Sustainable Outcomes Management

Objectives & Methodology

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Sustainable Outcomes Management
2024-2026

Global objective: Make the SDGs a roadmap for impact. Strengthening impact and outcomes management of financial institutions, social businesses and impact investors in relation to targeting vulnerable populations (SDG 1), improving their living conditions (SDG 2, SDG 8), gender equality (SDG 5) and environmental resilience (SDG 13, SDG 15).

Specific objectives

- **Strengthen local capacity to collect and analyze data** at customer level, using simple household survey methods

- **Enhance the digitization of data collected**, (dashboards on SPI Online audit tools): organizations can better understand the changes and use this data to adapt their products and services.

- **Capitalize on and disseminate knowledge and analyses** for a better contribution to the SDGs (good management practices on outcomes with a standardized approach.

Agenda Today

- **Lessons** from the group and field work, shared through webinars and/or technical resources
  - For **Financial Inclusion**
  - For **Agriculture**
  - For **Gender**
  - As a **Strategic Work** for Sustainable Outcomes Management

- **Recent technical resources** developed to implement the Sustainable Outcomes Management standards

- **Next steps** and needs of our stakeholders for 2026

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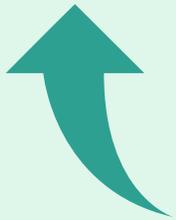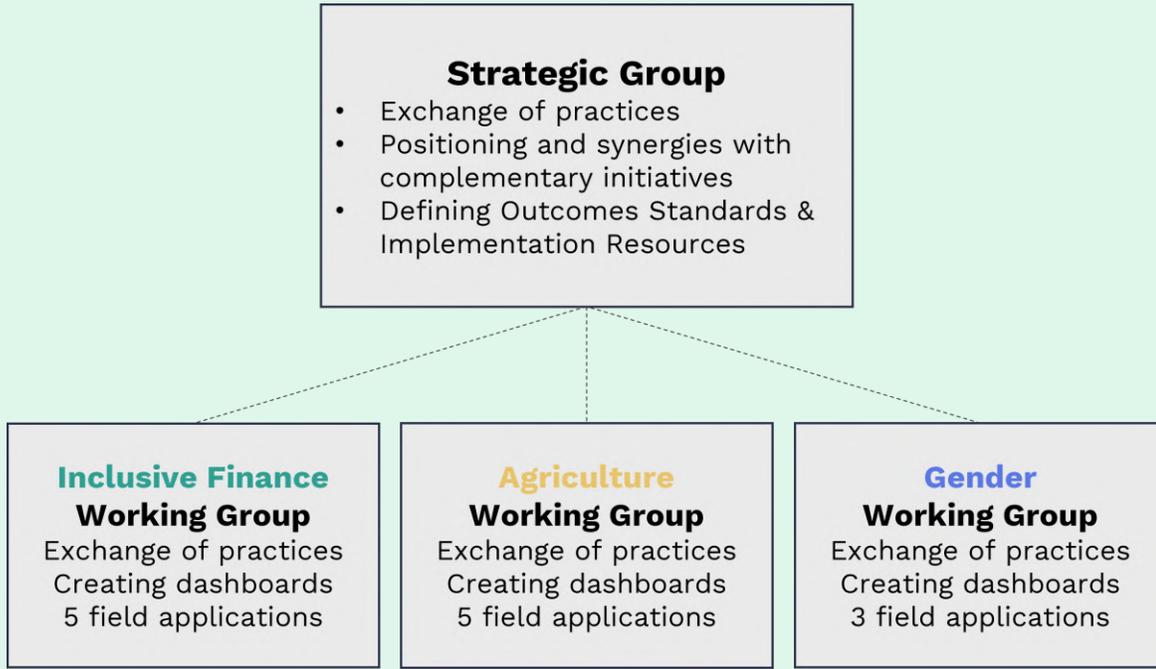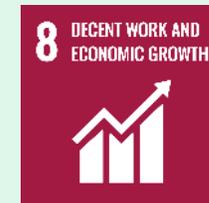
2025 Studies & Collaborations - Direct pilots, in-person events & peer-learning – What have we learned?

What our SIWG asks for: Outputs vs. Outcomes Management

1. Theory of Change as a practical framework for investees

- **Theory of Change as a starting point:**
  - What is **relevant** to measure
  - Identify where can investors **support** (technical assistance)
- **Targets and data:**
  - **Are we successful** in achieving what we intent to achieve?
  - **Better understanding** of customers' needs and challenges
- Don't do it for others – do it for **yourself** (your organization)
- Actionable data – inform **business strategy**
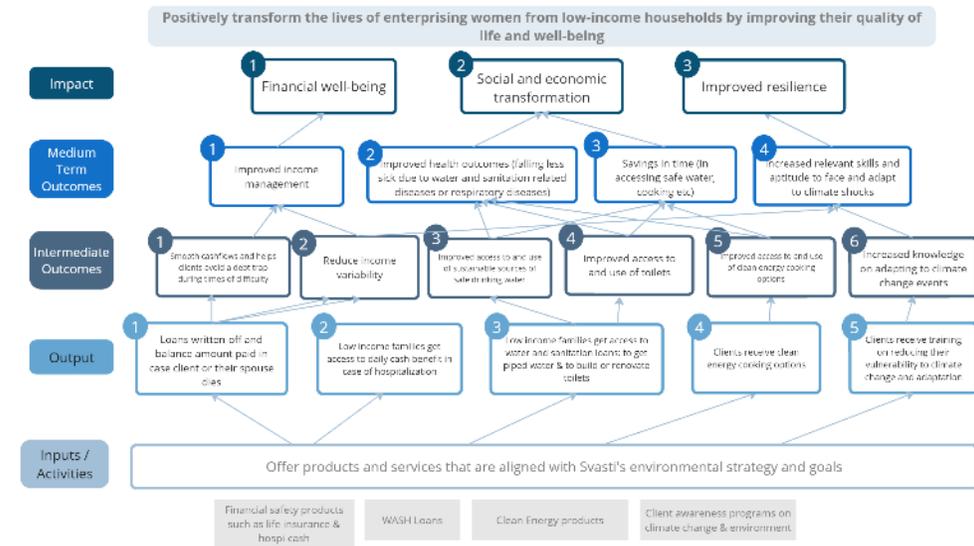
A Customized Approach to Outcomes Management: Key Considerations

- **Strategic alignment and customization**
  Tailored to each financial institution / strategic priorities. Ensures relevance and buy-in

- **Phased implementation based on readiness**
  Institutions vary in maturity and capacity: flexible, adaptive journey avoids overload and fosters sustainable integration. Leveraging existing elements (MIS data, social audits).

