Closure Stage Quality Assurance Report

| Form Status: Approved | |
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| Overall Rating: Highly Satisfactory | |
| Decision: | |
| Portfolio/Project Number: | 00104061 |
| Portfolio/Project Title: | Leave No One behind |
| Portfolio/Project Date: | 2017-06-02 / 2022-12-31 |

Strategic Quality Rating: Exemplary

- 1. Did the project pro-actively identified changes to the external environment and incorporated them into the project strategy?
- 3: The project team identified relevant changes in the external environment that may present new opportunities or threats to the project's ability to achieve its objectives, assumptions were tested to determine if the project's strategy was valid. There is some evidence that the project board considered the implications, and documented the changes needed to the project in response. (all must be true)
- 2: The project team identified relevant changes in the external environment that may present new opportunities or threats to the project's ability to achieve its objectives. There is some evidence that the project board discussed this, but relevant changes did not fully integrate in the project. (both must be true)
- 1: The project team considered relevant changes in the external environment since implementation began, but there is no evidence that the project team considered these changes to the project as a result.

Evidence:

Annual and Final Progress reports. Steering Commit tee meetings minutes.

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| # | File Name | Modified By | Modified On |
| 1 | LNBannualreportY1_2017-18_9786_301 (htt ps://intranet.undp.org/apps/ProjectQA/QAFor mDocuments/LNBannualreportY1_2017-18_9786_301.pdf) | anduena.shkurti@undp.org | 10/27/2021 9:24:00 PM |
| 2 | LNBannualreportY2_2018-19_9786_301 (htt ps://intranet.undp.org/apps/ProjectQA/QAFor mDocuments/LNBannualreportY2_2018-19_9786_301.pdf) | anduena.shkurti@undp.org | 10/27/2021 9:25:00 PM |
| 3 | LNB_Y3_annualreport_300720Final_9786_3 01 (https://intranet.undp.org/apps/ProjectQA/ QAFormDocuments/LNB_Y3_annualreport_ 300720Final_9786_301.pdf) | anduena.shkurti@undp.org | 10/27/2021 9:28:00 PM |
| 4 | SteeringCommitteeMeetingsMinutes_9786_3 01 (https://intranet.undp.org/apps/ProjectQA/ QAFormDocuments/SteeringCommitteeMeet ingsMinutes_9786_301.pdf) | anduena.shkurti@undp.org | 10/27/2021 9:41:00 PM |
| 5 | V4_DRAFTFNALLNBReport_9786_301 (http s://intranet.undp.org/apps/ProjectQA/QAFor mDocuments/V4_DRAFTFNALLNBReport_9 786_301.pdf) | anduena.shkurti@undp.org | 10/29/2021 11:20:00 AM |

- 2. Was the project aligned with the thematic focus of the Strategic Plan?
- 3: The project responded to at least one of the development settings as specified in the Strategic Plan (SP) and adopted at least one Signature Solution . The project's RRF included all the relevant SP output indicators. (all must be true)
- 2: The project responded to at least one of the developments settings1 as specified in the Strategic Plan. The project's RRF included at least one SP output indicator, if relevant. (both must be true)
- 1: While the project may have responded to a partner's identified need, this need falls outside of the UNDP Strategic Plan. Also select this option if none of the relevant SP indicators are included in the RRF.

Evidence:

Fully aligned. Evidence showed at AWPs and Annua I reviews

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| Relevant | Quality Rating: | Exemplary |

- 3. Were the project's targeted groups systematically identified and engaged, with a priority focus on the discriminated and marginalized, to ensure the project remained relevant for them?
- 3: Systematic and structured feedback was collected over the project duration from a representative sample of beneficiaries, with a priority focus on the discriminated and marginalized, as part of the project's monitoring system. Representatives from the targeted groups were active members of the project's governance mechanism (i.e., the project board or equivalent) and there is credible evidence that their feedback informs project decision making. (all must be true)
- 2: Targeted groups were engaged in implementation and monitoring, with a priority focus on the discriminated 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:

List of participant /members of LNB steering committ ee. LPAC minutes.

Reflective of the increased levels of vulnerability to s ocial exclusion of PWDs and the R&E communities, the LNB programme provides specific focuses to su pporting these persons as its target group. LNB has developed good mechanisms and procedures in pla ce to ensure their consultation and participation in the design and implementation of activities, which is e ssential to building a clear sense of ownership of the outputs and to achieving the realisation of the outco mes, and longer-term sustainability of the results. the programme interventions and the AWPs are devel oped in close consultation with them. Their representatives sits in Project Steering Committee.

