Resources for Responding to the COVID-19 Crisis

May 6, 2020

SPTF

Promoting standards & practices
for responsible inclusive finance

SPTF sets standards for the responsible inclusive finance sector

- Members from over 125 countries represent every group of stakeholders in the microfinance and inclusive finance sectors.
- SPTF promotes dialogue among all the different actors in the sectors, such as financial service providers (FSPs), impact investors, donors, networks, and associations, rating agencies, TA providers, and regulators.
- To receive our monthly newsletter visit: https://sptf.info/signup

SPTF
Promoting standards & practices for responsible inclusive finance

SPTF works with all types of actors to develop, disseminate, and promote standards and practices that put customers at the center of all operational and strategic decisions.

Your facilitator:

Name: Cara Forster
Organization: SPTF
Title: Director of RIFF-CAC

- Eight years working with SPTF
- Certified lead assessor and trainer for the Smart Campaign
- Qualified social auditor for CERISE's SPI4 tool

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Introductions:
Let’s get to know each other!

Questions to guide the introductions

1) What is the current situation in your country with regards to the virus, and how has the government reacted?

2) What measures has your institution taken to address the current crisis?

3) What are your primary challenges?

4) What types of resources would be most helpful to you right now?

Tools we will discuss today

1) Crisis Checklist
2) COVID-19 Client Survey Tool
3) Intro to Digitalization Guide
4) Resource Center & Webinars
5) RIFF-CAC

Understanding the Universal Standards for Responsible Inclusive Finance

Crisis Checklist: a response based on the Universal Standards for SPM

Dimension 2:
Ensure Board, Management, and Employee Commitment to Social Goals

EP #	Essential Practice (EP)	Rationale	What will you do?
2A.4	The board is responsible for preserving the provider's social mission during times of institutional change.	This crisis is a time of intense change for the institution and its clients. The board needs to be informed about what is happening with the employees and the clients so it can make quick decisions that support preserving the employees' and clients' economic and physical health.	*Example* – call an emergency meeting of the board to discuss the institution's response to the crisis. Make sure to ask: Is our response aligned with our social mission? Does our response specifically address the needs of our target clientele?"
2C.3	Employee incentives promote progress toward the provider's social goals.	Remove or modify staff performance metrics, as appropriate given the crisis. Communicate this change to staff.	*Example* – Eliminate metrics that evaluate loan officer performance on items like number of home visits, number of new clients, etc.

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COVID-19 Client Survey Tool:

Gather and segment data on your clients and how the crisis is affecting them

GET THE DATA YOU NEED

The COVID-19 Client Interview Tool is a set of simple, standardized questions for financial service providers (FSPs) to use when interviewing their clients during the pandemic.

MAKE INFORMED DECISIONS

The survey questions are designed to produce **actionable** information for FSPs and their investors. Use it to understand the differences between clients and make informed, nuanced decisions about how to serve clients during and after the crisis.

CHOOSE HOW TO USE IT

The tool is designed to be used in-house by non-technical staff such as field officers and call center agents. It can be integrated into existing client outreach activities. FSPs who want to outsource data collection and analysis can hire 60 Decibels, co-creator of the tool.

GET STARTED

The survey is available free of cost in English, French, and Spanish.

FSPs can apply for co-financing to assist with the cost of implementation.

Visit our blog post or email info@sptf.info.

THREE WAYS TO USE THE TOOL TO INTERVIEW CLIENTS:

USE THE CLOUD-BASED TOOL

Use the SPTF Survey Platform--a free cloud-based tool to securely collect, store, and aggregate your data.

CREATE YOUR OWN TOOL

Take what you want from the Word version of this tool and use it in your existing survey instrument, or create a new one.

COMMISSION AN EXTERNAL FIRM

60 Decibels can collect and analyze your data and produce reports for you and your investors.

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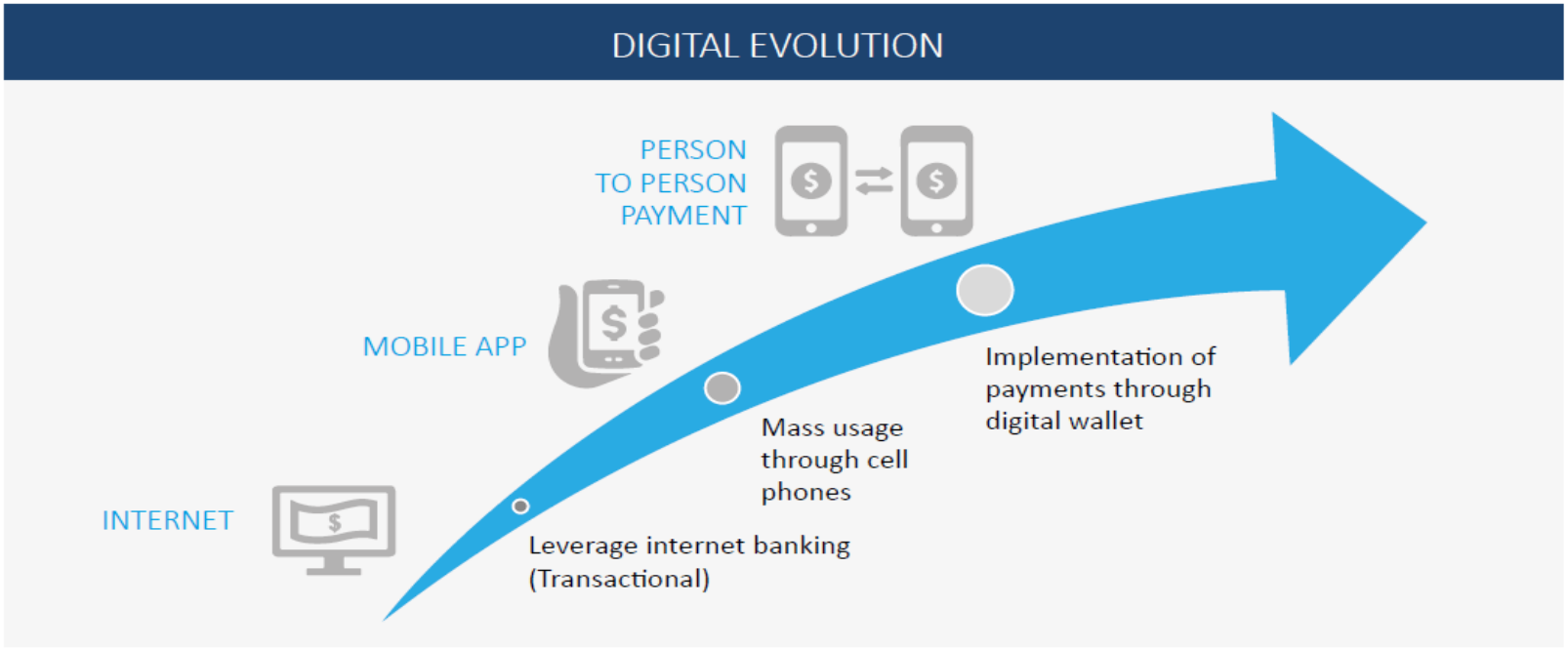
Guide: First Steps for Digitalization