- **Data as a strategic asset**
  Not just a reporting tool, but a driver of strategic decision-making. Triangulating data to enhance credibility, involving staff in analysis => internal awareness/ ownership of social goals.

- **Governance and cultural integration**
  Embedded at all levels, including board oversight. Clear roles, responsibilities, and sufficient time to make impact measurement part of the institutional DNA.

3. Diversity of data – examples of Narrative Inquiry with SenseMaker

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VOICES THAT COUNT

What is it?

A mixed methodology for data collection that combines first-hand **narratives** with the statistical authority of **quantitative data**.

Why does Alterfin use it?

- More adapted to discover **complex** social changes

- **We don't predetermine** what impact is; people do

- **Data and closed questions** as a way of interpreting stories

Advantages

- We **understand impact** through the eyes of people

- **Open listening** about how impact is experienced by people (instead of seeking data on pre-defined indicators)

- **Empowering respondent** to give meaning to their own stories

- Staying tuned with reality and observing **emerging trends**

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- It is insufficient to monitor only outreach; **outcomes management is fundamental to customer protection**

- Not harming customers requires **ongoing engagement** with outcomes management

- Use both **quantitative and qualitative data** to understand the customer experience

- **Segment** outcomes data by customer profile is key (e.g., product used, gender, age)

- **Be realistic** in terms of types of outcomes customers may experience and what role financial services can play

- **Measure more than one thing** – outcomes are multi-dimensional, use different sources (MIS, social audits, complaints data, etc.)

- Drive lessons from **negative findings**

- **Challenges** remain: poor data quality, complexity of analysis ➔ support with TA, local capacity building

*"We heard more than once that the most actionable information is **negative outcomes information**."*

More details in 2025 Webinar Series

April 16, 2025

Outcomes Management & the Voices of Customers in Financial Inclusion
The Experience of Alterfin with Voices That Count

WATCH THE RECORDING | **DOWNLOAD PRESENTATION**

September 25, 2025

Sustainable Outcomes for Inclusive Finance
The Experience of Social Investors

WATCH THE RECORDING | **DOWNLOAD PRESENTATION**
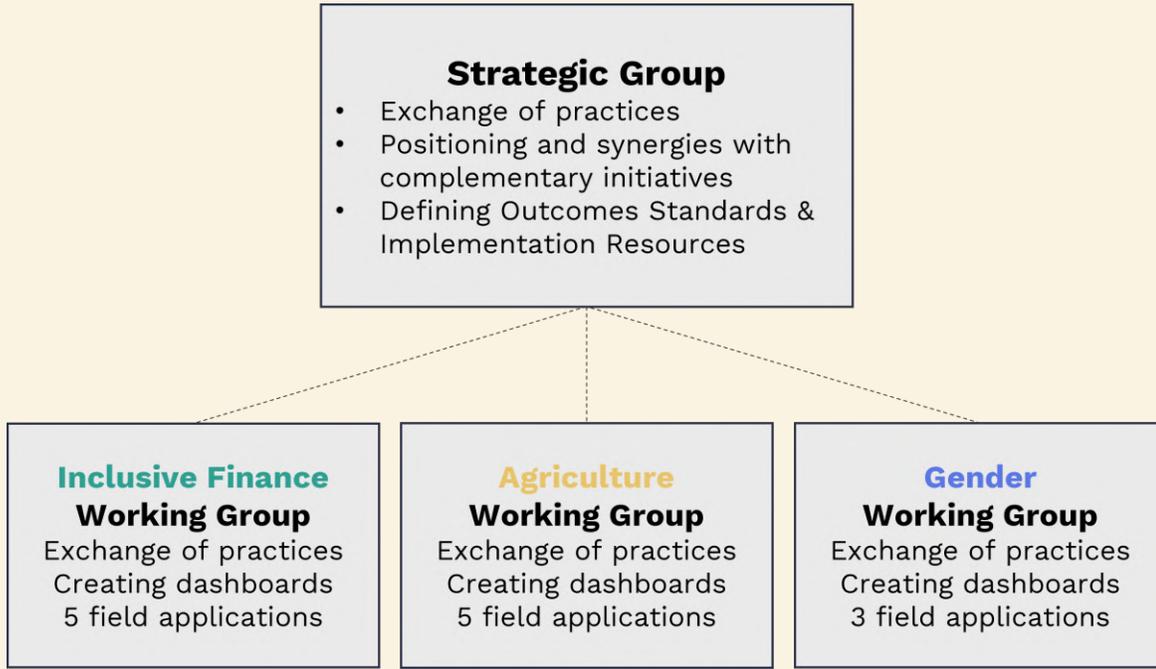
Pilots and new partners, RAF tools as a new guidance.

Objective: develop management tools that incorporate client protection standards and responsible conduct for smallholder farmers and agri-food companies.

A step before Outcomes Management: Theory of Change and how to support responsible Agriculture and Food sector, based mainly on IFC/FAO standards.

