

Number of people censused within time period

21,138

Between July and December 2017, **our field officers censused 21,138 potential recipients**. Only 2.4% of those households have so far refused to participate in the program (most refused at census, but about one-fifth of those recipients refused later on). **Refusals were mostly driven by our Universal Basic Income project, which started enrollment in November**. As we have experienced elsewhere in Kenya, UBI had higher refusal rates (~5%) in one of the enrollment areas.

Almost 20% of those censused were deemed ineligible. **In Rwanda, eligibility is determined by poverty indicators collected at census (Ubudehe score and PPI), which means that a portion of every village is usually deemed ineligible**. In Kenya Standard and Uganda Standard, we saturate villages, meaning that people are **only deemed ineligible if we believe they have lied about their status as a legitimate household living within the village boundaries**.

Percent censused who refused to participate

2.4%

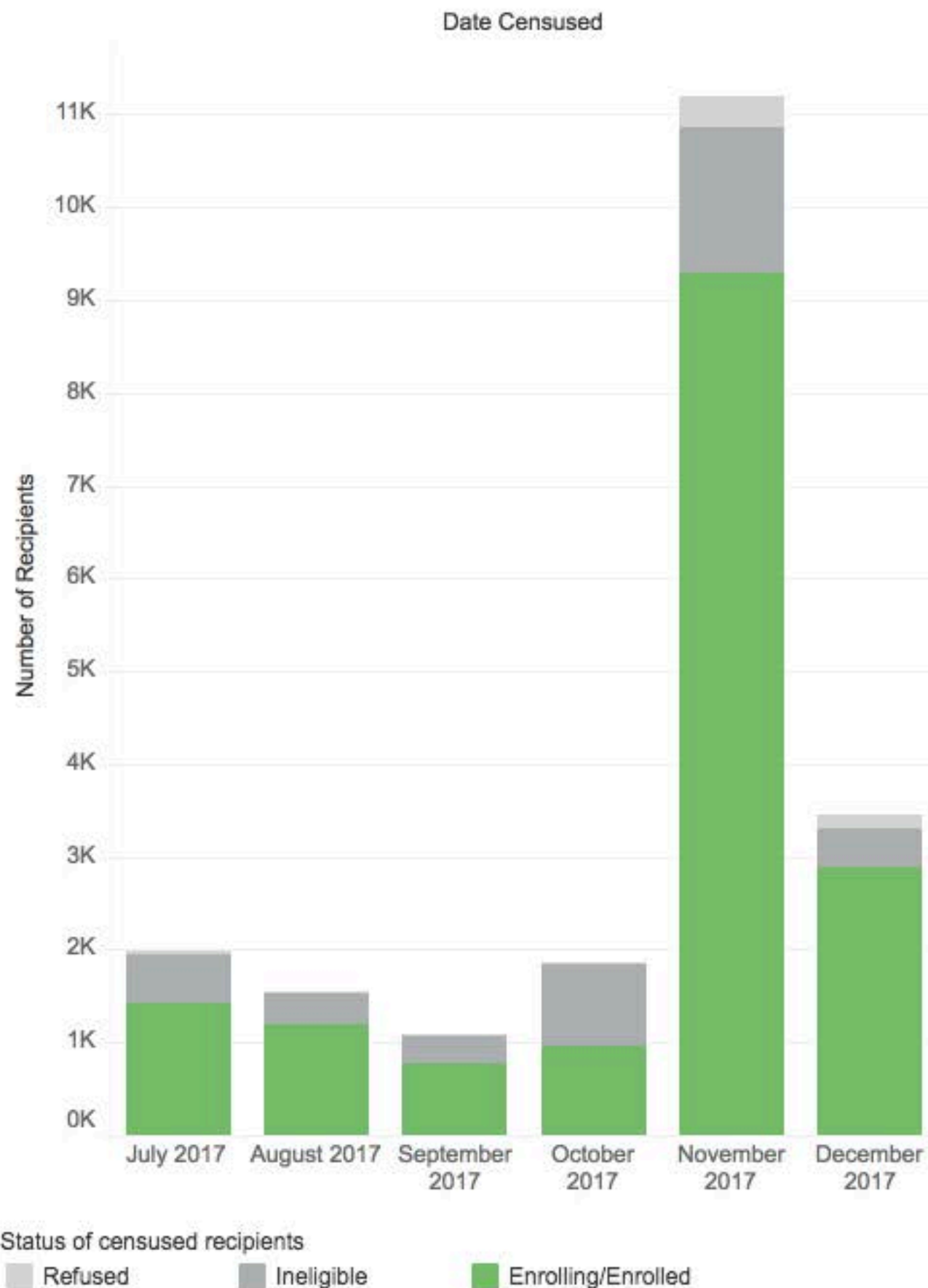
Percent censused deemed ineligible for other reasons

19.5%

Project (filter for all visualizations/stats on the page)

(All)

Censused recipients who refused or were deemed ineligible for other reasons



Number of people censused within time period

3,644

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Percent censused who refused to participate

0.1%

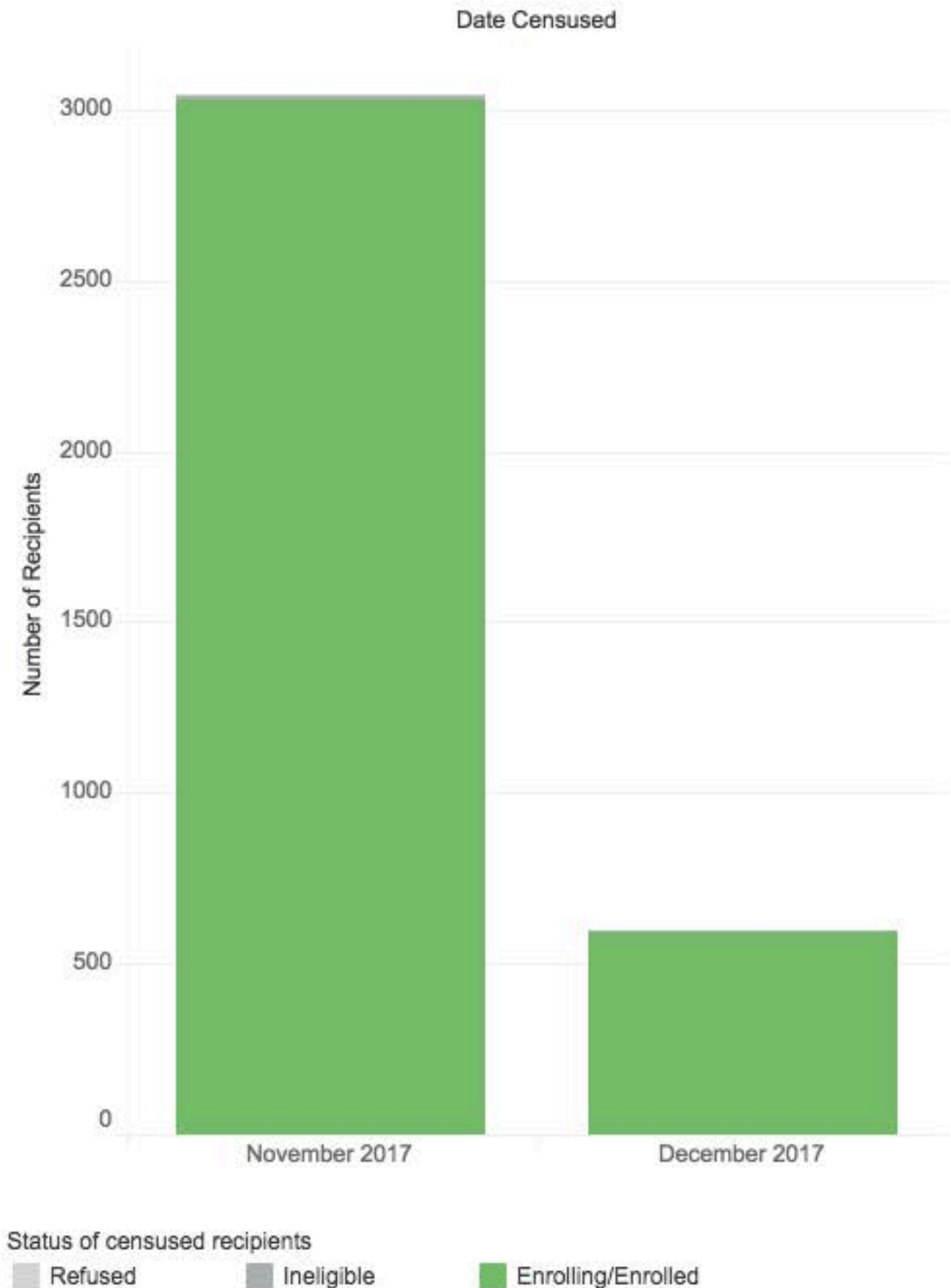
Percent censused deemed ineligible for other reasons

0.4%

Project (filter for all visualizations/stats on the page)

Refugees Uganda

Censused recipients who refused or were deemed ineligible for other reasons



Number of people censused within time period

5,568

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Percent censused who refused to participate