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| # | File Name | Modified By | Modified On |
| 1 | Listofparticipants_LNB_SC_meeting_07_04_2021_9786_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Listofparticipants_LNB_SC_meeting_07_04_2021_9786_303.xlsx) | anduena.shkurti@undp.org | 10/27/2021 9:45:00 PM |
| 2 | LNB1-LPAC_9786_303 (https://intranet.und p.org/apps/ProjectQA/QAFormDocuments/L NB1-LPAC_9786_303.docx) | anduena.shkurti@undp.org | 10/27/2021 9:50:00 PM |

- 4. Did the project generate knowledge, and lessons learned (i.e., what has worked and what has not) and has this knowledge informed management decisions to ensure the continued relevance of the project towards its stated objectives, the quality of its outputs and the management of risk?
- 3: Knowledge and lessons learned from internal or external sources (gained, for example, from Peer Assists, After Action Reviews or Lessons Learned Workshops) backed by credible evidence from evaluation, corporate policies/strategies, analysis and monitoring were discussed in project board meetings and reflected in the minutes. There is clear evidence that changes were made to the project to ensure its continued relevance. (both must be true)
- 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)
- 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:

Midterm and Annual reviews.

Reports on challenging aspects, risks and assumpti on, and lessons learned as part of all interventions' reporting.

Report on Best Practices

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| # | File Name | Modified By | Modified On |
| 1 | LNB_MTR_EvaluationReport_FINAL_20200 325_CleanVersion_9786_304 (https://intrane t.undp.org/apps/ProjectQA/QAFormDocume nts/LNB_MTR_EvaluationReport_FINAL_20 200325_CleanVersion_9786_304.pdf) | anduena.shkurti@undp.org | 10/27/2021 9:53:00 PM |
| 2 | LNB_00104061-Lessons-LearnedReportSept 2021_9786_304 (https://intranet.undp.org/ap ps/ProjectQA/QAFormDocuments/LNB_0010 4061-Lessons-LearnedReportSept2021_978 6_304.docx) | anduena.shkurti@undp.org | 10/27/2021 9:56:00 PM |

- 5. Was the project sufficiently at scale, or is there potential to scale up in the future, to meaningfully contribute to development change?
- 3: There was credible evidence that the project reached 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 project in the future (e.g. by extending its coverage or using project results to advocate for policy change).
- 1: The project was not at scale, and there are no plans to scale up the project in the future.

Evidence:

LNB Midterm and Annual reports.

The programme developed a clear results achievem ent strategy linked to the sharing of good practice an d how the results may be scaled up by the partners in the future.

Good practices in providing social services are identified and showcased. The selected good practices are made available to all 61 municipalities in appropriate form.

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| # | File Name | Modified By | Modified On |
| 1 | CatalogueofBestPrcaticesfortheProvisionofS ocialCareServicesinAlbania_9786_305 (http s://intranet.undp.org/apps/ProjectQA/QAFor mDocuments/CatalogueofBestPrcaticesforth eProvisionofSocialCareServicesinAlbania_97 86_305.pdf) | anduena.shkurti@undp.org | 10/27/2021 10:04:00 PM |

Principled Quality Rating: Exemplary

- 6. Were the project's measures (through outputs, activities, indicators) to address gender inequalities and empower women relevant and produced the intended effect? If not, evidence-based adjustments and changes were made.
- 3: The project team gathered data and evidence through project monitoring on the relevance of the measures to address gender inequalities and empower women. Analysis of data and evidence were used to inform adjustments and changes, as appropriate. (both must be true)
- 2: The project team had some data and evidence on the relevance of the measures to address gender inequalities and empower women. There is evidence that at least some adjustments were made, as appropriate. (both must be true)
- 1: The project team had limited or no evidence on the relevance of measures to address gender inequalities and empowering women. No evidence of adjustments and/or changes made. This option should also be selected if the project has no measures to address gender inequalities and empower women relevant to the project results and activities.

Evidence:

Project documents/progress and final report.

Gender equality has been at the core of LNB design and implementation by providing equal access to wo men and men, young girls and boys in LNB activities and resources (information campaigns, trainings, co nsultation meetings).