Two tools for Responsible Agriculture Management
- **Tested** in the field with agribusiness partners
- **From mapping to Action**: Identified as core tools in the Agricultural and Food Sector
- **Dashboards** for decision-making

JOIN & SUPPORT

RAF Project

Towards a Responsible Agriculture and Food Sector

They support the RAF Project:

AFD — AGENCE FRANÇAISE DE DÉVELOPPEMENT

ada

Farmfit Fund

Oikocredit

ssnup

IISD — International Institute for Sustainable Development

incofin — invest for impact

MFR

GLOBAL PARTNERSHIPS

alterfin

SIDI — SOLIDARITÉ INTERNATIONALE POUR LE DÉVELOPPEMENT ET L'INVESTISSEMENT

iram

What is our methodology on agriculture?

Tools & resources developed through partnership and field testing, since 2022

Development of two management tools for agribusinesses, aligned with international standards:

RAI Tool for "Responsible Agricultural Investment" with the International Institute for Sustainable Development (IISD).
Learn more

Agri CP Tool, focused on client protection in the agricultural sector, with the IDH Farmfit Fund.
Learn more

Tested in Senegal, Togo, Guatemala, India

IISD
International Institute for Sustainable Development

Farmfit Fund
Managed by idh invest

RAF Project
Towards a Responsible Agriculture and Food Sector

- **Iterative work** to refine, adapt to sector needs, build common language: **pilot-test**, incorporate **feedback**, build **resources** for assessment and improvement of practices.

- These two tools provide a **solid foundation** for a responsible agricultural sector.

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Environmental Performance Management Highlights

Environmental Performance Management still new for FPS. Outputs and outcomes data even newer, and too focused on "mitigation" when "adaptation" is *THE* priority!

- **Collaboration** with **REDCAMIF**, Green Outcomes Indicators

- **Guidance for environmental strategy and management** based on Experience in Benin, focused on clients' vulnerability
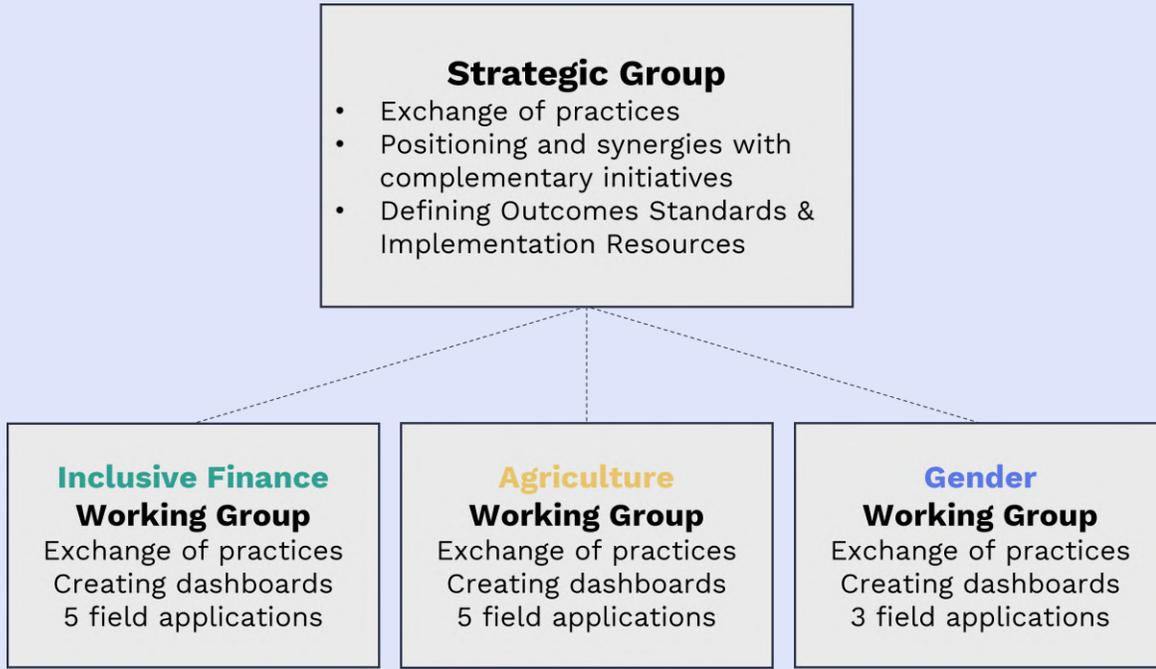
Embedding gender lens in investment and outcomes management

Social Investor Working Group

Objective: strengthen how gender-lens investing in financial inclusion is assessed and integrated across investor due diligence, monitoring, and technical assistance.

With the members of the Social Investor Working Group (**SIWG**).

Output: enhanced guidance for due diligence and technical assistance (**SEPM Guide Focus Gender**).

A **Gender Dashboard** on SPI Online for due diligence and monitoring processes. Adding outcomes indicators to track actual women benefits.

➢ Gender Working Group Terms of Reference
➢ Gender Assessment Mapping
➢ Gender Dashboard

Tested in Ecuador, El Salvador, China, Bosnia, Uganda

In collaboration with:

2X Challenge — Invest in women. Invest in the world.

UN WOMEN · **FOR ALL WOMEN AND GIRLS**

Strategic Group
- Exchange of practices
- Positioning and synergies with complementary initiatives
- Defining Outcomes Standards & Implementation Resources

Inclusive Finance
Working Group
Exchange of practices
Creating dashboards
5 field applications

Agriculture
Working Group
Exchange of practices
Creating dashboards
5 field applications

Gender
Working Group
Exchange of practices
Creating dashboards
3 field applications

Strategic Group
Highlights

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Objective: Provide guidance for Sustainable Outcomes Management Standards

1. Strategy and Processes
2. Analysis of customer Outcomes
3. Decision-making

Benchmarks on Outcomes Data

SPI Online

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Outcomes Indicators in the Universal Standards