0.2%

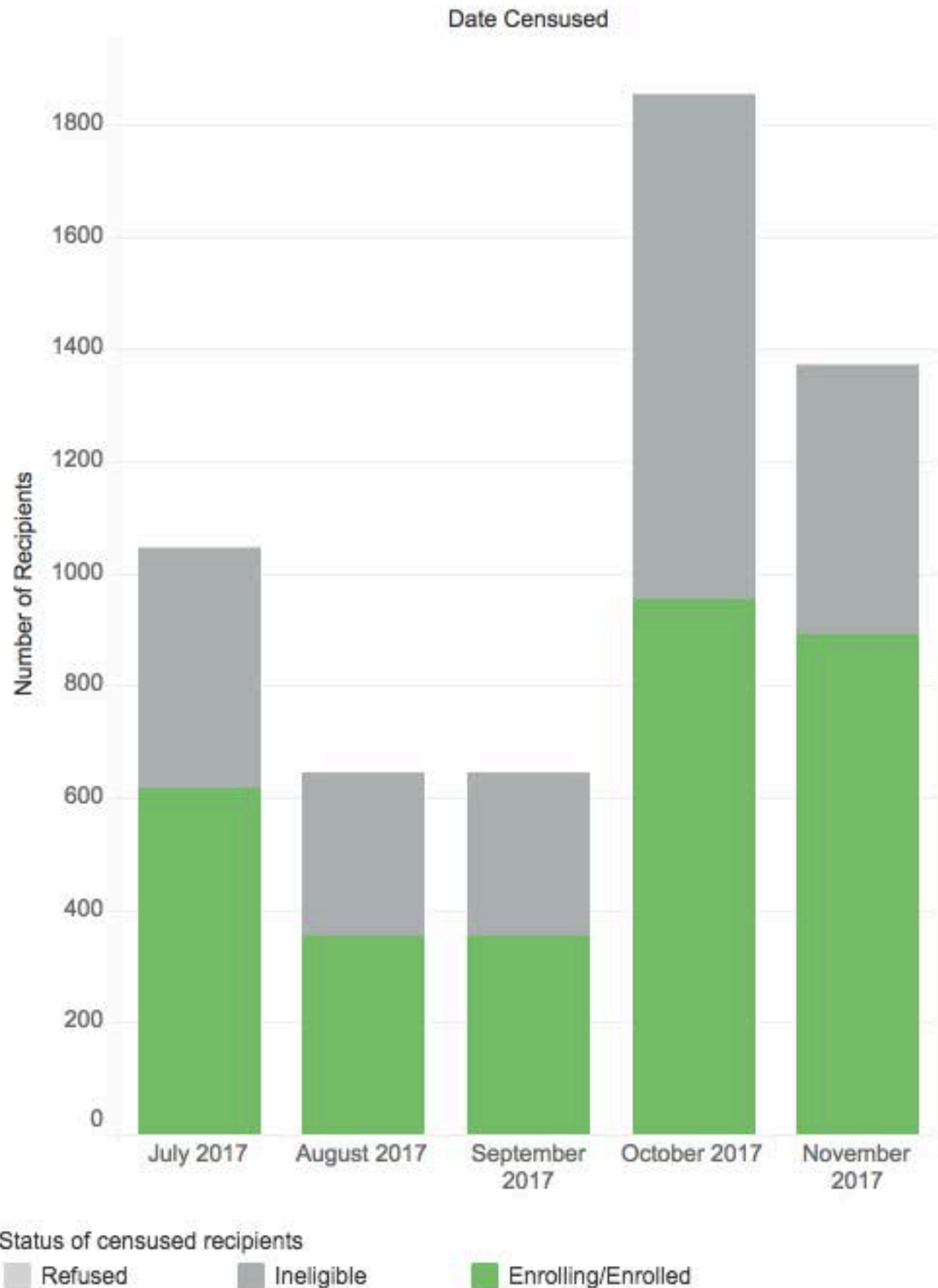
Percent censused deemed ineligible for other reasons

43.0%

Project (filter for all visualizations/stats on the page)

Standard Rwanda

Censused recipients who refused or were deemed ineligible for other reasons



Number of people censused within time period

2,276

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Percent censused who refused to participate

1.4%

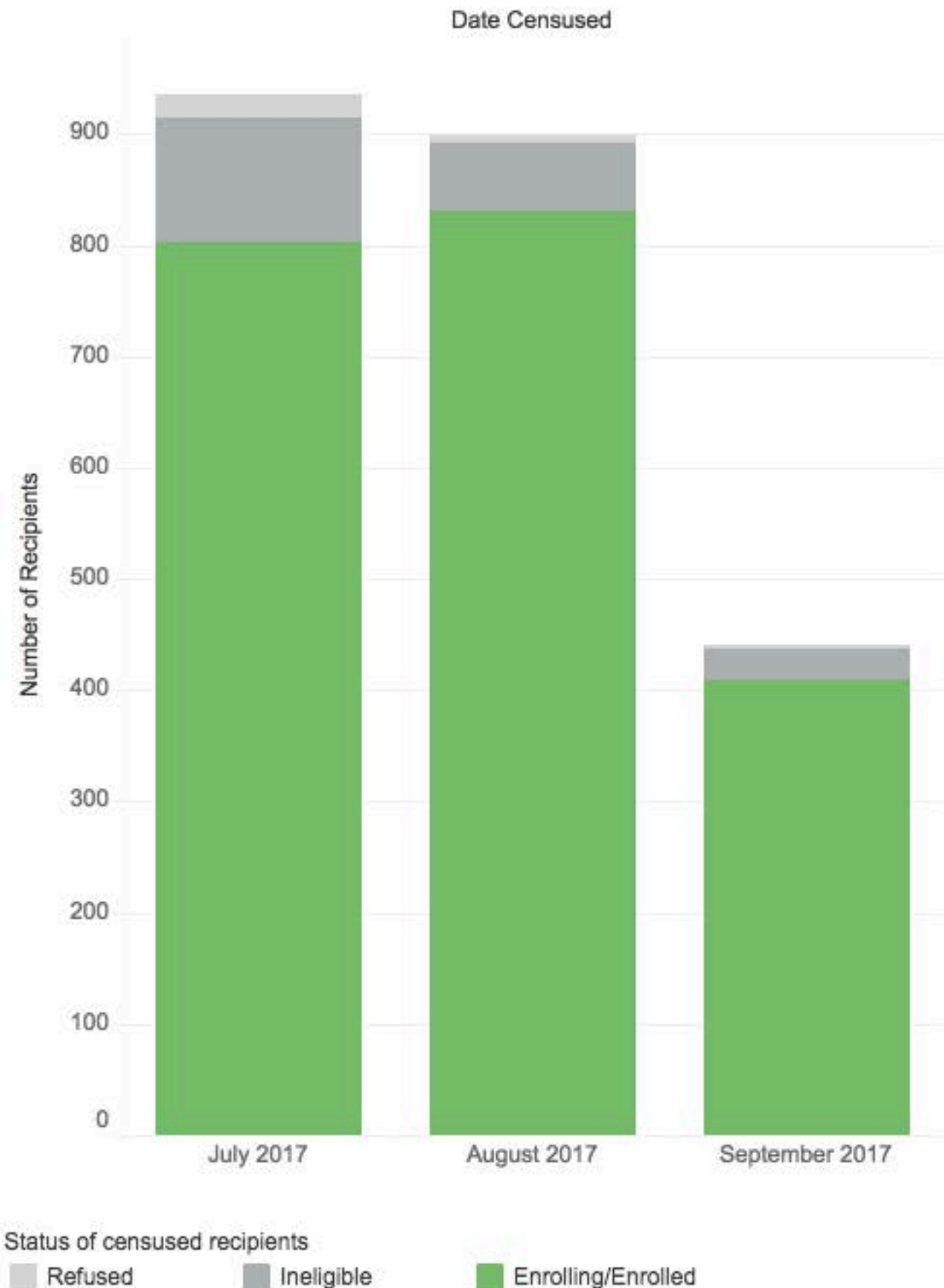
Percent censused deemed ineligible for other reasons

8.8%

Project (filter for all visualizations/stats on the page)

Standard Uganda

Censused recipients who refused or were deemed ineligible for other reasons



Number of people censused within time period

9,645

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Percent censused who refused to participate

