

CRECER (BOLIVIA) ADDRESSES QUALITY IN RESPONSE TO LACK OF IMPACT

CRECER (Bolivia) found through client research that its *Credit with Education Program* was not creating changes in the nutrition-related health behaviors of mothers nor the nutritional status of their children. Investigating further, CRECER found that the quality of instruction provided to clients varied greatly among field agents, with some providing high-quality instruction and others struggling to do so. When CRECER disaggregated the clients' scores by higher-quality instruction and lower-quality instruction, the clients who had received higher-quality education *did* show positive results—findings that were initially masked by the client average. This sent a clear message that the program *could* be effective, but only with the right instruction. These findings lead to significant changes in the way CRECER trained and supervised staff.