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Impact assessment of FY 2021-2022
CSR grant

Bank of America N.A., India Branches

November 2023

Disclaimer

Overview of the assessment by Deloitte

Objective of the assessment

In compliance with the robust governance protocols that govern the decision making and management of CSR at Bank of America National Association, India Branches, Deloitte was tasked with conducting impact assessments of projects funded from the CSR grant for FY 2021-22.
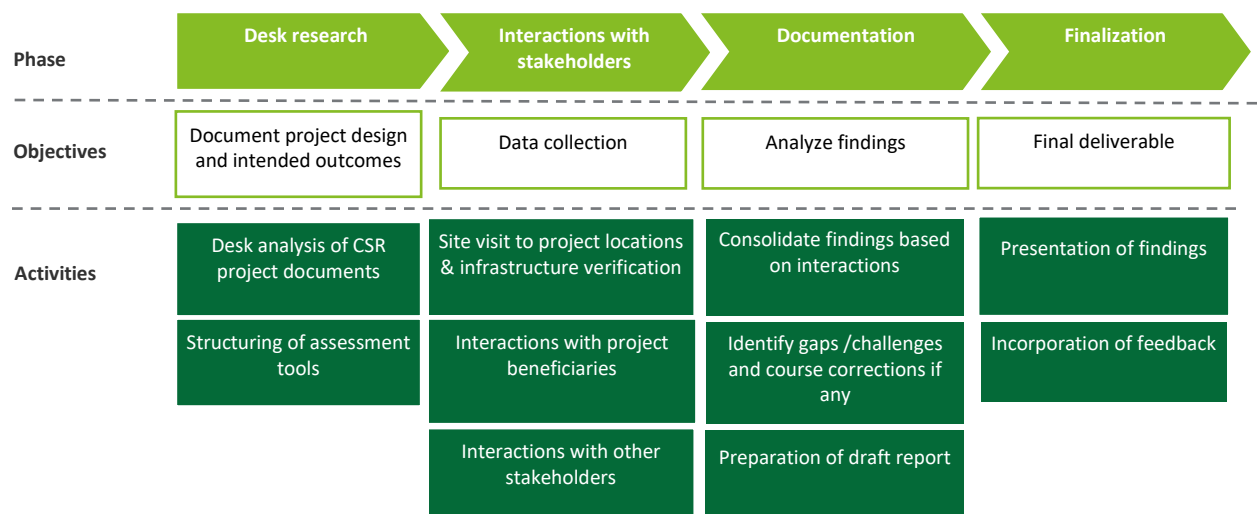
The assessment was conducted using a mixed research design. The data for the impact assessment was collected using customized data collection tools through document review, and key stakeholder and beneficiary interactions (on a sample basis). The primary data was collected through an optimal mix of field visits and surveys. The data collection was followed by a phase of analysis and documentation of observations and findings.

Approach and methodology

The evaluation exercise assessed the impact of these projects in line with the Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles (2019):

1. **Desk review and secondary research**- Preliminary project documents were studied. This includes review of project documents such as project proposal, budget, quarterly progress reports, monitoring reports, project MIS, etc.
2. **Stakeholder mapping**- Initial calls with implementing partners to identify the primary and secondary stakeholders for the project were held
3. **Sampling plan**- A sample was selected across different types of stakeholders to base the results of this study. This sample was covered through research tools like Focus Group Discussions (FGD), Key Informant Interviews (KII), observations, surveys, knowledge checks, infrastructure checklists, etc. For this study, Deloitte has employed various sampling techniques to select sample stakeholders.

The programmatic review and impact assessment of the CSR initiatives was then executed in a phased manner. The four main phases are outlined below:

Phase	Desk research	Interactions with stakeholders	Documentation	Finalization
Objectives	Document project design and intended outcomes	Data collection	Analyze findings	Final deliverable
Activities	Desk analysis of CSR project documents	Site visit to project locations & infrastructure verification	Consolidate findings based on interactions	Presentation of findings
	Structuring of assessment tools	Interactions with project beneficiaries	Identify gaps /challenges and course corrections if any	Incorporation of feedback
		Interactions with other stakeholders	Preparation of draft report	

Findings from the impact assessment are presented in the following section. Detailed impact reports for individual projects are available for management consumption.

Findings from the impact assessment

Samhita | Shot in the Arm: Vaccination Program for Underserved Communities

Grant amount	Project period	Project location
INR 7.4 Cr	April 2021 - March 2022	Andhra Pradesh, Bihar, Delhi, Assam, Haryana, Jharkhand, Karnataka, Madhya Pradesh, Maharashtra, Odisha, Meghalaya, Telangana, Tripura, Uttar Pradesh, Rajasthan

Project overview	BANA's one year CSR grant to Samhita aimed to facilitate the implementation of the COVID-19 vaccination program and enable awareness and services for post vaccination health & livelihood resilience.