4.8%

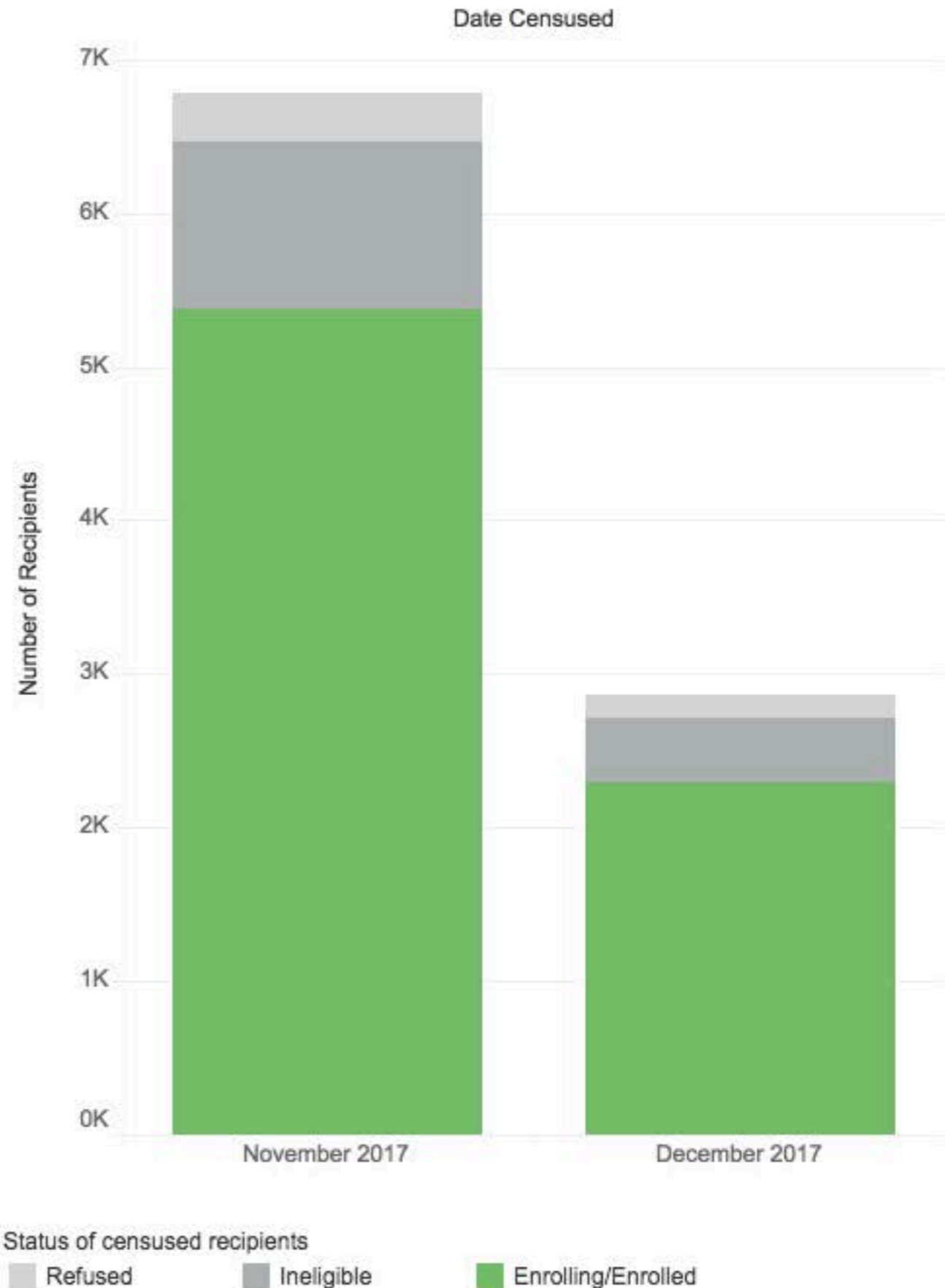
Percent censused deemed ineligible for other reasons

15.7%

Project (filter for all visualizations/stats on the page)

UBI Kenya

Censused recipients who refused or were deemed ineligible for other reasons



Number of recipients reached for follow-up

Percent reported receiving all transfers

Percent reported no customer service after trying

20,077

99.7%

2.7%

Above, we've listed data from outbound calls completed within the time period, during which we fill out follow-up surveys for recipients after each transfer.

Below, see our call center logs (which track inbound calls) for the requested time period in Kenya and Rwanda. We only began tracking call center data formally in Uganda in December 2017, so we don't have the requested data.

Kenya and Rwanda use slightly different call center systems and thus have a different taxonomy for tracking calls. **Kenya likely fields far more calls than Rwanda because we've been operating in Kenya for a much longer time at a much larger scale.**

Rwanda call center log

Issue Type	Reason For Calling	
Adverse Events	Community issue	1
	Complaint	7
	Death of recipient	3
	Fraud by recipient	1
	Household conflict	21
	Imposter	22
	Other	2
	Theft	14
	Trustee/helper issue	2
	Unlisted	2
	Hotline	Asking for additional transfer
Clarification on SMS blast		17
Confirmation on PIN activation		34
Greetings		7
Ineligible complaints		7
Information on mobile money tariffs		1
Missed enrollment		26
Missed field visit		8
Missed followup call		424

Kenya call center log

Campaign Id	Reason for Calling	
Inbound	Failed verification	8
	Front office staff	1
	GD office location	28
	General GD inquiry	2,082
	Message inquiry	88
	Missed field visit	18
	Missed follow up call	2,767
	Prank call	93
	Thanking GD	208
	Transfer date inquiry	1,338
Outbound	Failed verification	90
	No answer	5,372
	Number busy	699
	Verification call	2,806
	Vulnerable	118
Grand Total		15,716

Number of recipients reached for follow-up

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Percent reported no customer service after trying

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99.7%

2.7%

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Rwanda call center log

Issue Type	Reason For Calling	
	Confirmation on PIN activation	34
	Greetings	7
	Ineligible complaints	7
	Information on mobile money tariffs	1
	Missed enrollment	26
	Missed field visit	8
	Missed followup call	424
	Phone not working	2
	SIM card registration status	21
	Tax complaints	5
	Thanking GD	181
	Transfer amount inquiry	1
	Transfer date inquiry	45
	Transfer not received	59
	Transfer received	2
Registration Problem	Needs to register	7
	Other	2
	Update details	5
Grand Total		931

Kenya call center log

Campaign Id	Reason for Calling	
Inbound	Failed verification	8
	Front office staff	1
	GD office location	28
	General GD inquiry	2,082
	Message inquiry	88
	Missed field visit	18
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Outbound	Failed verification	90
	No answer	5,372
	Number busy	699
	Verification call	2,806
	Vulnerable	118
Grand Total		15,716

Change the target to see what percentage of recipients would receive their transfers within the target number of days. This data includes every transfer #1 and transfer #2 received during the requested time period, regardless of whether we reached the recipient for follow-up.

Project

Number of transfer 1s completed

10,062

Target for first transfer (weeks)

Number of transfer 2s completed

9,070

Target for second transfer (weeks)

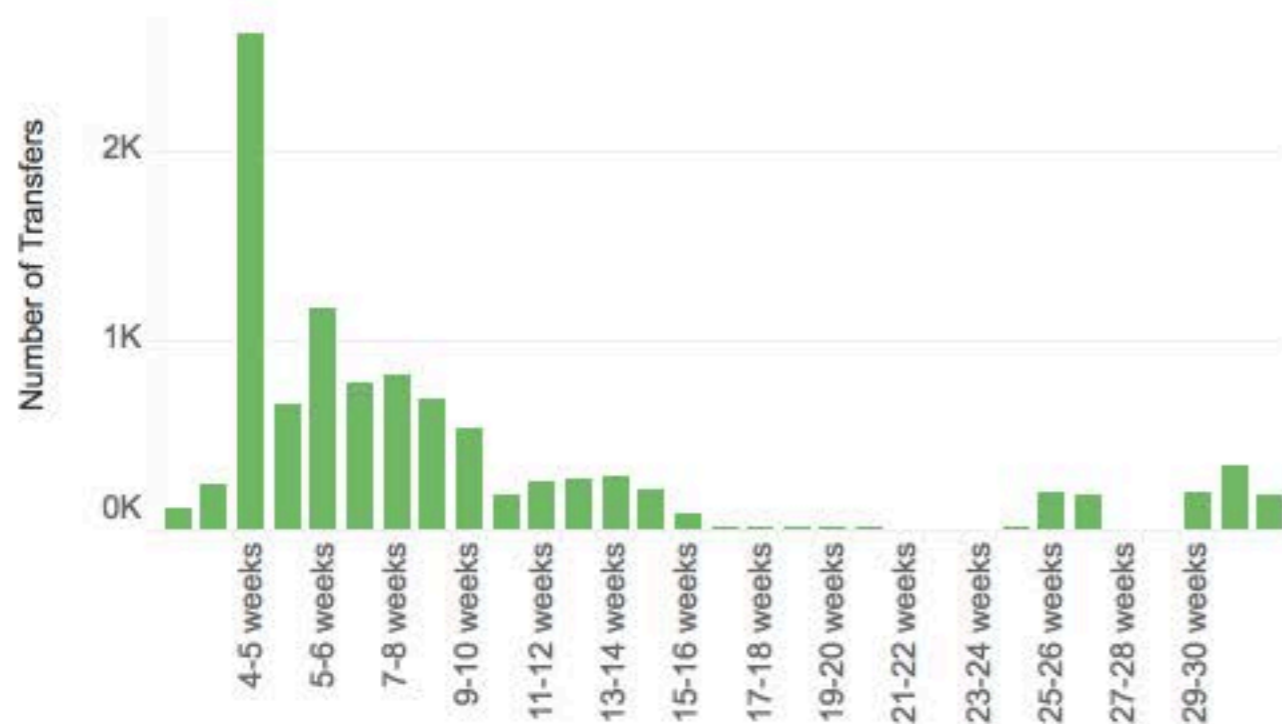
Percent received first transfer within target