SPI Online

Section	Dim	Code	Level	Label
processes	1	1.A.1.2	Indic	The strategy identifies the **benefits** (...), such as (...) reducing vulnerability to shocks- building assets/Investing in econ opportunities-creating jobs
processes	1	1.A.2.2	Indic	The provider has at least **one measurable output and/or outcome target** for each social goal.
processes	1	1.B.1.1	Indic	The provider has **protocols for social performance data collection** that identify who collects the data, how, and when.
processes	1	1.B.1.2.1	*Detail*	*Employees in relevant positions receive specific training on social performance data collection and entry.*
processes	1	1.B.1.2.2	*Detail*	*The provider validates client data by periodic internal audit or management review, including some field-level checks.*
processes	1	1.B.1.3.1	*Detail*	*The provider collects quantitative data that measures both positive and negative changes for clients and their households. Minimum frequency: annually*
processes	1	1.B.1.3.2	*Detail*	*The provider collects qualitative data that measures both positive and negative changes for clients and their households. Minimum frequency: annually*
processes	1	1.B.2.1	Indic	The provider **stores data** on social performance in its management information system (MIS) in a way that allows **for combined analysis** of a client's financial and social data.
analysis	1	1.B.2.2.1	*Detail*	*By client profile: gender; age; location (urban/rural); poverty/income level*
analysis	1	1.B.2.2.2	*Detail*	*By financial behavior: types of products or services used; tenure with the provider*
analysis	1	1.B.2.2.3	*Detail*	*Other segments that are relevant to the provider's social goals (please specify):*
analysis	1	1.B.3.2	Indic	The provider publishes a **report that includes social performance** data. Minimum frequency: annually
dec-mak	1	1.B.3.3	Indic	The provider discusses **social performance results with employees**. Minimum frequency: annually
dec-mak	2	2.A.3.2.1	*Detail*	*Outcomes data. Minimum frequency: annually*
dec-mak	2	2.B.2.1.1	*Detail*	*Analysis of client protection risks (over-indebtedness, unfair treatment, lack of transparency, privacy of client data, complaints, fraud, corruption and bribery)*
dec-mak	2	2.B.2.1.2	*Detail*	*Analysis of outcomes for clients and their households*
analysis	3	3.A.3.3	Indic	The provider investigates whether **stresses at the household level** make it more difficult for clients to use its products and services.
dec-mak	3	3.B.1.1	Indic	The provider **designs new products**, (...) **using** insights from market and pilot studies, client feedback, and client **outcomes data.**
dec-mak	3	3.B.1.2	Indic	The provider **modifies its existing products** and services in response to clients' needs, feedback, and **outcomes**.
analysis	4	4.E.3.1	Indic	The **complaints system** creates a **report for management** and customer care staff. Minimum frequency: monthly
dec-mak	4	4.E.3.2	Indic	Management reviews **complaints reports** and key performance indicators ...) and takes **corrective action** (...).
processes	6	6.C.3.2	Indic	The provider **discloses** the results of its social audits and **outcomes measurement to all stakeholders**, upon request.

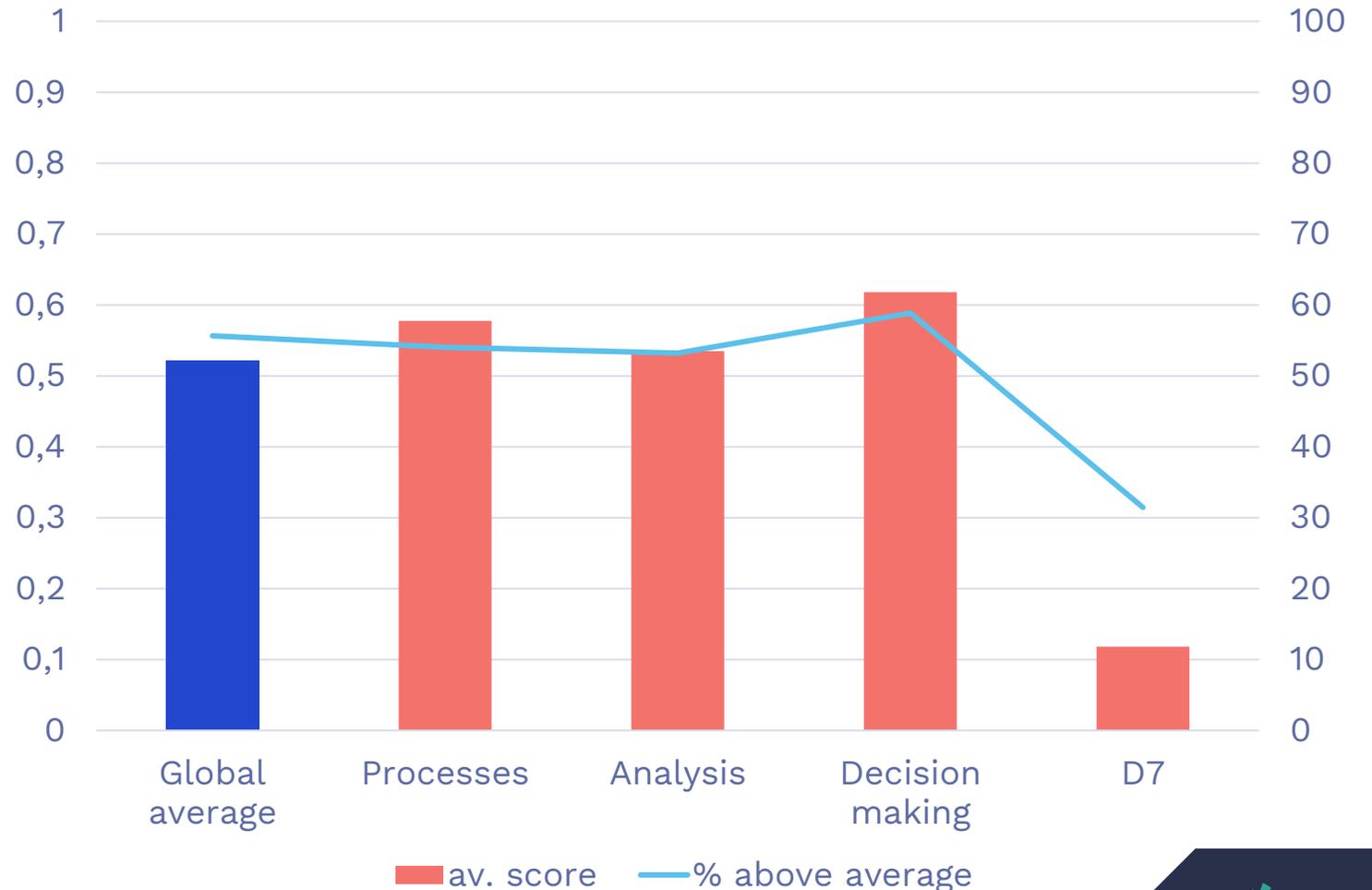# Benchmarks: State of Practices on Outcomes Standards

