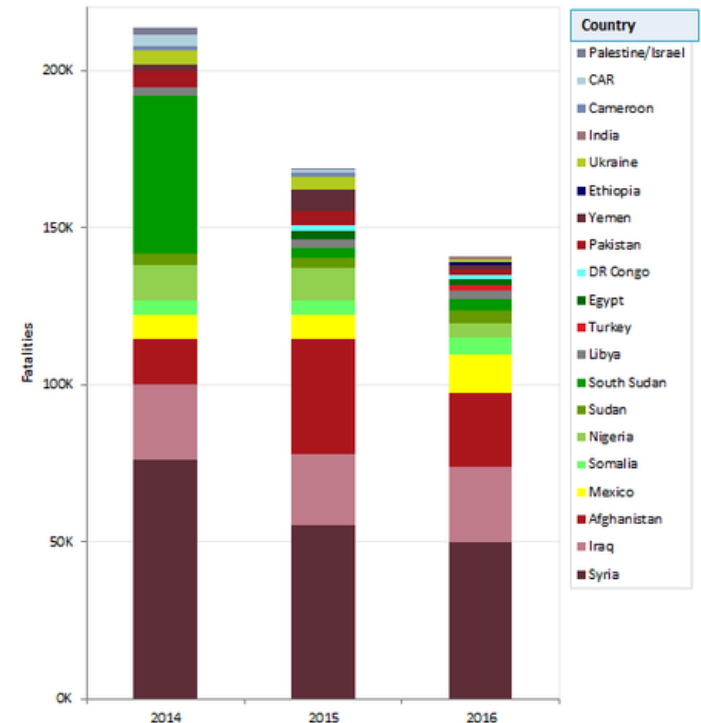
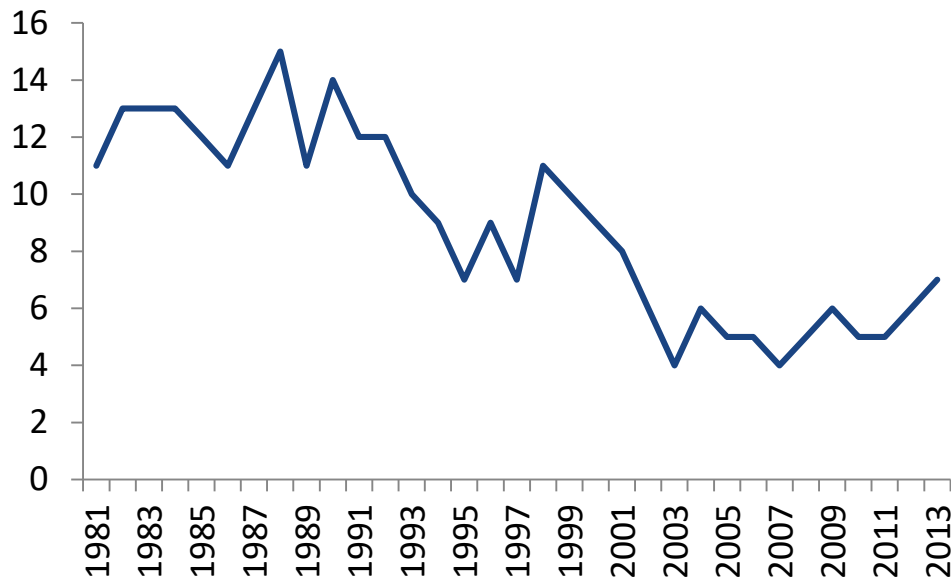
Global Poverty is Falling Faster Than Any Time in History