75.6%

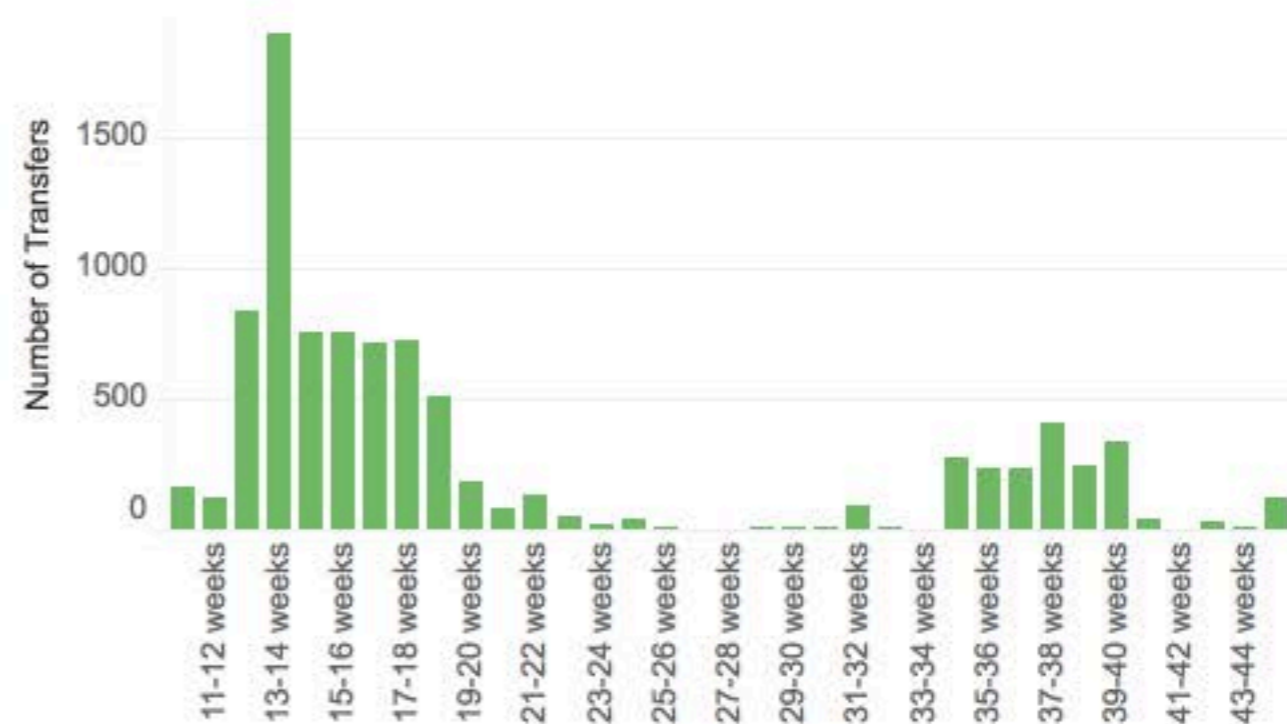
Percent received second transfer within target

73.5%

Weeks between census and first transfer received



Weeks between census and second transfer received



Change the target to see what percentage of recipients would receive their transfers within the target number of days. **This data includes every transfer #1 and transfer #2 received during the requested time period, regardless of whether we reached the recipient for follow-up.**

Project

Number of transfer 1s completed

821

Target for first transfer (weeks)

Number of transfer 2s completed

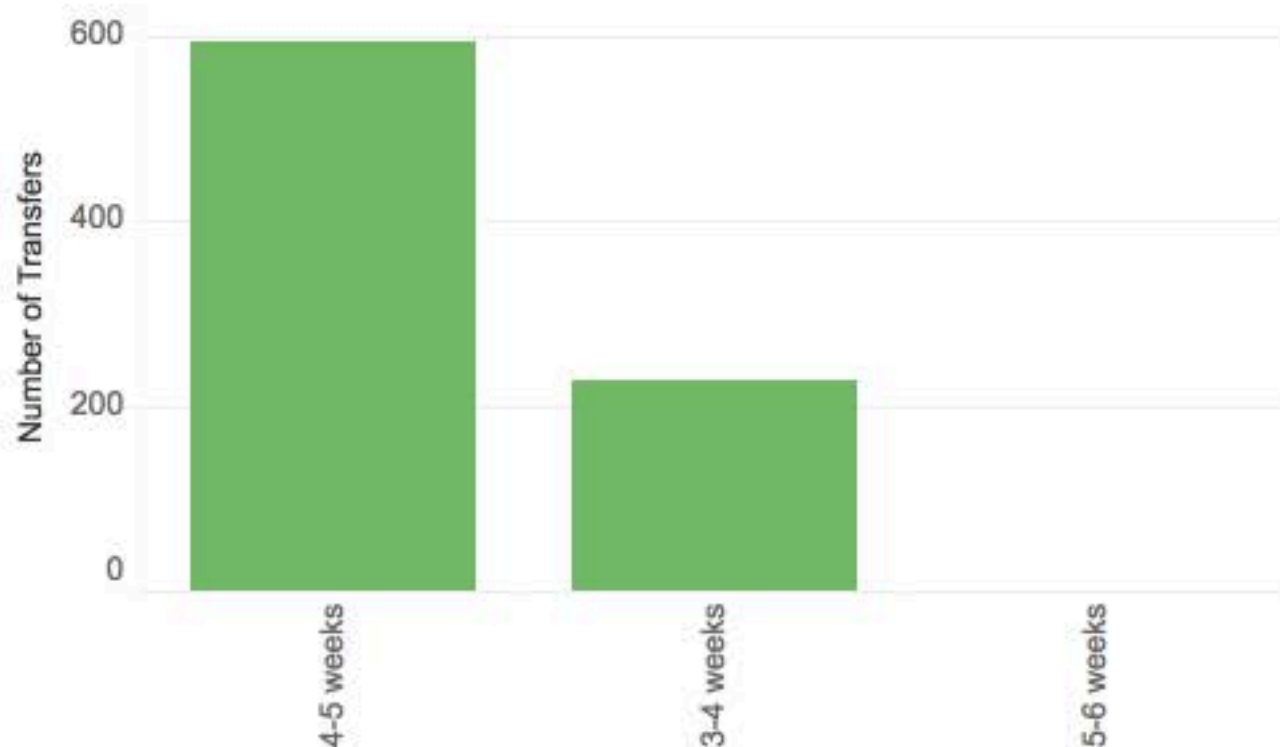
Target for second transfer (weeks)

Percent received first transfer within target

100.0%

Percent received second transfer within target

Weeks between census and first transfer received



Weeks between census and second transfer received

Change the target to see what percentage of recipients would receive their transfers within the target number of days. **This data includes every transfer #1 and transfer #2 received during the requested time period, regardless of whether we reached the recipient for follow-up.**

Project

Number of transfer 1s completed

1,608

Target for first transfer (weeks)

Number of transfer 2s completed

1,990

Target for second transfer (weeks)

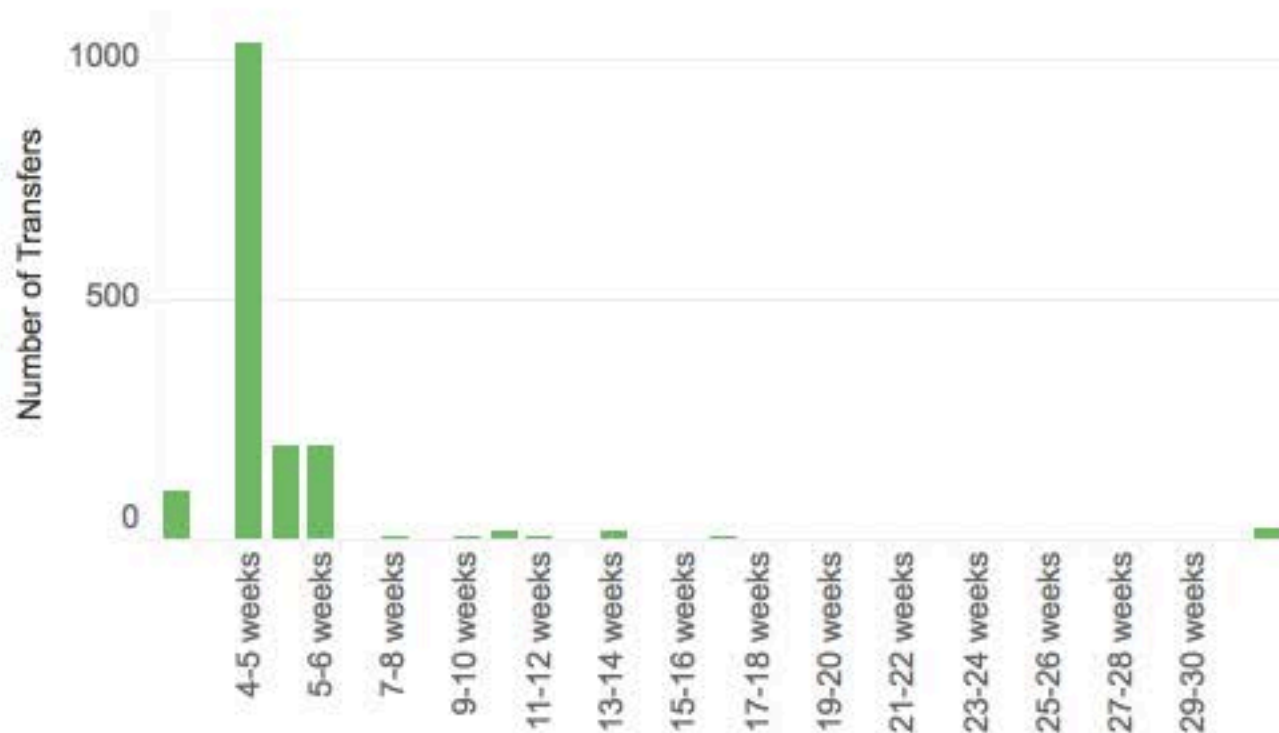
Percent received first transfer within target