SPI Online

From SPI Online audits (SPI5 Full)

- **124 audits** (quality audits)

- **Global average at 58%** ➔ Still low, new practices in general

- **Strong interest to use data for decision-making** (outcomes collected directly from clients, or MIS data used)

Global Outcomes Benchmark (N = 124)

Legend: av. score (bars), % above average (line)

State of practices in detail –
Which practices to promote?

SPI Online

Section	Code	Label	Score	
D7	7.A.2.1.4	Outcomes related to its green products and services, including both positive and neg		10%
D7	7.A.2.1.2	Clients' vulnerability to climate change and environmental degradation		12%
D7	7.A.3.1.3	Positive and negative outcomes for clients from implementing green practices and te		13%
analysis	3.A.3.3	The provider investigates whether **stresses at the household level** make it more diffic		42%
decision-making	1.B.3.3	The provider discusses social performance results with employees. Minimum freque		47%
processes	1.B.1.3.1	The provider **collects quantitative data** that measures both positive and negative cha		50%
processes	1.B.1.3.2	The provider **collects qualitative data** that measures both positive and negative char		50%
decision-making	**2.A.3.2.1**	Outcomes data. Minimum frequency: annually		51%
decision-making	**2.B.2.1.2**	Analysis of outcomes for clients and their households		52%
processes	1.B.1.1	The provider has **protocols for social performance data** collection that identify who c		54%
analysis	4.E.3.1	The complaints system creates a report for management and customer care staff. Mi		56%
analysis	1.B.3.2	The provider publishes a report that includes social performance data. Minimum freq		57%
processes	1.A.2.2	The provider has at least one measurable output and/or outcome target for each soci		57%
analysis	1.B.2.2.1	By client profile: gender; age; location (urban/rural); poverty/income level		59%
processes	1.B.2.1	The provider stores data on social performance in its management information syster		59%
processes	1.B.1.2.1	Employees in relevant positions receive specific training on social performance data		62%
decision-making	4.E.3.2	Management reviews complaints reports and key performance indicators (e.g., avera		63%
processes	1.B.1.2.2	The provider validates client data by periodic internal audit or management review, in		63%
analysis	1.B.2.2.2	By financial behavior: types of products or services used; tenure with the provider		64%
processes	6.C.3.2	The provider discloses the results of its social audits and outcomes measurement to a		67%
decision-making	3.B.1.1	The provider **designs new products**, services (financial and non-financial), and delive		71%
decision-making	3.B.1.2	The provider **modifies its existing products and services in response to clients' nee**		74%
decision-making	2.B.2.1.1	**Analysis of client protection risks (over-indebtedness, unfair treatment, lack of tra**		74%

1. Example of Resources and Collaborations on **Strategy and Processes**

- *1.A.1.2 - The strategy identifies the **benefits** that the provider seeks to create for clients, such as (...) reducing vulnerability to shocks- building assets / Investing in economic opportunities- creating jobs*

- *1.A.2.2 - The provider has at least **one measurable output and/or outcome target** for each social goal.*

- *1.B.1.1 - The provider has **protocols for social performance data collection** that identify who collects the data, how, and when.*

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Building Theory of Changes

Abler Nordic · IMPACT FUND DENMARK · Norfund
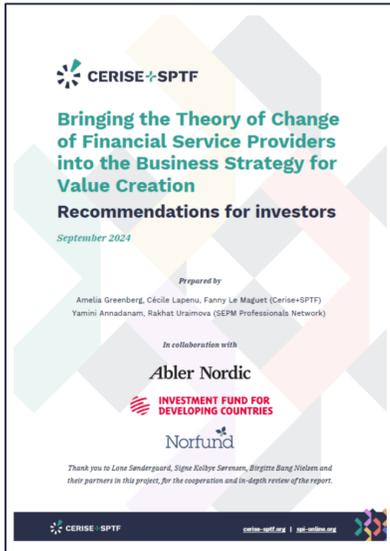
Bringing the Theory of Change of Financial Service Providers into the Business Strategy for Value Creation

In 2023, Cerise+SPTF joined forces with Abler Nordic, Impact Fund Denmark (formerly IFU), and Norfund to explore how investors can transform theories of change and outcomes management into actionable tools—fostering collaboration with financial institutions of all types and cultivating a culture where outcomes data drives decision-making.