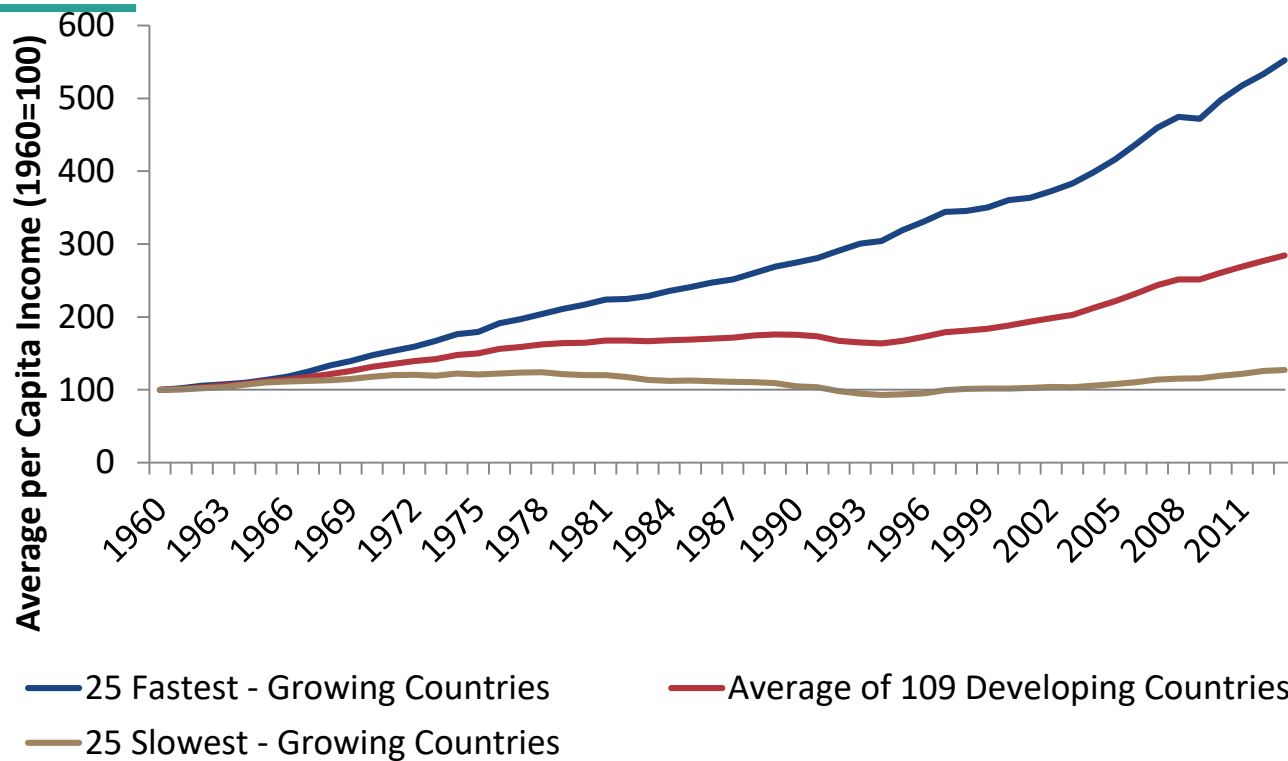
Fewer Children are dying before age 5



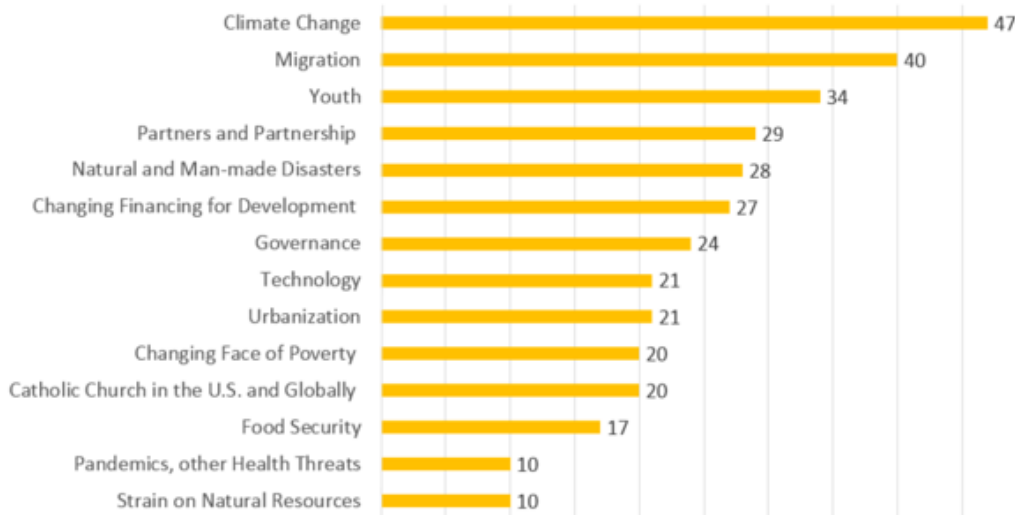
There are Far Fewer Major Civil Wars and Fewer Fatalities



But Many Are Still Left Behind...