95.5%

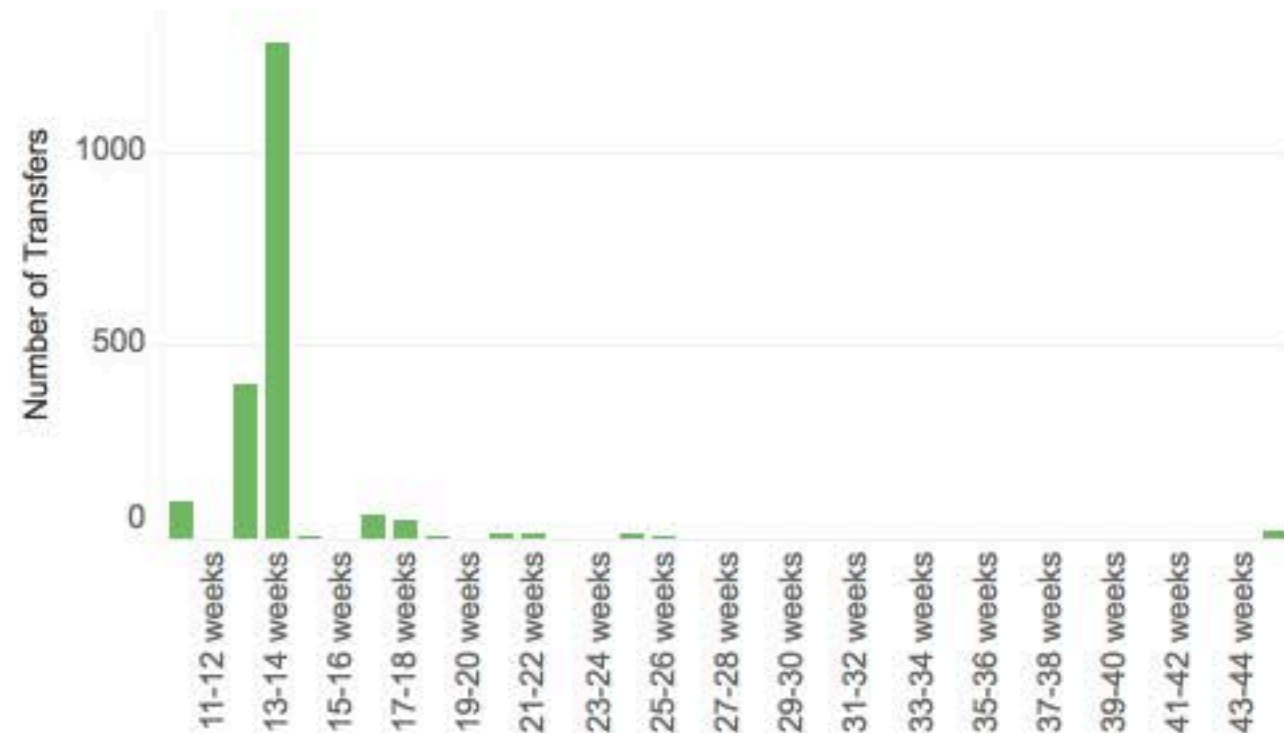
Percent received second transfer within target

95.5%

Weeks between census and first transfer received



Weeks between census and second transfer received



Change the target to see what percentage of recipients would receive their transfers within the target number of days. **This data includes every transfer #1 and transfer #2 received during the requested time period, regardless of whether we reached the recipient for follow-up.**

Project

Number of transfer 1s completed

4,620

Target for first transfer (weeks)

Number of transfer 2s completed

4,053

Target for second transfer (weeks)

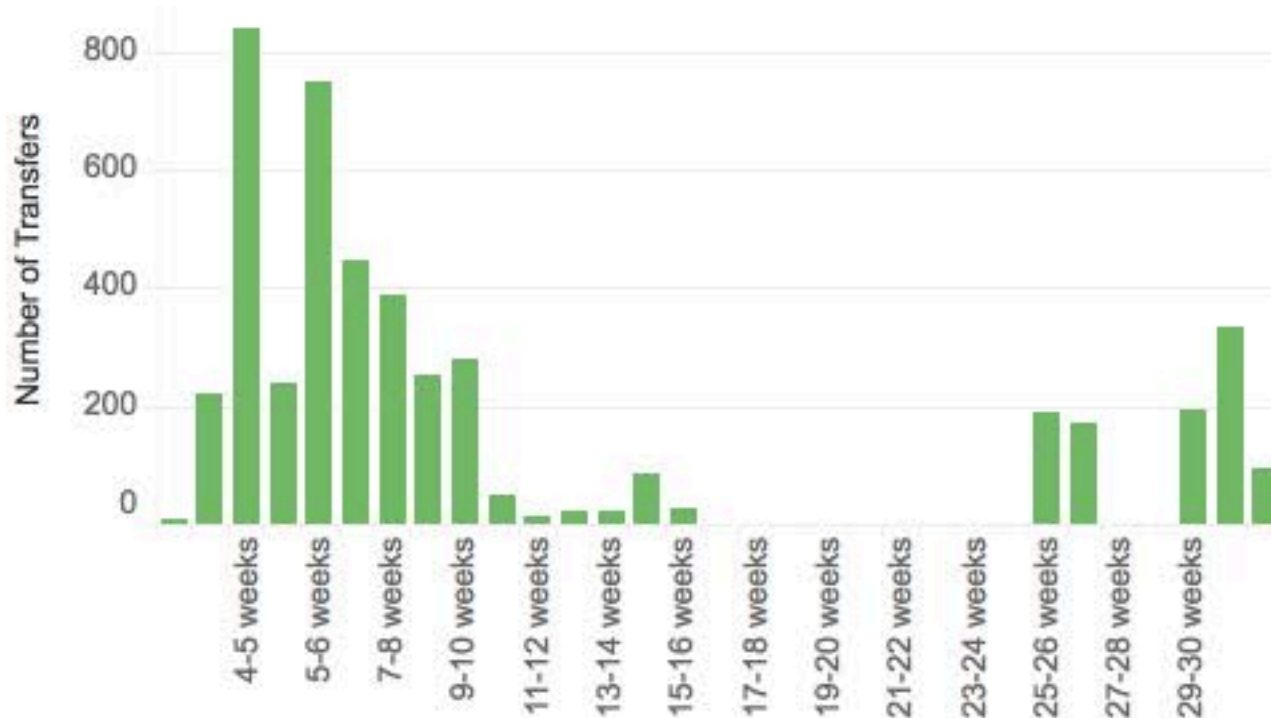
Percent received first transfer within target