Date of the report: 2024

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	Inputs/ Activities	Outputs	Immediate Outcomes	Intermediate Outcomes	Long-term Outcomes/ Impact
Fuel growth	- Financial products and services for SMEs - Promotion of businesses formalization	- Increased access to tailored products for SMEs - SMEs trained	- Business asset investment -Short-term income growth - Uptake of additional financial services	- Improved productivtity - Improved financial management - Formalization of SMEs and jobs	- Business growth - Improved livelihoods of owners and their households - Improved resilience of SMEs
Inclusion	-Financial products and services for un(der)banked individuals and microbusinesses, - - Financial education - Digitalization	- Increased access for underbanked - Customers trained in financial literacy - Mobile app and accounts - Increased agent network	- Uptake and usage of products - Short-term income growth - Customers' increased knowledge and confidence - Cost efficiency for customers	- Stable microbusinesses - Diversification of livelihoods - Better household expenses management	- Improved financial well-being and resilience of households and their microbusinesses - Customer empowerment
Sustainability	- Solar kits and solar appliances - Pay-Go finance for customers - Technical support - Training of customers	- Increased access to solar products for customers - Customers trained on benefits and safety of products	- Access to stable electricity - Cost savings - Increased access to information education, light	- Energy efficiency - Increased productivity - Formalization of credit history	- Improved livelihoods and resilience due to access to electricity and solar powered appliances

Theory of change at the FSP level, global focus (example of Partner 2, India)

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Collecting Outcomes data

Data Collection Methods for Outcomes Measurement & Management
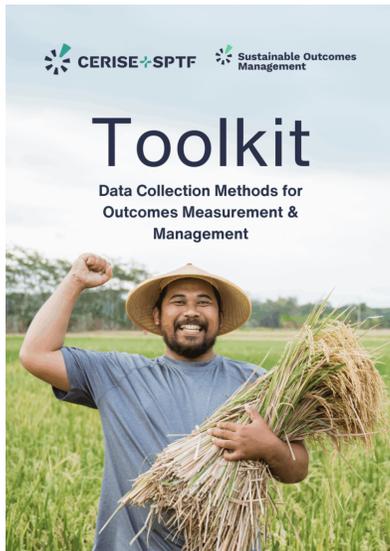
The Toolkit starts with general **guidance on the effective use of data collection methods**, applicable across all types, to maximize the quality and relevance of the data collected.

Then it presents **summaries** around the main categories of data collection methods:
- **Quantitative Data Collection**
- **Qualitative Data Collection**
- **Mixed Approaches**

For each methodology, this toolkit describes **how** it works in general, discusses its **pros and cons**, and makes **recommendations** for when to use it.

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Short Comparison Table

METHOD	ACCESSIBILITY	RELIABILITY & ACCURACY	ANALYSIS COMPLEXITY	FREQUENCY	IMPLEMENTATION TIME	COST	SUSTAINABILITY & SCALABILITY	TECHNOLOGICAL REQUIREMENTS	TYPICAL USE CASE / WHEN TO USE
MIS Data Collection	Average	Average	Low	Continuous	Immediate	Low	High	MIS system	Tracking business/household growth over time
Quantitative Rapid Surveys	Average	Average	Low	Every 1-2 years	Quick	Low	High	Digital tools, call center.	Fast, high-level insight into customer outcomes, periodic assessments and benchmarking.
Quantitative In-depth Surveys	Average	High	High	Annually/ biennially	Time-intensive	High	Limited	Advanced	Longitudinal tracking and comprehensive impact evaluations
Rapid Light Internal Surveys	High	Average	Low	Ad hoc	Quick	Low	High	Call center or face-to-face	Monitoring customer satisfaction, frequent, low-cost insights.
Focus Group Discussions	Low	High	High	Ad hoc	Time-intensive	High	Limited	In-person or virtual / trained facilitators	Complex issues, cultural and social factors affecting customer behaviors.
Financial & Business Diaries	Low	High	High	Continuous	Time-intensive	High	Limited	Mobile apps or physical diaries / trained facilitators	Detailed, day-to-day financial behaviors / business health.
Voice of the customers	Low	High	High	Ad hoc	Time-intensive	High	Limited	In-person and trained facilitators	Complex social or financial dynamics

CERISE+SPTF **Sustainable Outcomes Management**

Toolkit
Data Collection Methods for Outcomes Measurement & Management

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Direct support to build strategies, with SEPM Pros Network

SEPM Pros Network

PremierCredit
Your premier choice...in Credit.

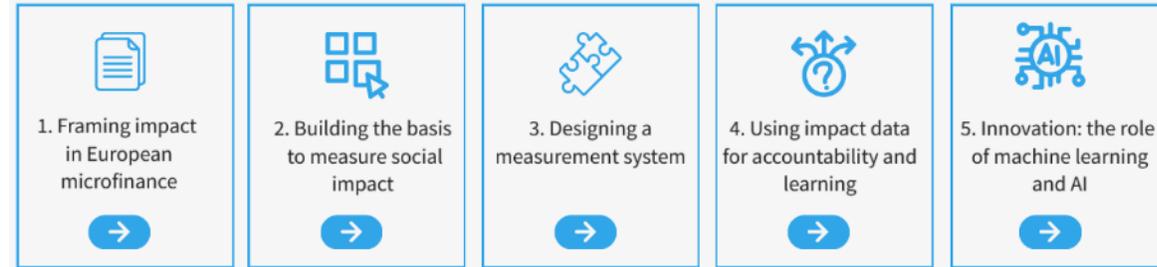| Steps for Premier Kenya |
| --- |
| Finalization and approval of ToC |
| Finalization and approval of Impact Data Management Plan |
| Final report (with ToC and Outcomes Data Management Plan) |
| Identification of key indicators for the strategy and core Impact questionnaire |
| Conducting the impact survey |
| Analysis of impact study, recommendations |

Contribution to the Social Impact Measurement Toolkit, a practical guide for **Microfinance Providers** in Europe

1. Framing impact in European microfinance

2. Building the basis to measure social impact

3. Designing a measurement system

4. Using impact data for accountability and learning

5. Innovation: the role of machine learning and AI

Alignment with global standards

Over the years, numerous international initiatives have emerged to support financial and non-financial organizations in shaping their impact assessment strategies. Aligning an MFP's impact measurement and indicators with global standards is relevant because it adds **comparability** and a **degree of standardisation** in the approach to measuring impact. MFPs in Europe can draw on a variety of European and global frameworks that offer guidance on how to define, measure, and track impact in a consistent and meaningful way. **Click on each framework/tool to learn more:**