LNB has established a gender disaggregated data c ollection system for its activities which are regularly r eported in its semi-annual and annual reports and P MF showing that women and girls have been equally represented and actively participated in LNB activitie s:

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- 7. Were social and environmental impacts and risks successfully managed and monitored?
- 3: Social and environmental risks were tracked in the risk log. Appropriate assessments conducted where required (i.e., Environmental and Social Impact Assessment (ESIA) for High risk projects and some level of social and environmental assessment for Moderate risk projects as identified through SESP). Relevant management plan(s) developed for identified risks through consultative process and implemented, resourced, and monitored. Risks effectively managed or mitigated. If there is a substantive change to the project or change in context that affects risk levels, the SESP was updated to reflect these changes. (all must be true)
- 2: Social and environmental risks were tracked in the risk log. Appropriate assessments conducted where required (i.e., Environmental and Social Impact Assessment (ESIA) for High risk projects and some level of social and environmental assessment for Moderate risk projects as identified through SESP). Relevant management plan(s) developed, implemented and monitored for identified risks. OR project was categorized as Low risk through the SESP.
- 1: Social and environmental risks were tracked in the risk log. For projects categorized as High or Moderate Risk, there was no evidence that social and environmental assessments completed and/or management plans or measures development, implemented or monitored. There are substantive changes to the project or changes in the context but SESP was not updated. (any may be true)

Evidence:

Based on the regular analysis of risks and the updat ed risk log; The Annual Steering Committee review of the programme's progress and results, discussion and endorsement of the LNB Annual Report and ne xt Annual Work Plan.

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| # | File Name | Modified By | Modified On |
| 1 | Annex3UpdatedRiskLog_January2021_9786 _307 (https://intranet.undp.org/apps/ProjectQ A/QAFormDocuments/Annex3UpdatedRiskL og_January2021_9786_307.docx) | anduena.shkurti@undp.org | 10/27/2021 10:06:00 PM |

8. Were grievance mechanisms available to project-affected people and were grievances (if any) addressed to ensure any perceived harm was effectively mitigated?

- 3: Project-affected people actively informed of UNDP's Corporate Accountability Mechanism (SRM/SECU) and how to access it. If the project was categorized as High or Moderate Risk through the SESP, a project -level grievance mechanism was in place and project affected people informed. If grievances were received, they were effectively addressed in accordance with SRM Guidance. (all must be true)
- 2: Project-affected people informed of UNDP's Corporate Accountability Mechanism and how to access it. If the project was categorized as High Risk through the SESP, a project -level grievance mechanism was in place and project affected people informed. If grievances were received, they were responded to but faced challenges in arriving at a resolution.
- 1: Project-affected people was not informed of UNDP's Corporate Accountability Mechanism. If grievances were received, they were not responded to. (any may be true)

Evidence:

All staff and partners are informed of UNDP's Corpor ate Accountability Mechanism. The project is catego rized as medium to low risk. no grievances received.

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Management & Monitoring

Quality Rating: Highly Satisfactory

- 9. Was the project's M&E Plan adequately implemented?
- 3: The project had a comprehensive and costed M&E plan. Baselines, targets and milestones were fully populated. Progress data against indicators in the project's RRF was reported regularly using credible data sources and collected according to the frequency stated in the Plan, including sex disaggregated data as relevant. Any evaluations conducted, if relevant, fully meet decentralized evaluation standards, including gender UNEG standards. Lessons learned, included during evaluations and/or After-Action Reviews, were used to take corrective actions when necessary. (all must be true)
- 2: The project costed M&E Plan, and most baselines and targets were populated. Progress data against indicators in the project's RRF was collected on a regular basis, although there was may be some slippage in following the frequency stated in the Plan and data sources was not always reliable. Any evaluations conducted, if relevant, met most decentralized evaluation standards. Lessons learned were captured but were used to take corrective actions. (all must be true)
- 1: The project had M&E Plan, but costs were not clearly planned and budgeted for, or were unrealistic. Progress data was not regularly collected against the indicators in the project's RRF. Evaluations did not meet decentralized evaluation standards. Lessons learned were rarely captured and used. Select this option also if the project did not have an M&E plan.

Evidence:

Programme Performance Monitoring Framework is u pdated and presented to Steering Committee twice a year.

Baseline and Endline studies are conducted. Their a nalysis and the reports are used determine if the interventions are working and to inform future interventions.

MTR conducted and documented.