74.0%

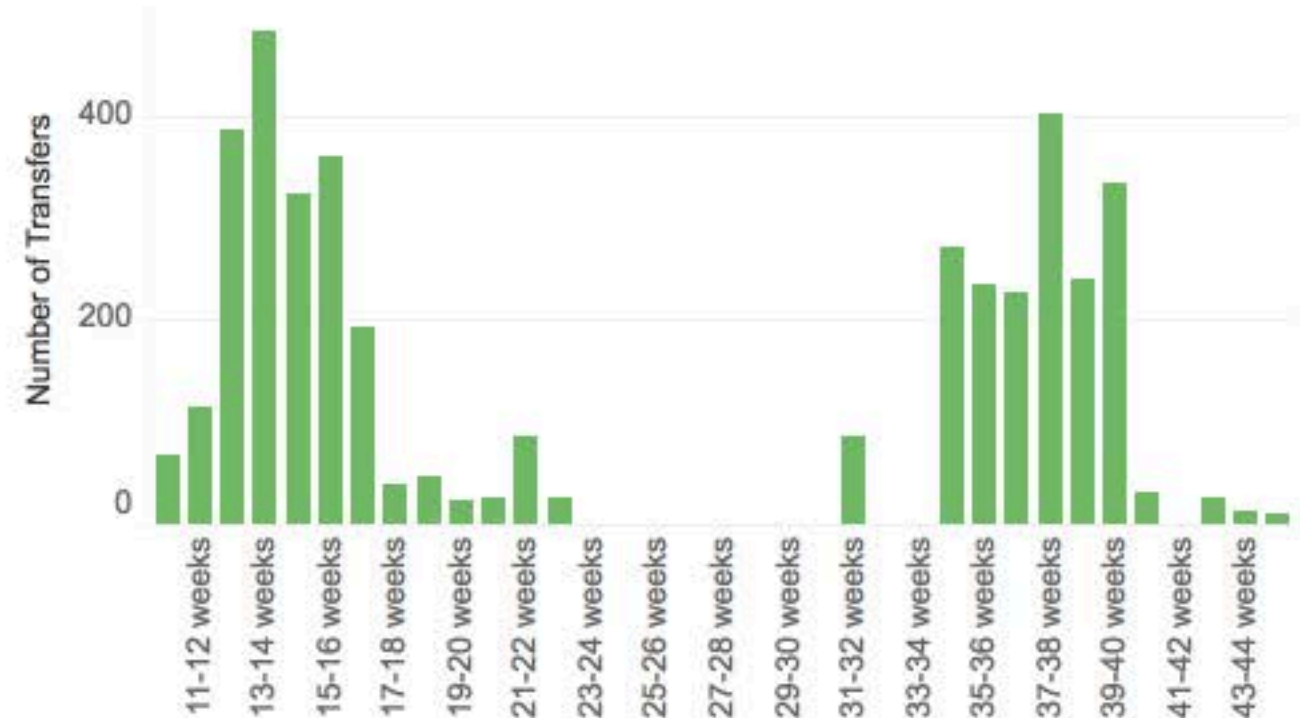
Percent received second transfer within target

50.2%

Weeks between census and first transfer received



Weeks between census and second transfer received



Change the target to see what percentage of recipients would receive their transfers within the target number of days. **This data includes every transfer #1 and transfer #2 received during the requested time period, regardless of whether we reached the recipient for follow-up.**

Project

Number of transfer 1s completed

2,948

Target for first transfer (weeks)

Number of transfer 2s completed

2,887

Target for second transfer (weeks)

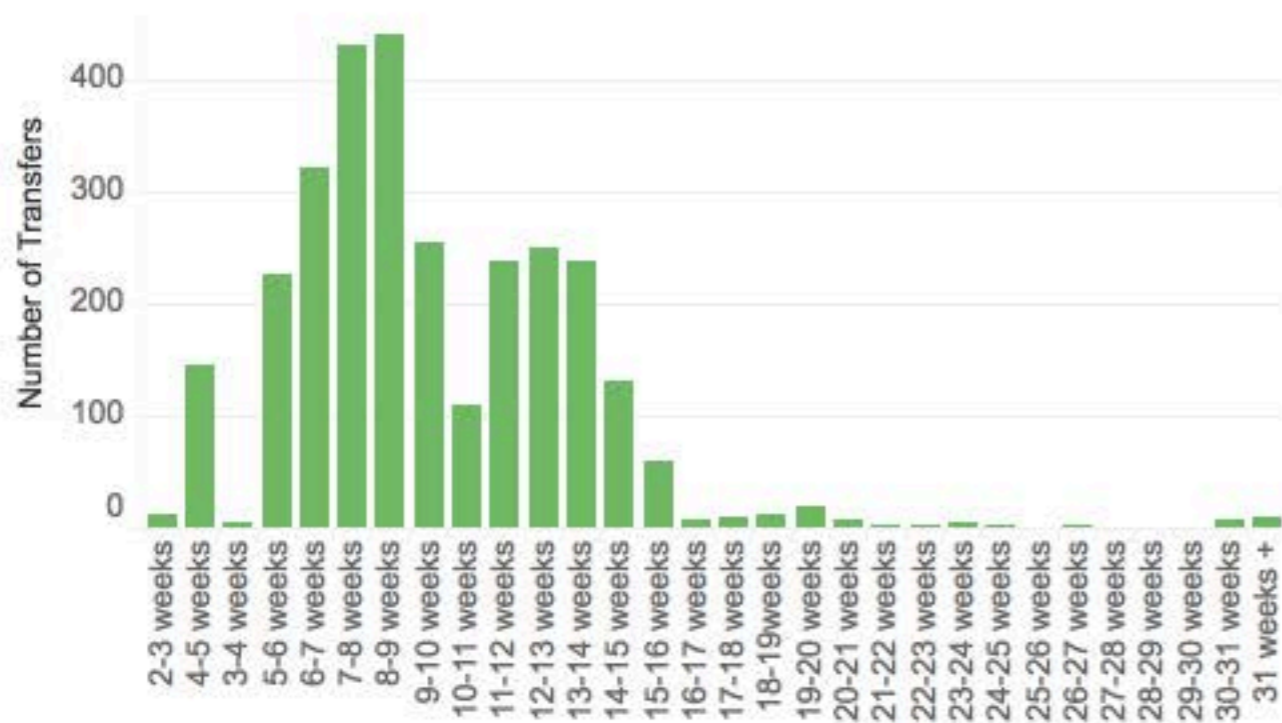
Percent received first transfer within target

62.2%

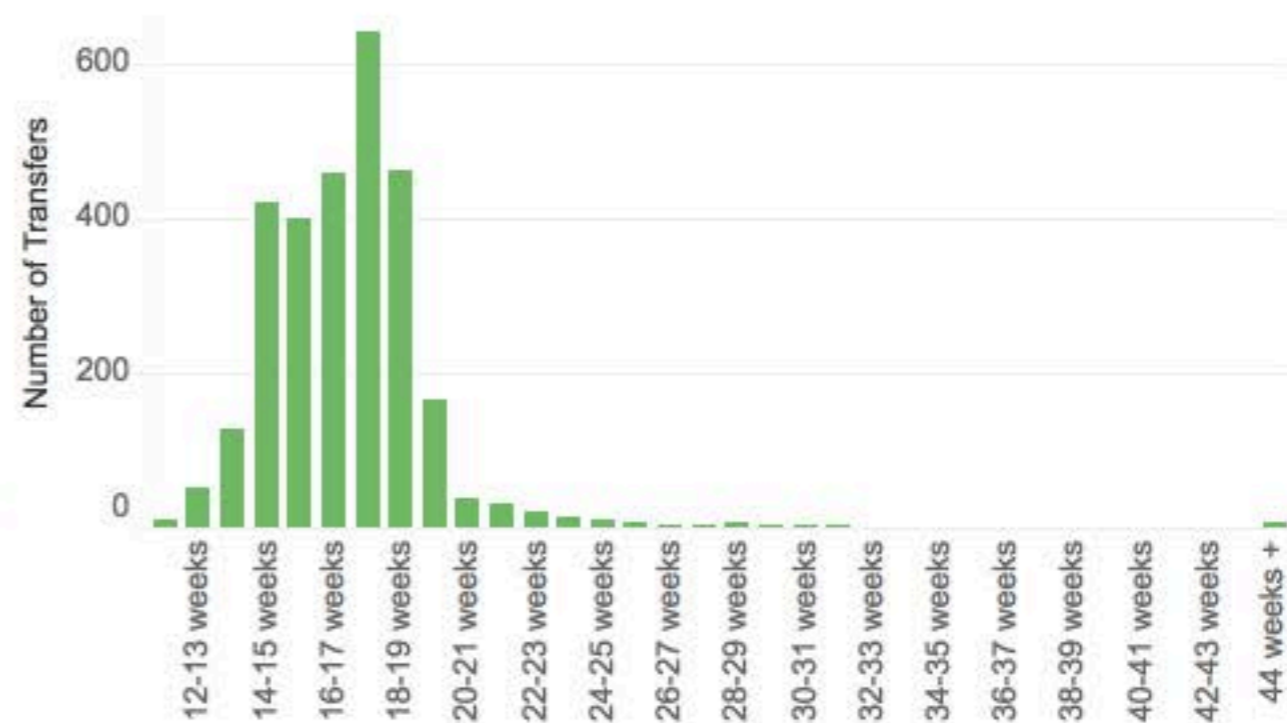
Percent received second transfer within target

94.6%

Weeks between census and first transfer received



Weeks between census and second transfer received



After registration, a portion of recipients are randomly chosen to be audited.

We have and will continue to experiment with using specific risk factors to select recipients, but currently most audited recipients are selected randomly and we target auditing 25-40% of all recipients.