The Operating environment is changing

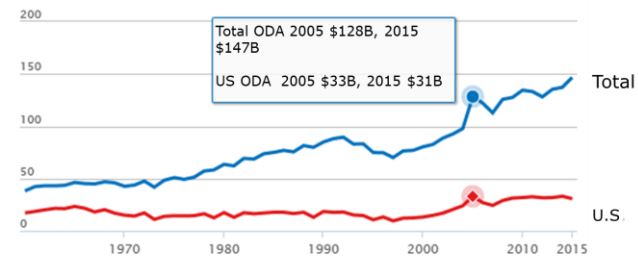
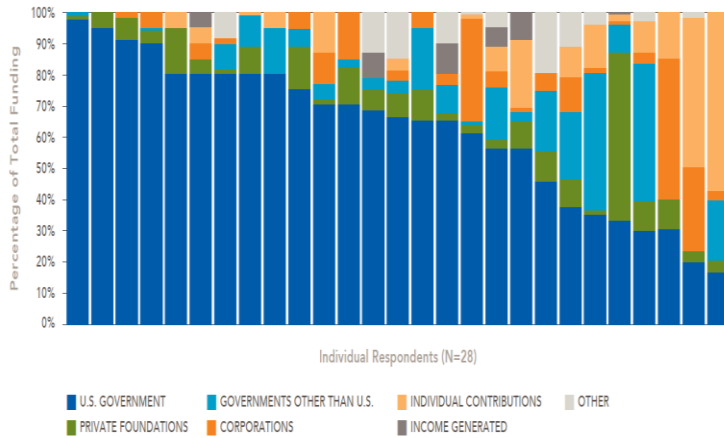


*Ranking by more than 100 senior staff and board members in a survey conducted in October and November 2015.