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| 1 | SatisfactionsurveyReportEndlineDataLNB_fi nal_9786_309 (https://intranet.undp.org/app s/ProjectQA/QAFormDocuments/Satisfaction surveyReportEndlineDataLNB_final_9786_3 09.pdf) | anduena.shkurti@undp.org | 10/27/2021 10:17:00 PM |
| 2 | SatisfactionReportBaselineDatafinal_9786_3 09 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/SatisfactionReportBaselineDatafinal_9786_309.pdf) | anduena.shkurti@undp.org | 10/27/2021 10:17:00 PM |
| 3 | Annex2PerformanceMonitoringFramework_J uly_2021_9786_309 (https://intranet.undp.or g/apps/ProjectQA/QAFormDocuments/Annex 2PerformanceMonitoringFramework_July_20 21_9786_309.docx) | anduena.shkurti@undp.org | 10/29/2021 11:22:00 AM |

- 10. Was the project's governance mechanism (i.e., the project board or equivalent) function as intended?
- 3: The project's governance mechanism operated well, and was a model for other projects. It met in the agreed frequency stated in the project document and the minutes of the meetings were 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)
- 2: 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)
- 1: The project's governance mechanism did not meet in the frequency stated in the project document over the past year and/or the project board or equivalent was not functioning as a decision-making body for the project as intended.

Evidence:

LNB utilized a set of key tools to support programme monitoring and steering:: i) Performance Monitoring Framework based on programme's logical framework; ii) Annual Work Plans and Semi-annual and Annual Reports, iii) programme's budget; iv) on site field visits; v) regular internal monitoring and meetings, internal quarterly reports, vi) the Annual Steering Committee review of the programme's progress and results, discussion and endorsement of the LNB Annual Report and next Annual Work Plan.

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- 11. Were risks to the project adequately monitored and managed?
- 3: The project monitored risks every quarter and consulted with the key stakeholders, security advisors, to identify continuing and emerging risks to assess if the main assumptions remained valid. There is clear evidence that relevant management plans and mitigating measures were fully implemented to address each key project risk and were updated to reflect the latest risk assessment. (all must be true)
- 2: The project monitored risks every year, as evidenced by an updated risk log. Some updates were made to management plans and mitigation measures.
- 1: The risk log was not updated as required. There was may be some evidence that the project monitored risks that may affected the project's achievement of results, but there is no explicit evidence that management actions were taken to mitigate risks.

Evidence:

Analysis of risks and updated risk log are made twic e a yeare and are presented to the Steering Commit tee;

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| 1 | Annex3UpdatedRiskLog_January2021_9786 _311 (https://intranet.undp.org/apps/ProjectQ A/QAFormDocuments/Annex3UpdatedRiskL og_January2021_9786_311.docx) | anduena.shkurti@undp.org | 10/27/2021 10:19:00 PM |

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Quality Rating: Exemplary

12. 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
- O No

Evidence:

The overall budget for this programme is funded 10 0% by SDC, which is allocated through the SDG Acc eleration Fund. The programme Logframe provides f or the general framework and indicative deliverables that are funded only by SDC contribution.

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13. Were project inputs procured and delivered on time to efficiently contribute to results?

| | 3: The project had a procurement plan and kept bottlenecks to procuring inputs in a timely mannerations. (all must be true) | er and addressed them through app | propriate management |
|------------|---|--|--|
| | The project had updated procurement plan. The procuring inputs in a timely manner and address | | |
| | true) 1: The project did not have an updated procurem operational bottlenecks to procuring inputs regulatem. | | * |
| Evi | dence: | | |
| pr | ogramme procurement plans | | |
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| No 4. W | documents available. Vas there regular monitoring and recording of cos | ot efficiencies, taking into account the viewed costs against relevant compoure the project maximized results conter relevant ongoing projects and | ne expected quality of parators (e.g., other projects delivered with given d initiatives (UNDP or other |

Evidence:

Yes. The JP project actively coordinated with other r elevant ongoing projects and initiatives (UNDP and other UN participating agencies) to ensure complem entarity

beyond following standard procurement rules.

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| ffecti | ive | Quality Rating: Highl | y Satisfactory |
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| 15. W | Vas the project on track and delivered | l its expected outputs? | |
| | Yes No | | |
| Evi | dence: | | |
| LN | NB semi-annual and annual progress | reports | |
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| | Vere there regular reviews of the worl | c plan to ensure that the project was on needed? | track to achieve the desired |
| | implemented were most likely to ach | regular reviews of the project work plandieve the desired results. There is eviden Action Reviews) were used to inform coude. (both must be true) | ce that data and lessons learned |
| | 2: There was at least one review of the track to achieving the desired develo | he work plan per year with a view to ass pment results (i.e., outputs.) There may rm the review(s). Any necessary budget | or may not be evidence that data |
| , | | reviewed the work plan at least once over nade to the delivery of desired development took place. | |