SDG alignment

3 GOOD HEALTH AND WELL-BEING   10 REDUCED INEQUALITIES

Methodology

- Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment
- UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review
- Primary and secondary stakeholders of the project were mapped and covered across project locations
- A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study

	Stakeholders	Tools used
Primary	Beneficiaries of vaccination support	Focus Group Discussion (FGD), Key Informat Interview (KII), Project completion report Project documents
Secondary	Vendors Samhita Project Coordinators	

Achievement against target *(achieved/target)*

- **17,72,835 /10,00,000 (177%) beneficiaries received vaccination** of which 7,56,494 were first doses and 10,16,341 were second doses
- **14,513** awareness campaigns conducted

Impact created

- Assistance in **55** remote districts prevented COVID-19 spread through vaccination support and awareness campaigns
- Facilitated the administration **of 1,772,835 vaccine doses across 2,042 vaccination centers**
- Conducted **14,513** awareness campaigns, dispelling COVID-19 myths using **108** different collaterals
- Employed various methods like door-to-door visits, speakerphone messages, banners, and SMS campaigns to reduce vaccine hesitancy.
- Trained **4,180 volunteers (67% women)** for community engagement in project locations.
- Provided training to local leaders and volunteers (ASHA workers, teachers, etc.) to encourage vaccination registration among individuals.

Pictures from the field

Vaccination Camp at Azamgarh

Awareness generation through announcements

Impact assessment of FY 2021-2022 CSR grant

YUVA Unstoppable | Ration Kits Distribution Project

Grant amount	Project period	Project location
INR 2.5 Cr	July 2021 - December 2021	Gujarat

Project overview	BANA's one year CSR grant to YUVA Unstoppable aimed to provide food and health kits to 25,000 school going children and their families
SDG alignment	
Methodology	- Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations - A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study

	Stakeholders	Tools used
Primary	Student beneficiaries Families of the students	Focus Group Discussion (FGD), Key Informat Interview (KII), Project completion report Project documents
Secondary	Principal of the schools Implementing team Parivartan Foundation	

Achievement against target *(achieved/target)*	• **25,278/25,000 (101%) ration kits distributed** • **36.7 tons** of food supplies distributed
Impact created	• Supported **100** government schools in **7** cities of Gujarat: Ahmedabad, Bhavnagar, Gandhinagar, Mehsana, Vadodara, Dehgam, and Dholka • Utilized YUVA's extensive outreach in Gujarat to identify the most vulnerable children and families, prioritizing them for ration kit distribution • Distributed **25,278** ration kits to parents of children affected by the closure of schools, providing immediate financial relief due to disrupted daily wage labour and the impact on the mid-day meal program • Reached approximately **1,00,000** indirect beneficiaries through ration kit support, sustaining households' food intake for 1-1.5 months with provisions like rice, wheat, pulses, cooking oil, protein malt, and masks. • Collaborated with the Parivartan Foundation in Ahmedabad, an organization supporting HIV patients, enabling income generation for 30-35 HIV-positive women who prepared the kits • Successfully completed the project by January 2022, attributed to YUVA's timely procurement, an efficient supply chain, connections with logistics partners, and leveraging economies of scale for effective price negotiations

Pictures from the field

Pictures of Ration kits distribution

Impact assessment of FY 2021-2022 CSR grant

YUVA Unstoppable | Tabs-based Blended Learning

Grant amount	Project period	Project location
INR 4 Cr	April 2021 - March 2022	Gujarat, Maharashtra

Project overview	BANA's one year CSR grant to YUVA Unstoppable aimed to provide 25,000 remote learning devices to children in government schools for access to digital learning
SDG alignment	
Methodology	- Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations - A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study

	Stakeholders	Tools used
Primary	Students Teachers	Focus Group Discussion (FGD), Key Informat Interview (KII), Project completion report Project documents
Secondary	Principal of the schools Implementing team	

Achievement against target (achieved/target)	• **4,018/4,000 (100%) tabs distributed** to **1047** individual students and **44** schools • Access to technology enabled for **~9,000 socio-economically underprivileged students** for digital learning
Impact created	• Distributed **4,018** Lenovo M7 Tablets to **1,047 individual students and 44 schools**, equipped with downloaded BYJU's content spanning grades 4 through 12. This support ensured technology access for approximately **9,000** socio-economically underprivileged students for digital learning. • Offered a 3-month internet connection with 1,047 tabs to top-performing Grade XI students, aiding their preparation for competitive exams and self-study • Provided digital upskilling opportunities, dedicating over 2 hours of tablet usage per week for teachers and students • Facilitated study material inclusive of extra academic resources and learning applications for enhanced learning experiences • Leveraged existing infrastructure in 70-80% of schools (supported by YUVA/government) like Smart Class Boards and projectors utilized by teachers for simultaneous teaching and content display using tablets • Encouraged individual or paired use of the G-shala app by students for revising through MCQs and other objective questions, alongside reading apps for further learning • Increased student engagement through digital tools, fostering a greater willingness to read and revise topics using learning applications • Reported a 50-80% comfort level among students in navigating and utilizing the tablets for their educational needs