1. ***Transactional web page.*** This phase consists of developing and deploying a web page with capabilities that permit the client to carry out some online financial transactions.

2. ***Mobile application (App).*** This phase consists of bringing services developed on the web page to other electronic channels, such as a smartphone or tablet application (App), for mobility and outreach.

3. ***Digital Wallet payments.*** This opens the door to an expansion process in which more services and products will be created leveraging electronic channels in future phases.

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SPTF's Resource Center

Featured Items

Universal Standards Implementation Guide

The Universal Standards Implementation Guide offers comprehensive guidance to financial institutions on how to implement the practices found in the Universal Standards for Social Performance Management.

Human centered design toolkit

This open-source toolkit walks users through the human-centered design process and supports them in activities such as building listening skills, running workshops, and implementing ideas — all of which can generate insights into clients' lives that can be turned into effective product design.

Microfinance index of market outreach and saturation

The Microfinance Index of Market Outreach and Saturation is an analysis of credit market capacity using the Global Findex dataset, offered by Planet Rating.

SPI4 Assessment Tool

The CERISE SPI4 is a social audit tool that can be used for reporting and performance management, to assess level of implementation of the Universal Standards.

Dimension 1: Define and monitor social goals

1. Strategic management toolkit handbook
2. Imp-Act Indicators practice note
3. Internal control guidance note
4. SPI4 Assessment Tool

More Resources »

Dimension 2: Ensure board, management, and employee commitment to social goals

1. Governance guidance note
2. Risk management guidance note
3. Kashf Foundation Board Book

More Resources »

Dimension 3: Design products and services that meet clients' needs and preferences

1. Portfolios of the poor
2. Learning from clients: SEEP/AIMS tools
3. Human centered design toolkit

More Resources »

Dimension 4: Treat clients responsibly

1. Avoidance of over-indebtedness: Guidelines
2. Calculating transparent pricing tool
3. Client complaint handling manual

More Resources »

Dimension 5: Treat employees responsibly

Dimension 6: Balance financial and social

Ressources en français

Ressources en français

Recursos en español

Recursos en español

https://sptf.info/resources/resource-center

SPTF's COVID-19 Response Resources

Social responsibility to employees during the pandemic

All of us want to reach the other side of this pandemic with our customer and employee relationships intact. We want to be proud of how we treated people in the most turbulent times.

SPTF is exploring the theme of social responsibility to employees as it relates to the COVID pandemic. Read our blog post on the FinDev Gateway—Treating Staff Responsibly During the Pandemic: Three Things to Do Today.

Watch our videos on treating employees responsibly:

- English version
- French version
- Spanish version

A customer-centric response to the COVID-19 pandemic: Social Performance Management in Practice

As a client-focused organization, here are some key principles and examples from the field that you might find useful to guide your response to the COVID-19 pandemic. Click here.

Review our draft Universal Standards for SPM checklist during crisis response. We will continue to add to this checklist as we gather more information and examples from the field.

covid-finclusion.org: A forum for the financial inclusion sector to discuss responses to COVID-19

SPTF, e-MFP, and CFI are moderating this new online discussion forum for the financial inclusion sector. The objective of this site is to facilitate an informal and open exchange of our latest actionable ideas, so that we can learn from each other and

https://sptf.info/resources/covid19

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The Responsible Inclusive Finance (RIF) Facility

SPTF and REDCAMIF coordinate the RIFF-CAC, which covers:

- The Caribbean
- Central America
- Mexico

The RIFF-CAC can finance training and projects on:

- COVID response efforts
- Training activities on responsible inclusive finance, digital financial services, and consumer protection
- Institutional assessments
- Upgrade projects to help implement the Universal Standards
- Client data collection and outcomes measurement
- Green microfinance / climate resiliency

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

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European Investment Bank
The EU bank

The Responsible Inclusive Finance (RIF) Facility

During the COVID-19 crisis, RIFF-CAC has modified its protocols to better assist financial service providers:

- A simplified application form is online
- Applications can be reviewed weekly instead of quarterly
- Up to 80% of the project costs can be co-financed, up to a maximum of $18,000
- Topics that can be covered have been expanded.

Applications and information for RIFF-CAC are available here: https://sptf.info/resources/responsible-finance-ca-caribbean-riff-cac

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