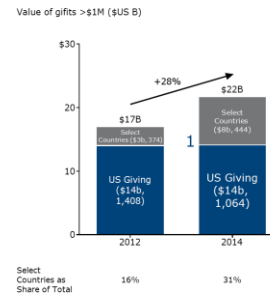
Funding Risks and Opportunities

Figure 15: Average Funding Mix of Survey Respondents over Last Three Years

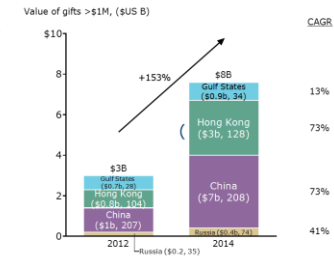


Source: OECD, 2014 prices and exchange rates

CONSIDERABLE GROWTH IN SELECT EMERGING MARKETS COMPARED WITH LARGE BUT STEADY US GIVING



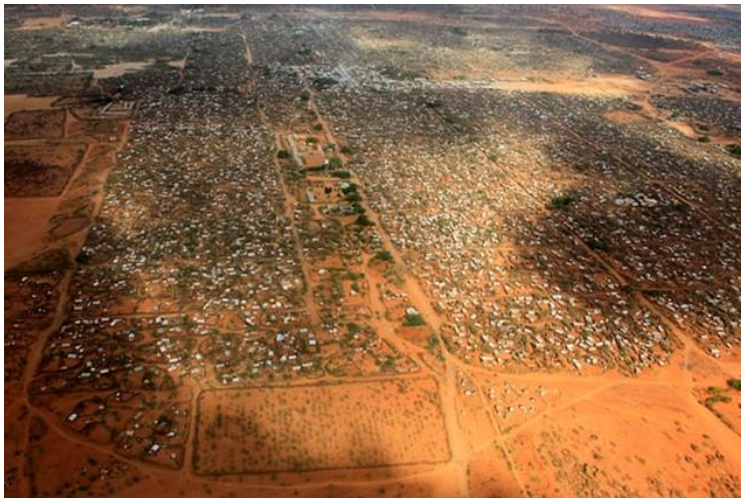
SELECT COUNTRIES EXPERIENCING HIGH GROWTH; CHINA & HONG KONG STAND OUT



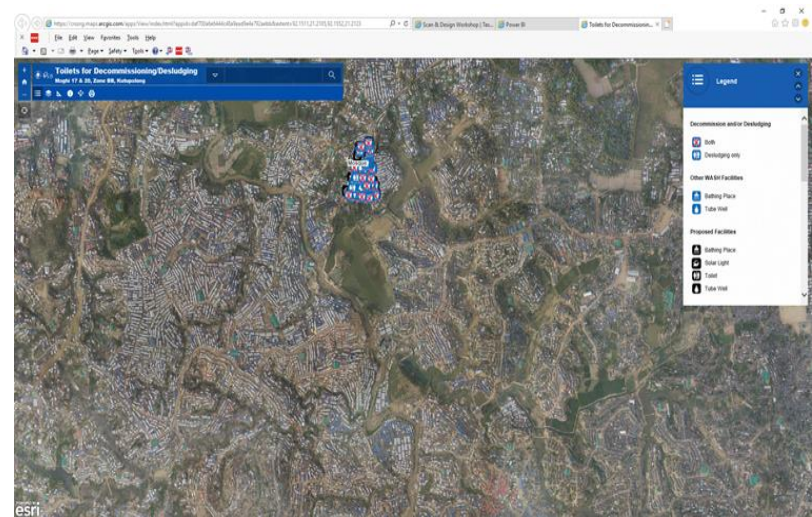
Note: Limited to gifts over \$1M; Select Countries include Gulf States, Hong Kong, China, Russia.
Source: Coutts Million Dollar Donors Report 2013, 2014, 2015