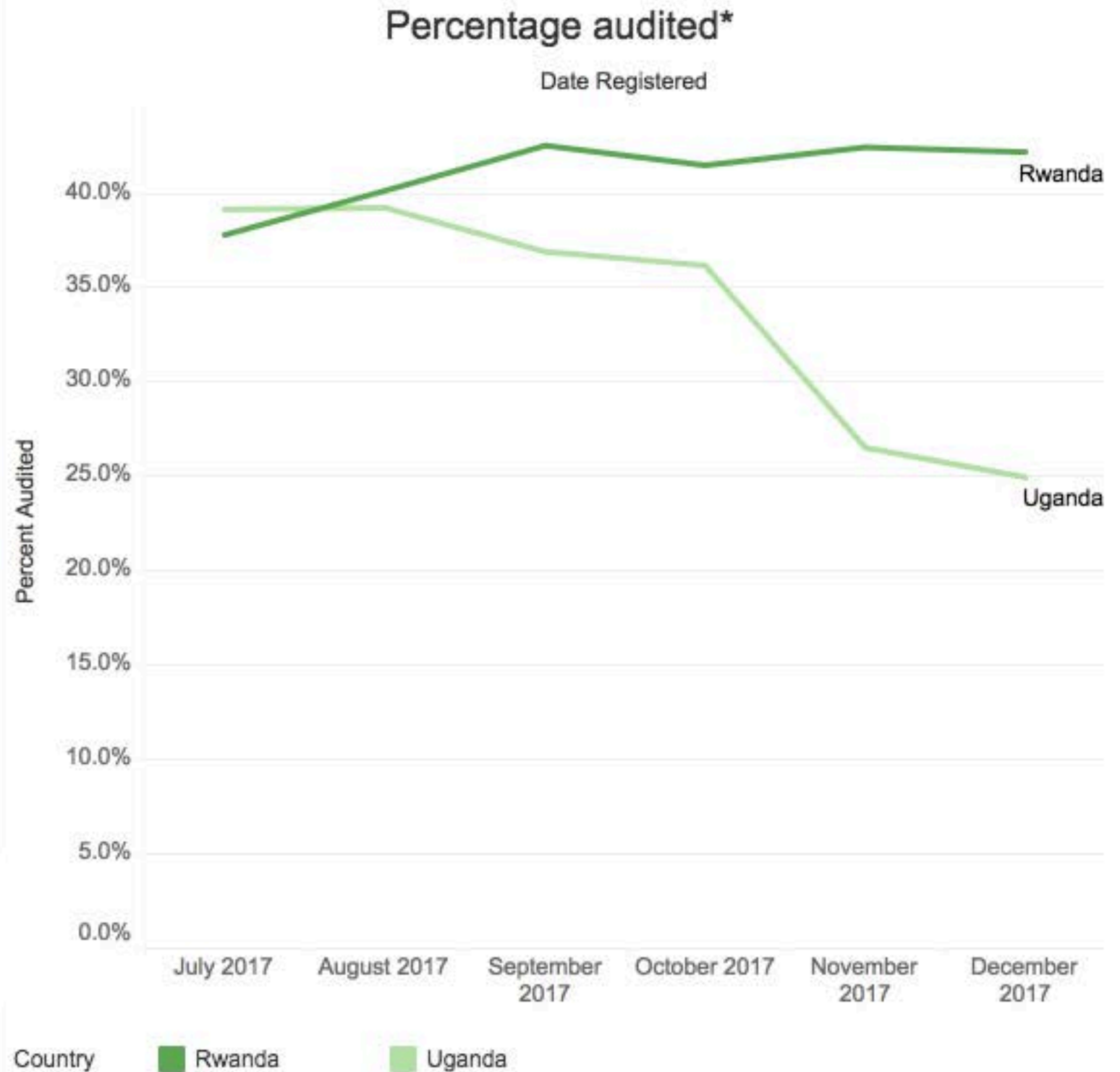
Enrollment audit is designed to catch recipient fraud (though it can also catch staff fraud), so we ask them questions about their residence, compare their ID numbers to our current data, and check to make sure their SIM cards or token numbers (given during enrollment) haven't been changed suspiciously. **Recipients are audited by a field officer who hasn't previously surveyed them.**

For our standard programs, recipients will be deemed ineligible after audit if the field officer reports that the recipient doesn't live within the village or has lived in the village for a very short period of time, doesn't represent a legitimate household, has an immediate family member who works for GiveDirectly, or likely lied to meet our eligibility criteria.

A note about internal audit...

We also run a separate internal audit process, interviewing a random percentage of recipients after they have received one transfer. The internal audit process is designed to catch fraud by non-recipients, like GD staff, mobile money agents, and village leaders, so **the field officers who conduct internal audit come from a separate team that is not involved with enrollment in any way.**

We started collecting internal audit data formally in our database in February 2018, so we don't have information for the requested time period.



Percent of recipients excluded after audit*

1.2%

*Here we are looking at Cohort 2, meaning that some of these people were not necessarily censused within the time period.