Pictures from the field

Students at Dholka Kanya Shala and Vavdi Primary School using tablets since 2022

YUVA Unstoppable | Addressing COVID-19 Vaccine Hesitancy

Grant amount	Project period	Project location
INR 18.5 Cr	November 2021 - March 2022	Gujarat, Rajasthan

Project overview	BANA's one year CSR grant to YUVA Unstoppable aimed to to tackle vaccine hesitancy in Ahmedabad by incentivising 1 million vaccination doses through the distribution of 1 Litre oil packets

SDG alignment	**3 GOOD HEALTH AND WELL-BEING** **10 REDUCED INEQUALITIES**

Methodology	- Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations - A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study

	Stakeholders	Tools used
Primary	Vaccine beneficiaries	Focus Group Discussion (FGD), Key Informat Interview (KII), Project completion report Project documents
Secondary	Chief Health Officer, Assistant Health Officer, other govt. officials Implementing team	

Achievement against target (achieved/target)	• **12,75,472/ 10,00,000 (127.5%) beneficiaries incentivised for vaccination** through the distribution of oil packets • **Collaborated with the local government** to support vaccination in **250 Urban Health Centres (UHCs)/Primary Healthcare centre (PHCs)**

Impact created	• Collaborated with local government to support vaccination in **250 UHCs/PHCs in 4 districts in Gujarat** and **Rajasthan**, involving supply rate identification and allocation in low-vaccination areas • **Coordinated supply pipeline** with municipality officers tracking demand from Primary Healthcare Centres • **40 YUVA staff and volunteers** supported in on-ground data collection, mobilization, and rollout • Incentivization efforts facilitated **12,75,472 vaccinations**, strengthening immunity and reducing severe health risks • Distributed oil packets alleviated financial burdens, resulting in **savings of ~INR 250-300** for the underprivileged

- Vaccination incentivization activities and facilitation of 12,75,472 doses aided the government in curbing COVID-19 spread across remote regions

Pictures from the field

Individuals receiving vaccine and oil packets

American India Foundation (AIF)| COVID-19 Resurgence AIF's Proposed Emergency Response Strategy

Grant amount	Project period	Project location
INR 1.66 Cr	April 2021 - March 2022	Delhi, Bangalore, and Mumbai

Project overview	BANA's one year CSR grant to AIF aimed to provide immediate support to poorly equipped government hospitals across various states in India during the second wave of COVID-19 pandemic
SDG alignment	
Methodology	- Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations - A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study |	Stakeholders	Tools used | |---|---|---| | **Primary** | Beneficiaries | Focus Group Discussion (FGD), Key Informat Interview (KII), Project completion report Project documents | | **Secondary** | Hospital staff Implementing team | |
Project achievement	• **1/1 (100%) Portable Hospital set up at Tibbia College, Delhi** to meet the needs of COVID patients • **4,500 PPE Kits** provided to **3 hospitals** • **32 oxygen** concentrators provided to **2 hospitals**
Impact created	• Enhanced the capacity of **5 hospitals in 3 states**, enabling treatment for a higher number of patients. Essential medical equipment like oxygen concentrators, PPE kits, and nursing equipment was provided during the second wave of COVID-19. • Provided **4,500** PPE kits to 3 hospitals in Mumbai, enhancing safety and preparedness for healthcare and frontline workers during the 2021-2022 second wave • Supplied **32 oxygen concentrators to 2 hospitals** based on their specific needs and requirements

- Established additional infrastructure by setting up a **20-bed portable hospital at Tibbia College, Delhi**, equipped with inflatable structures, flooring, AC, beds, and nursing equipment to meet COVID patient needs.
- This infrastructure led to **~13,500 safe patient-healthcare worker interactions**, mitigating severe shortfalls for healthcare workers.
- Ensured **improved hospital capacity** for timely care of COVID-affected individuals.