65 M Refugees

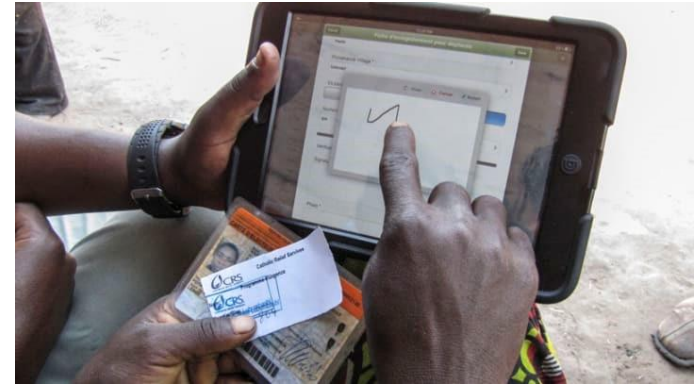


750k in Bidi Bidi

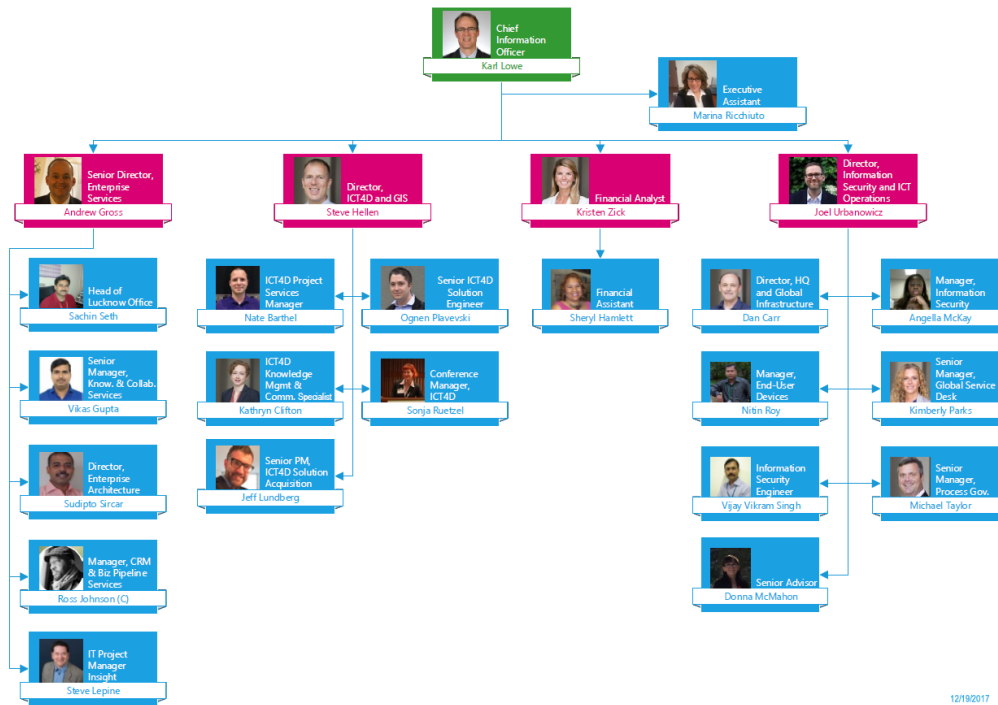


1M in Bangladesh?

How Technology is used to Achieve the Agency's Mission



IT Organization



175 IT Staff

40 Baltimore

25 Lucknow

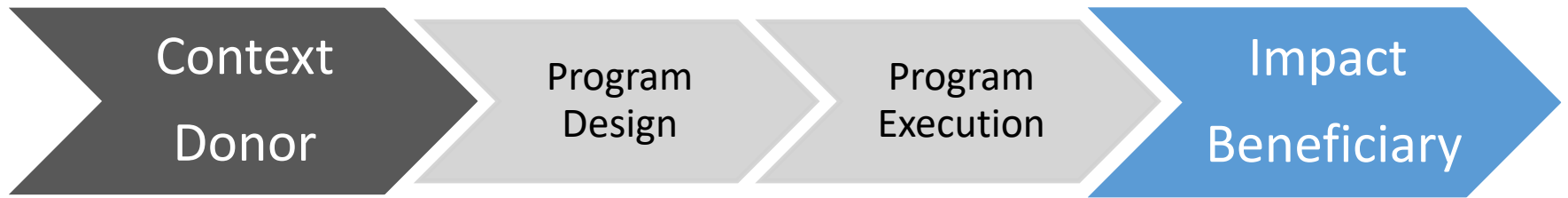
110 ROW

50 Outside of IT

2.5% of Revenue

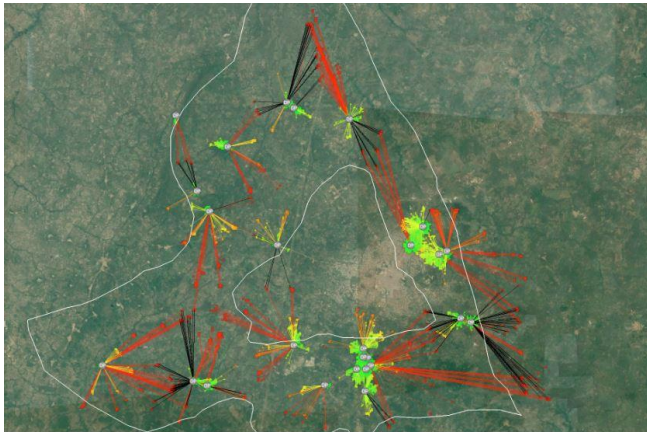
12/19/2017

NGO Reference Model and SW



Health

Increased device count 100%
Delivered 13M Bednets



Device (Malfunction) #2801 🔍 📄 📌

Support request from device 24b4d6c430fae082 ◀ Previous | 9 of 56 | Next ▶

Added by Red Rose Automation 6 days ago. Updated 5 days ago.

Status: In Progress **Start date:** 18 Apr 2017
Priority: High **Due date:**
Assignee: ██████████ **% Done:**

Description 🗨️

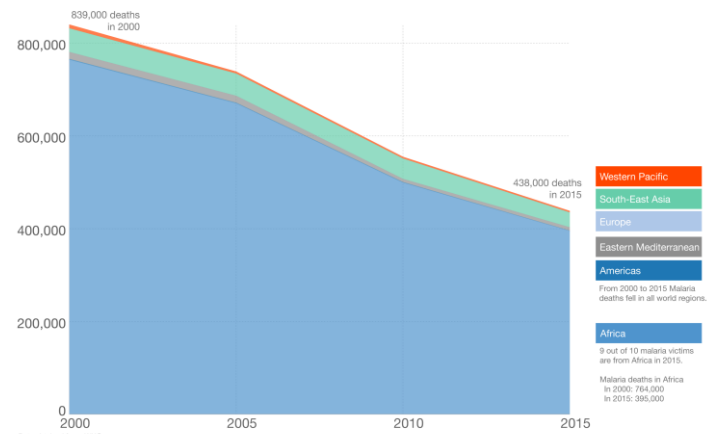
A part of a device just crashed while a team namely ██████████ and ██████████ were carrying out mobilization at Gaa and rushed by a cow in a state of shock the device dropped, but device is in working condition but below right part of the device is cracked what should be done please