European Commission

CERISE+SPTF

Universal Standards

IRIS+

HIPSO

Operating Principles for Impact Management

SUSTAINABLE DEVELOPMENT GOALS

CEB
COUNCIL OF EUROPE DEVELOPMENT BANK
BANQUE DE DEVELOPPEMENT DU CONSEIL DE L'EUROPE

https://coebank.org/en/project-financing/sectors/microfinance/social-impact-measurement-toolkit/

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Towards outcomes-focused impact measurement and management (IMM)

Right-fit IMM: the key to stronger outcomes orientation

Answering these questions helps organizations to:

1. Clarify **the minimum credible outcomes insights** needed for decisions
2. Distinguish **what is feasible now vs. aspirational** for the future
3. Sharpen understanding of **impact risks** and how to manage them

Towards outcomes-focused impact measurement and management (IMM)

CGAP

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Behind right-fit IMM: the forces shaping outcomes orientation

"The question is not whether outcomes orientation is possible, but how far each organization can go given the situation at hand under the conditions in which it operates."

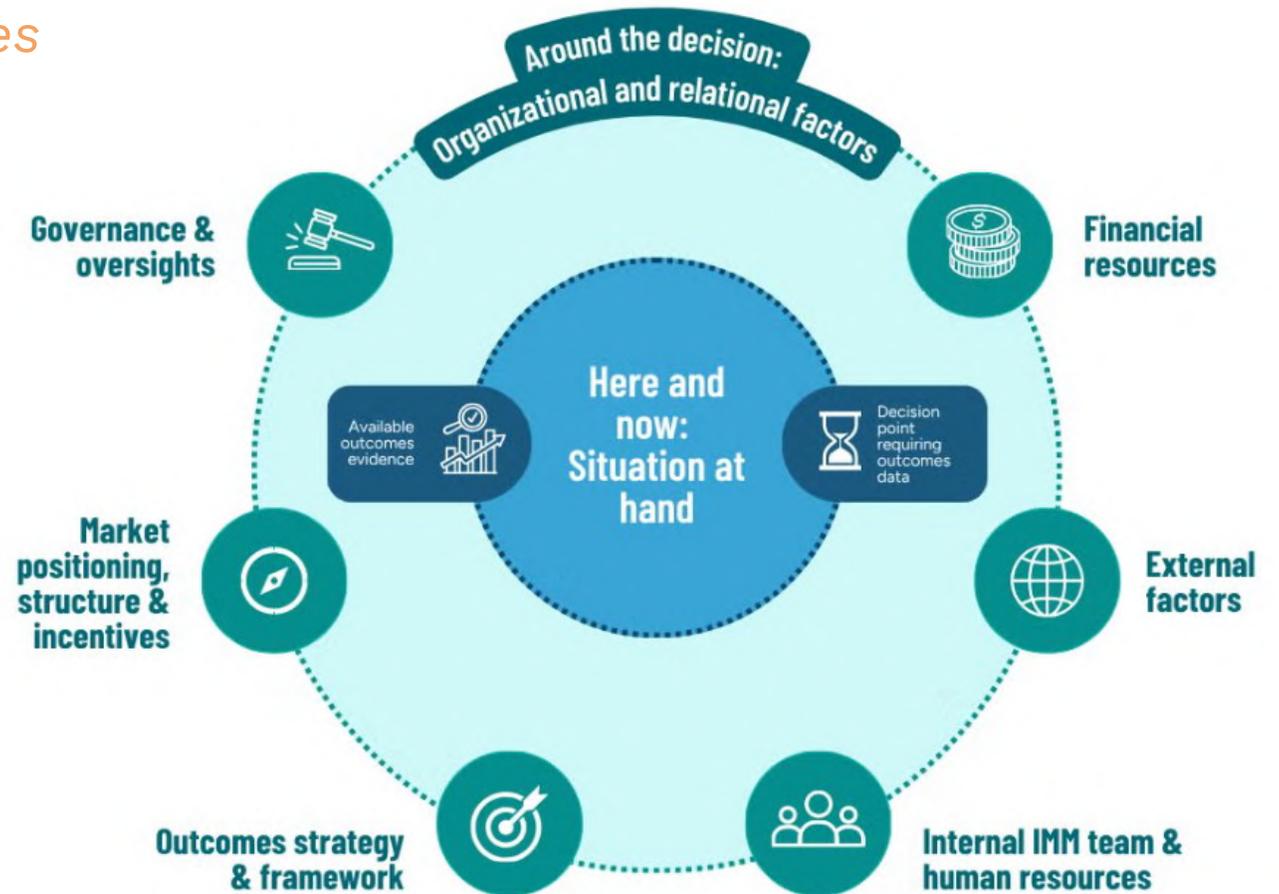Source: CGAP Blog - Towards Right-Fit IMM: Orienting Around Outcomes

Figure 1: Factors influencing outcomes orientation in IMM

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Towards outcomes-focused impact measurement and management (IMM)

- In coordination with CGAP Technical Advisory Committee

CGAP is developing practical tools:

Common use cases with right-fit strategies

Diagnostic

Traffic light dashboard

Input from advisory committee

Stakeholder consultation and convenings

- *3.A.3.3 - The provider investigates whether **stresses at the household level** make it more difficult for clients to use its products and services.*

Understanding Financial Abuse & Limits of Positive Impact for Women

Background for Outcomes Management

Financial Abuse Research Paper

When measuring outcomes or understanding the effect of financial services on women, financial institutions sometimes observe stagnant or negative impact. This can be linked to financial abuse. More can be done by the financial institutions to protect their clients.

Cerise+SPTF and Grameen Foundation collaborated in research to test a survey instrument designed to measure the nature and prevalence of financial abuse.