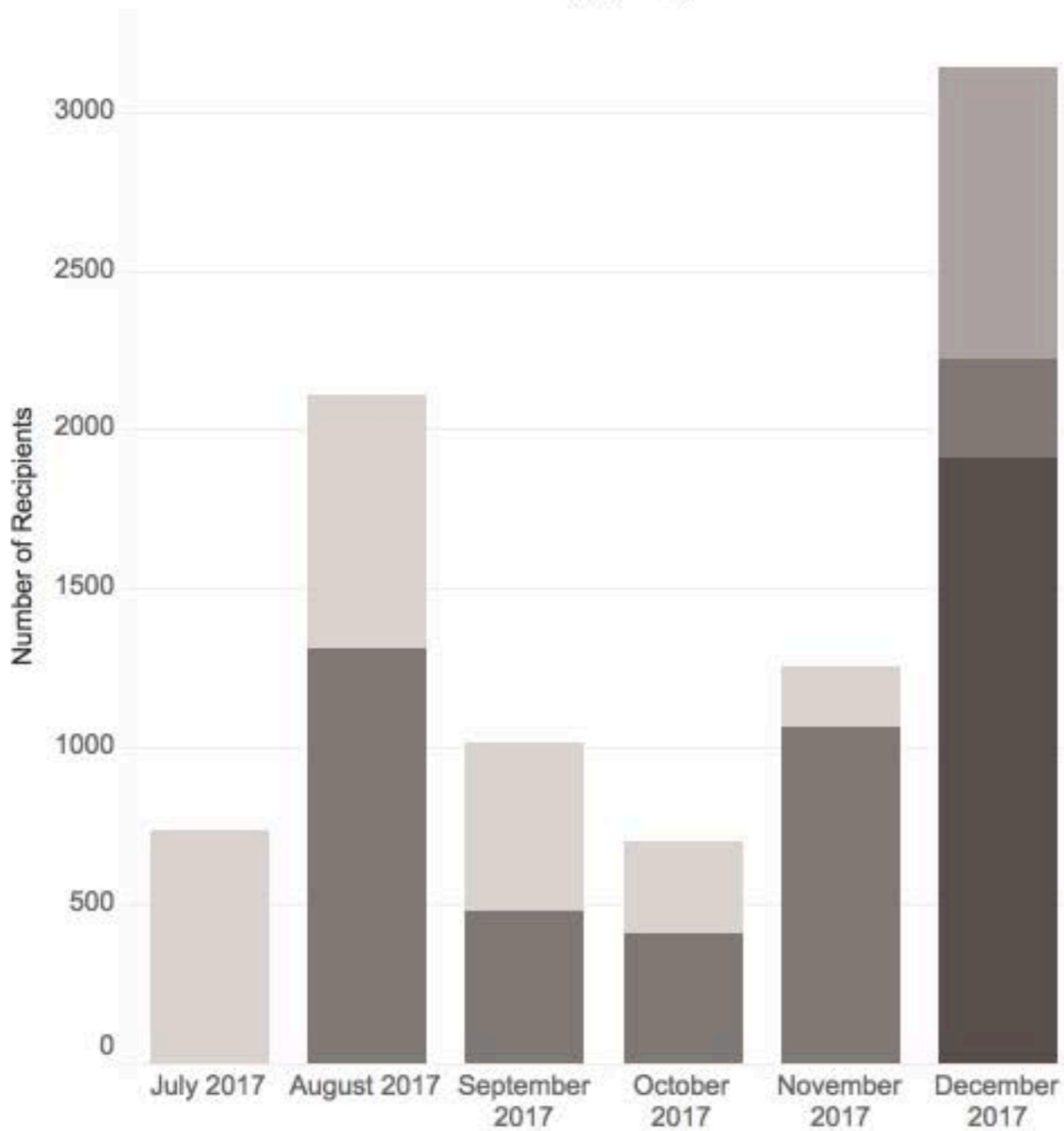
Total recipients enrolled

9,013

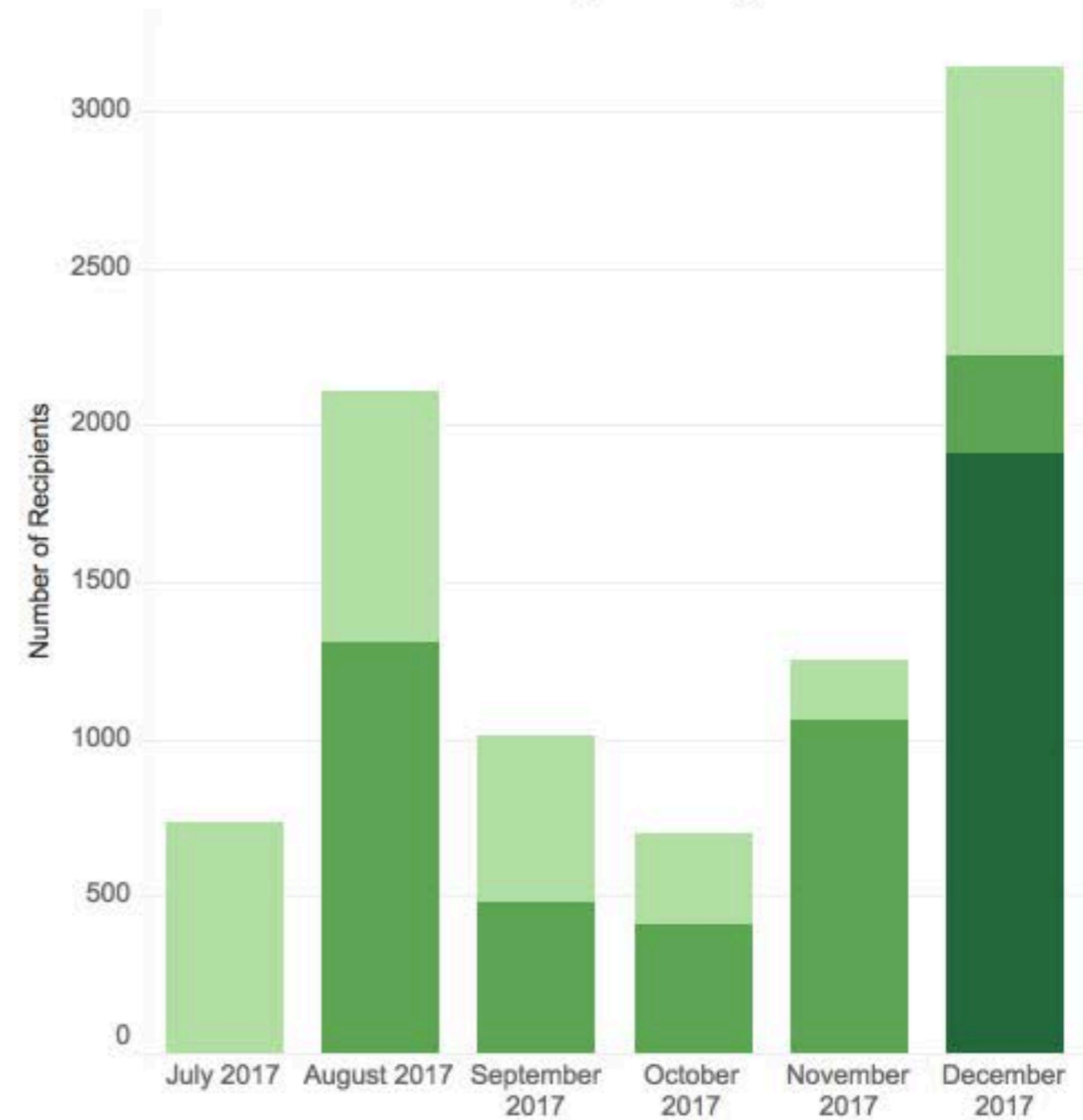
Recipients are considered "enrolled" when they're **ready to receive their first payment.**

We excluded projects (Standard Kenya, Benchmarking 2 Rwanda, High Throughput East Kenya, High Throughput Kenya) with fewer than 40 recipients (primarily stragglers) enrolled over the past six months.

Enrollment by project



Enrollment by country



Project

- Standard Uganda
- Standard Rwanda
- Refugees Uganda
- UBI Kenya

Country

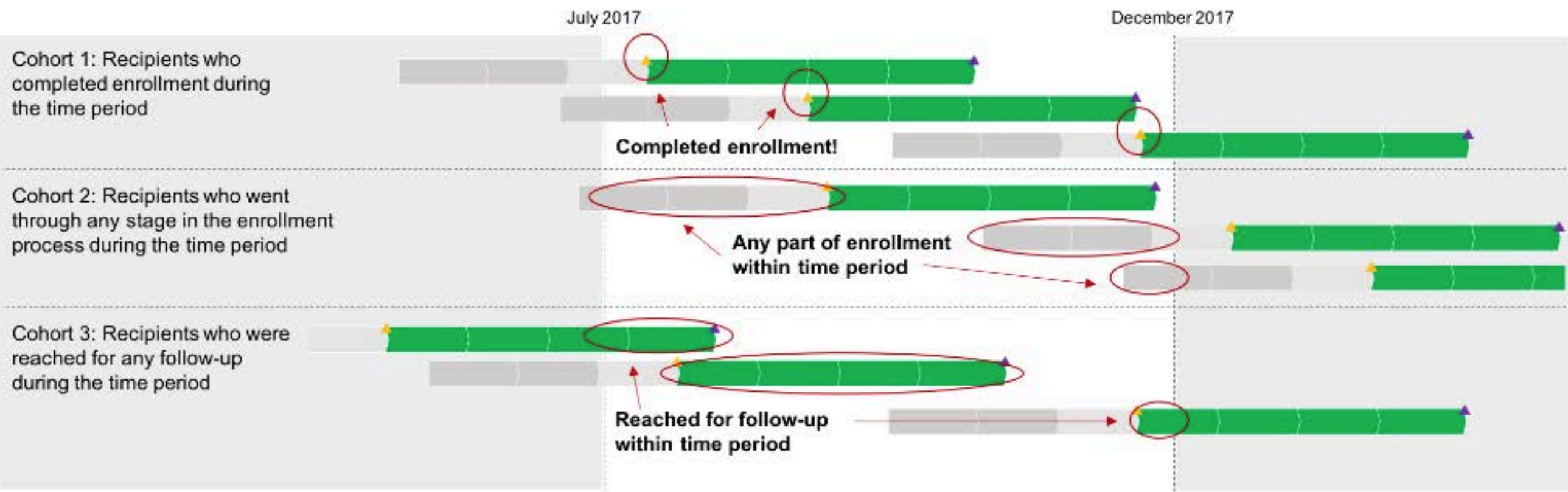
- Uganda
- Rwanda
- Kenya

Our data in context

In 2017, our enrollment process took about 6.5 weeks. Our payments/follow-up process took around 21 weeks, from the date the recipient completed enrollment to the date they received their last follow-up call.



For this report, we focused on three different cohorts of recipients, defined below.



Cohort 1 could have begun the enrollment process prior to July 2017, but they definitely **completed enrollment between July and December.**

Cohort 2 includes all of Cohort 1, but it more broadly includes **any recipient we surveyed for enrollment between July and December**, including recipients who **never** completed the enrollment process (refusals, ineligible), and recipients who completed the enrollment process after December.

Cohort 3 includes **every recipient we reached for at least one follow-up survey during the time period**-- including recipients who completed enrollment before July.

We included Cohort 3 in part because recipients who completed enrollment within the time period might not have been paid or reached for follow-up during the time period, which means we might not have data on their payment experience, including potential bribe or theft.

Percentage asked for bribe

0.3%

Percentage paid bribe

0.2%

Percentage of recipients reporting theft

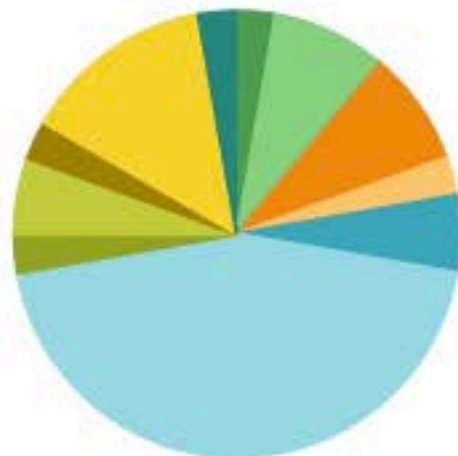
1.8%

A small percentage of recipients report having been asked for a bribe or having been robbed. This data is calculated at the recipient level, meaning that if a recipient reported being robbed twice or having paid a bribe twice, we only counted them once for "theft" or "bribe."

This data represents Cohort 3, which means that if the recipient was reached during this time period-- regardless of whether she reported bribe or theft during the time period or outside of it-- her report of bribe/theft **is** included in this data.

Out of the over 20,000 recipients we spoke to during follow-up calls during this time period, only 36 reported hearing complaints within the community.

Most common complaints within the community (from follow-up calls)



Types of Complaints

- GD caused disagreements within the household
- GD is evil/from the devil
- GD should not use different criteria in different villages
- GD should not use different criteria in different villages and our methods/criteria are ...
- GD visited people and asked questions, but did not give a transfer
- Other
- Our methods/criteria are unfair and we asked questions but did not give a transfer
- People who did not get a transfer are jealous
- Some eligible households were skipped and our methods/criteria are unfair
- Some eligible houses were skipped
- Village elder negatively influenced things