screenshot.png (70.8 KB) @ Red Rose Automation, 18 Apr 2017 09:15 📎

Subtasks Add

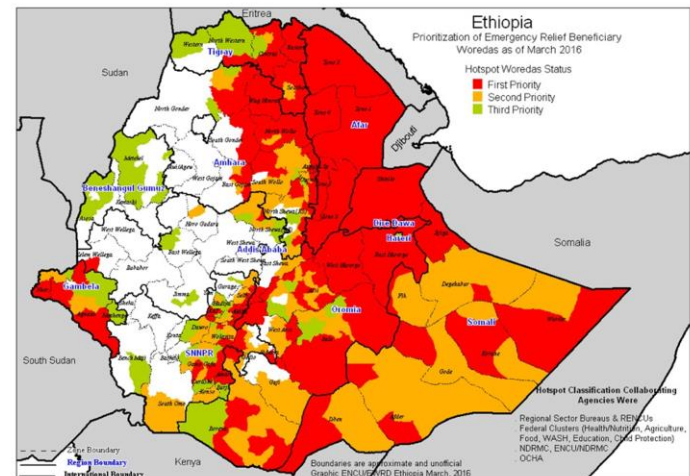
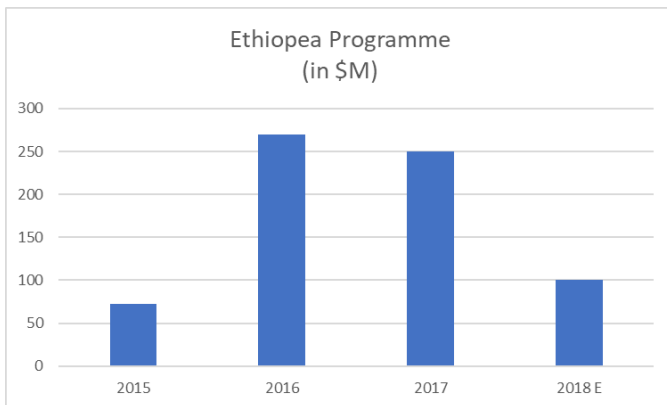


Global malaria deaths by world region, 2000 to 2015



Emergencies

Ethiopia:
 Worst drought in 50 years
 Loss in 90% of crops
 Half of country affected