Pictures from the field

Handover of PPE kits and oxygen cylinders

Swades Foundation | COVID-19 Response Project

Grant amount	Project period	Project location
INR 3.26 Cr	April 2021 - March 2022	Raigad, Nashik, and Mumbai of Maharashtra

Project overview	BANA's one year CSR grant to Swades Foundation aimed to respond to the urgent COVID-19 crisis in rural Maharashtra through procurement of medical equipment and supplies to facilitate the control of pandemic.
SDG alignment	
Methodology	- Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations - A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study {{table}}
Project achievement	• **8 districts reached** • **41 government healthcare institutions** supported • **17 health camps** organized, and **13,747 vaccination doses** facilitated
Impact created	• Reached **8 districts, 27 blocks, and 956 villages in Maharashtra** through COVID-19 response support • **Organized 17 camps, facilitating 13,747 vaccination doses**, contributing to the government's efforts to expand vaccine coverage nationwide. • Provided medical equipment and supplies across **41** government healthcare institutions:

	Stakeholders	Tools used
Primary	Hospitals Healthcare workers Patients	Focus Group Discussion (FGD), Key Informat Interview (KII), Project completion report Project documents
Secondary	Project implementation staff Government stakeholders	

27 ventilators, 5 ambulances, 10 oxygen concentrators, 345 jumbo cylinders, 11 dedicated pediatric ventilators, 22 multipara monitors, 2042 pulse oximeters, 9,125 antigen tests, 2,092 thermal scanners, 3 mortuary cabinets, 80 dead body bags, 33,799 examination gloves, 6,000 PPE kits, 7,020 face shields, 2,070 disposable gowns, 4,950 hand sanitizer bottles, and 36,250 masks.

- Strengthened partnerships with government authorities enabled the Swades Foundation to enhance the infrastructure of 41 government healthcare institutions, aiding in treating COVID-19 patients and improving healthcare provider safety.
- **Distributed consumables** (examination gloves, PPE kits, face shields, masks, and sanitizer bottles) to healthcare institutions in Raigad, Nashik, and Mumbai districts, ensuring increased safety for healthcare workers.
- Enhanced **access to healthcare** by improving facilities in Rural Hospitals (RHs) and Primary Healthcare Centres (PHCs) in proximity to villages and districts

Pictures from the field

Dedicated pediatric ventilators and oxygen cylinders received at hospital

Swades Foundation | COVID-19 Vaccination and Medical Equipment Project

Grant amount	Project period	Project location
INR 2.74 Cr	April 2021 - March 2022	Raigad, Nashik, and Mumbai of Maharashtra

Project overview	BANA's one year CSR grant to Swades Foundation aimed to support the district authorities in Maharashtra, to cover the elderly and remote population by arranging for mobile vaccination. The program later pivoted to building medical infrastructure to the Primary Healthcare Centres (PHCs) in the villages as well.
SDG alignment	
Methodology	- Organisation for Economic Co-operation and Development's (OECD) Development Assistance Committee (DAC) principles used for the assessment - UNDP's Results Based Framework was used for developing KPIs as per the project and used as the basis for the programmatic review - Primary and secondary stakeholders of the project were mapped and covered across project locations - A representative sample was selected across different types of stakeholders using various sampling techniques to base the results of this study

	Stakeholders	Tools used
Primary	Hospitals Healthcare workers Vaccine beneficiaries	Focus Group Discussion (FGD), Key Informat Interview (KII), Project completion report Project documents
Secondary	Program head Program manager	

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	Implementation team MIS/admin	
Project achievement	• **35,739 individuals reached** through vaccination camps in 12 districts of Maharashtra • **562 vaccination camps** organized across **342 villages** • Provided **83** fowler beds, **10** defibrillators, **6** ECG machines, **6** radiant warmers, **10** infusion pumps, **20** syringe pumps and **01** Truenat machine with **1000** chips to the hospitals	
Impact created	• Facilitated **35,739 vaccinations**, contributing to the government's efforts in expanding vaccination coverage and preventing COVID-19 spread • Organized **562 camps across 342 villages**, benefiting over **35,000 individuals** (11,017 dose 1 vaccines, 23,509 dose 2 vaccines, and 1,213 dose 3 vaccines). • Conducted **awareness campaigns** effectively addressing vaccine hesitancy, encouraging vaccination, and engaging frontline workers in outreach efforts. • **Improved healthcare infrastructure** in hospitals by providing essential medical equipment: 83 fowler beds, 10 defibrillators, 6 ECG machines, 6 radiant warmers, 10 infusion pumps, 20 syringe pumps, and 1 Truenat machine with 1000 chips. • **Utilized 8 ambulances and support staff** (driver, nurse, data entry operator) for mobile vaccination, reaching remote and hilly regions, ensuring vaccination accessibility for populations unable to access Primary Healthcare Centers (PHCs). • **Enhanced elderly accessibility** to vaccination through mobile vaccination camps specifically in remote and hilly terrains within the region.	

Pictures from the field

Vaccination camp at Raigad

Radiant warmers and Truenat machine delivery

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