Evidence:

There was at least one review of the work plan per y ear with a view to assessing if project activities were on track. the AWP are endorsed by the LNB steering committee and approved as part of the AWPs of the Programme of Cooperation with the Gov of Albania

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- 17. Were the targeted groups systematically identified and engaged, prioritizing the marginalized and excluded, to ensure results were achieved as expected?
- 3: The project targeted specific groups and/or geographic areas, identified by 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 that the targeted groups were reached as intended. The project engaged regularly with targeted groups over the past year to assess whether they benefited as expected and adjustments were made if necessary, to refine targeting. (all must be true)
- 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 are members of the targeted groups. There was some engagement with beneficiaries in the past year to assess whether they were benefiting as expected. (all must be true)
- 1: The project did not report on specific targeted groups. There is no evidence to confirm that project beneficiaries are populations have capacity needs or are deprived and/or excluded from development opportunities relevant to the project area of work. There is some engagement with beneficiaries to assess whether they benefited as expected, but it was limited or did not occurred in the past year.
- Not Applicable

Evidence:

The programme's target groups who will directly and indirectly benefit from improved access to social ser vices, are: (1) marginalized and vulnerable families and persons, of all genders and of all ages, and (2) persons with disabilities, and Roma and Egyptians. The programme has conducted assessments on their situation and of their capacity needs.

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| # | File Name | Modified By | Modified On |
| 1 | FinalReportCTNA_PwD_16.05_9786_317 (ht tps://intranet.undp.org/apps/ProjectQA/QAFo rmDocuments/FinalReportCTNA_PwD_16.0 5_9786_317.pdf) | anduena.shkurti@undp.org | 10/27/2021 10:28:00 PM |

Sustainability & National Ownership Quality Rating: Satisfactory

- 18. Were stakeholders and national partners fully engaged in the decision-making, implementation and monitoring of the project?
- 3: Only national systems (i.e., procurement, monitoring, evaluation, etc.) were used 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. (both must be true)
- 2: National systems (i.e., procurement, monitoring, evaluation, etc.) were used to implement and monitor the project (such as country office support or project systems) were also used, if necessary. 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)
- 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:

Partners, including the central government institution s - Ministries and autonomous government bodies, t he municipalities, the CSOs and academia are mem bers of the steering committee. Other decision making bodies, e.g. the evaluation committee for the man agement of the grant fund for innovative projects is c omposed of government representatives and UNDP.

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19. Were there regular monitoring of changes in capacities and performance of institutions and systems relevant to the project, as needed, and were the implementation arrangements⁸ adjusted according to changes in partner capacities?

- 3: Changes in capacities and performance of national institutions and systems were assessed/monitored using clear indicators, rigorous methods of data collection and credible data sources including relevant HACT assurance activities. Implementation arrangements were formally reviewed and adjusted, if needed, in agreement with partners according to changes in partner capacities. (all must be true)
- 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 including relevant HACT assurance activities. Some adjustment was made to implementation arrangements if needed to reflect changes in partner capacities. (all must be true)
- 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 have not been considered. Also select this option if changes in capacities and performance of relevant national institutions and systems have not been monitored by the project.
- Not Applicable

Evidence:

Implementing Partner's capacity assessment reports and spot-check reports

bania NPF Micro-assessmentreport010921

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| # | File Name | Modified By | Modified On |
| 1 | Final-NPF-UNDPSpotCheckReport_151220_ 9786_319 (https://intranet.undp.org/apps/Pro jectQA/QAFormDocuments/Final-NPF-UNDP SpotCheckReport_151220_9786_319.pdf) | anduena.shkurti@undp.org | 10/27/2021 10:36:00 PM |
| 2 | UNDPAlbania_NPF_Micro-assessmentreport 010921_9786_319 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/UNDPAl | anduena.shkurti@undp.org | 10/27/2021 10:38:00 PM |

20. Were the transition and phase-out arrangements were reviewed and adjusted according to progress (including financial commitment and capacity).

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| | 3: The project's governance mechanism regular arrangements for transition and phase-out, to set out by the plan. The plan was implement adjustments made during implementation. (b) 2: There was a review of the project's sustain to ensure the project remained on track in model. The project may have had a sustainability developed. Also select this option if the project | o ensure the project remained on track fed as planned by the end of the project both must be true) nability plan, including arrangements for eeting the requirements set out by the plan but there was no review of this str | in meeting the requirements t, taking into account any or transition and phase-out, plan. rategy after it was |
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