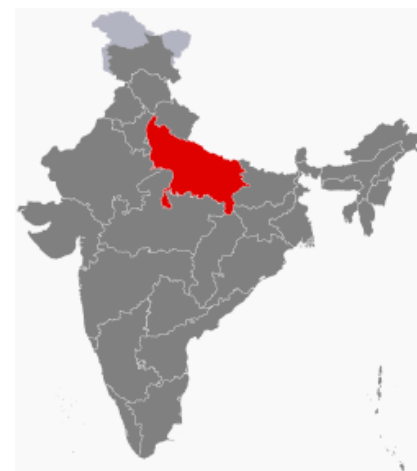


Health

India:
Uttar Pradesh ReMind Programme

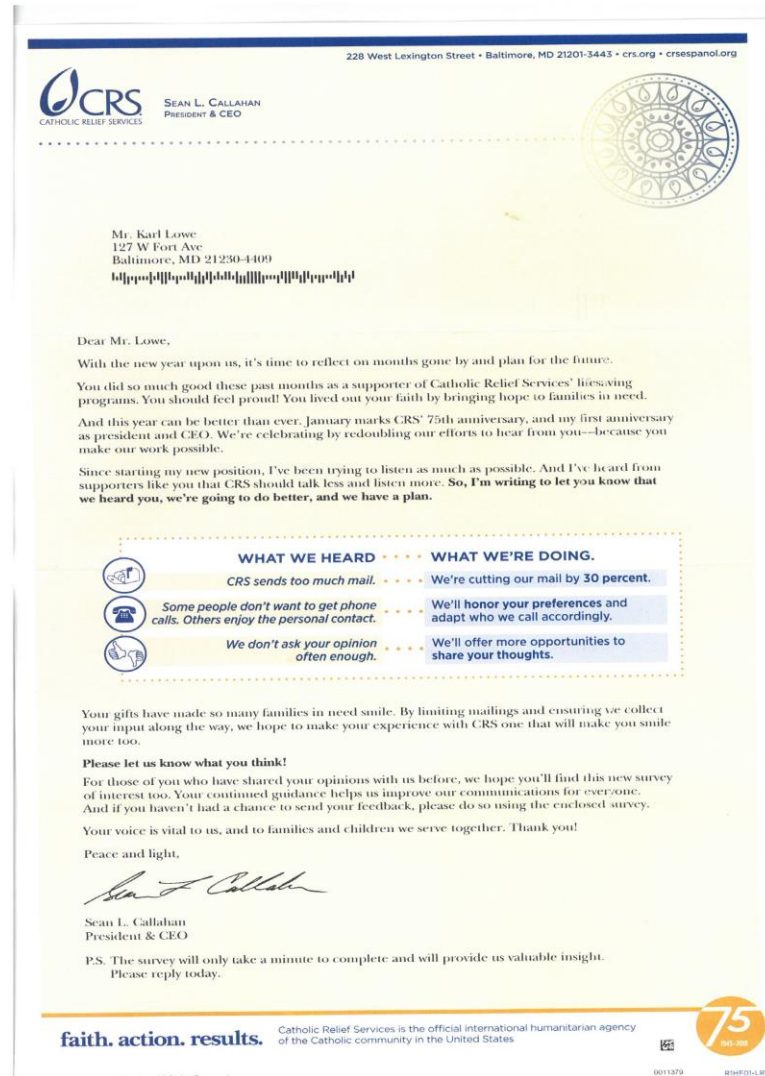


Maternal death rate down 18%
Infant death rate down 12%



Donor Engagement

360° View of Donor
Saving \$3M/Yr in mail costs,
while increasing donations



Insight: shedding light on how we work

Multi-Year Oracle Cloud Project will enable better stewardship

GOAL: CRS is the leading Agency for stewardship of financial, material and human resources.

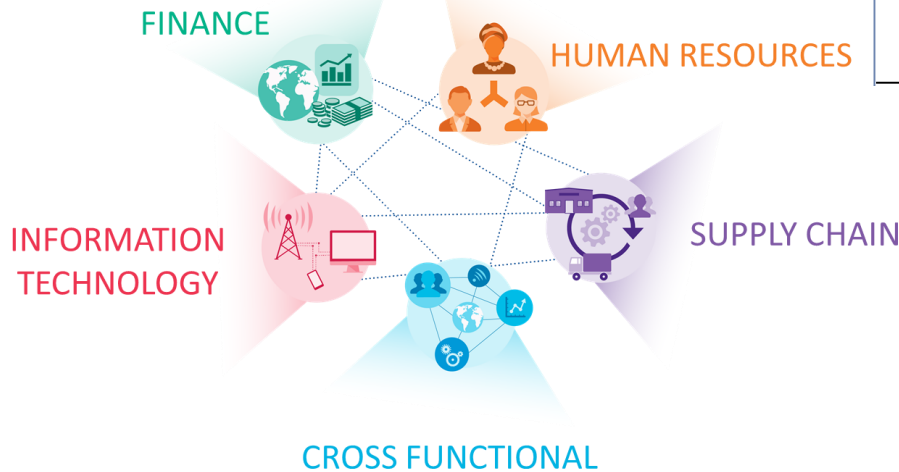
OBJECTIVE: CRS consistently delivers to our beneficiaries, partners and donors

Long Term Results:

Adoption of standardized, streamlined processes enables greater operational efficiencies.

Timely, accurate information enables informed decisions and external responsiveness

Collaboration fosters stronger staff engagement





Thank you
Q&A