DOWNLOAD IN ENGLISH

TELECHARGER EN FRANCAIS

3. Example of Resources on **Decision-Making**

- *3.B.1.1 - The provider **designs new products, services** (financial and non-financial), and delivery channels **using** insights from market and pilot studies, client feedback, and client outcomes data.*

- *3.B.1.2 - The provider **modifies its existing products** and services in response to clients' needs, feedback, and outcomes.*

Sharing Outcomes Data to Guide Decisions

1. Munafa collects indicators to monitor outcomes linked to their services

Change in Nutrition:
- Number of meals per day
- Number of food groups consumed

Change in Health:
- Type of health care unit access
- Access to safe drugs
- Use of treated mosquitos nets

Change in Cooking habits:
- Type of cooking equipment used

2. Munafa makes decision based on the results:

Nutrition:
- As their income increased, people bought more expensive (and less healthy!) foods. Action: training session

Health:
- Poor use of mosquitos nets, which is the cheapest prevention of malaria. Action: training sessions

Cooking:
- We noticed limited progress on cooking equipment. Action: launch of clean cook loans.

*"Shared with staff, board and externally, **data helps us to orient Munafa** towards its goals and demonstrate performance."*

Advans uses Gender Outcomes Data to Adjust Strategy

ADVANS
Growing together

	Differences in results in terms of Gender	How we are adjusting our strategy accordingly	
Less impact on business	Increased income: gender gap -**1%** going down from **-4%** 2022 Hiring more employees gap: -**11%**	Working on business capacity building programs for women – formalization, growth	**Capacity to access to more funding**
Slightly more impact on quality of life	+ **1%** positive gap overall + **3%** on education +**1%** on healthcare	Offering products tailored to these needs i.e. education savings accounts	**Positive impact on the wider community**
More vulnerable in terms of repayment	Women **4%** less likely to say payment not a problem & **4%** less likely to say they never cut consumption	Financial education, reinforced communication at onboarding	**Protection against over-indebtedness**
More loyal and likely to recommend	NPS **+18%** higher for women **10%** less likely to have a good alternative	Looking at rewarding loyal female clients with tailored offers	**Better retention of female clients**

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Q&A

Needs and Perspectives

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Sustainable Outcomes Management

Next Steps in 2026

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Next Steps in 2026

For easier Decision Making

3 Dashboards by theme operational, developed for decision-making, tested by at least 20 organizations.

- ✓ **Inclusive Finance (online)**
- ✓ **Agriculture (off-line)**
- ✓ **Gender (off-line)**

Capacity building

- **Training sessions** on outcomes management, with a particular focus on **SEPM Pros experts (planned for June 2026)**
- **Individual coaching for SEPM Pros**: at least 20 SEPM Pros are trained in results measurement and can accompany institutions in the field.
- **E-learning course** Level 1 – Get Started on Outcomes Management

Global Guidance

A set of guides & examples on "Sustainable Outcomes Management Standards" : capitalize on good management practices based on outcome data and propose a standardized approach, building on resources shared today, and continuing to build by standards.

- ✓ **Guidance for Responsible Agriculture and Food System**
- ✓ **SEPM Guide - Focus Gender**
- ✓ SEPM Guide - Focus Disability Inclusion

Sustainable Outcomes Management — 2026 Milestones

Legend:
- Inclusive Finance Working Group Meetings
- Agriculture Working Group Meetings
- Gender Working Group Mettings
- Strategic Group

January / Janvier	February / Février	March / Mars	April / Avril	May / Mai	June / Juin	July / Juillet	August / Août	Sept. / Sept.	Oct. / Oct.	Nov. / Nov.	Dec. / Dec.

February:
- Webinar 2025 Wrap-Up & 2026 Milestones — February 26th
- Webinar SIWG — March 2026
- Webinar with CSAF — February 24th

May:
- In-person Workshops & Panel sessions
- Share advancement on Inclusive Finance
- Share advancement on Gender
- Share advancement on Agriculture

Oct.:
- In-person Workshops & Panel sessions
- Share advancement on Inclusive Finance
- Share advancement on Gender
- Share advancement on Agriculture

Events:
- CERISE+SPTF — Global Meeting in Egypt — June 8-11, 2026
- Social Investor Working Group — Annual Meeting in Amsterdam — October 2026 — *To Be Confirmed*
- e-MFP — Inclusive Finance (IF26) in Luxembourg — 11-13 November 2026

➤ **June 8-11**: in-person workshops at Cerise+SPTF 2026 Global Meeting! cerise-sptf.org/2026-global-meeting/

CERISE+SPTF — 2026 Global Meeting — Finance to Empower & Protect — June 8-11, Cairo, Egypt — Cohost: MSMEF

Thank you for attending!

All publications, webinars and resources are live on Cerise+SPTF website: cerise-sptf.org/outcomes

- Collection of Resources
- Working Groups Highlights
- Meetings & Events
- Project Description
- Recent Publications
- Previous initiatives

JOIN THE WORKING GROUPS

Sustainable Outcomes Management

Working Groups | Social Investors | Financial Inclusion Equity Council | Green Microfinance | Customer Empowerment | Sustainable Outcomes Management

Sustainable Outcomes Management

Exploring Innovative Approaches to Measure and Manage Outcomes in relation with the SDGs

Purpose: Promote strong outcomes measurement and management by financial service providers, investors, and other mission-driven organizations, through the sharing of good practices, development and dissemination of resources and tools, and direct support to mission-driven organizations to measure outcomes on their clients and beneficiaries against the Sustainable Development Goals' metrics. Learn more about the project and take a look at our most recent publications below.

Team: Célia Fernandez, Head of Impact Program (Cerise), Cécile Lapenu, Executive Director (Cerise), and Amelia Greenberg, Deputy Director (SPTF).

Languages: Most resources are available in French and English.

Working Groups: The project is implemented through thematic working groups, moderated by Cerise+SPTF with strategic partners. These bodies aim to enhance exchanges and co-creation, and to inform stakeholders about the project advancement.

Collection of Resources for Outcomes Data Management

Visit our Resource Center to find reports, tools, training materials, and more on client-level data management.

Resource Center