



October 11, 2013

Dear Microcredit Summit Campaign and Fellow Colleagues,

With this letter, the Social Performance Task Force states our commitment to take specific, measurable, and timely action to support organizations who are committed to helping 100 million families lift themselves out of severe poverty. We are excited to join all of you in this important endeavor.

Achieving such a goal will require broad cooperation across initiatives and sectors, as well as innovative partnerships and models. Equally importantly, it will require reliable and accurate data to track progress along the way. With that in mind, we commit ourselves to the following goals for the upcoming year:

SPTF commits to creating a technical guide to accompany the Universal Standards for Social Performance Management.

The Universal Standards for Social Performance Management help MFIs align their institutions to the social goals they state in their mission. A technical manual will provide a step-by-step guide for these financial institutions to effectively implement their social goals.

While the Universal Standards as a whole help financial institutions improve social performance management, Section 1 specifically helps MFIs **set a strategy to meet their social goals, operationalize that strategy and then set and monitor goals** over a period of time.

This process includes **collecting, reporting, and ensuring the accuracy of client-level data related to the institution's social goals**, so that MFIs can effectively act on their social missions and credibly report on progress they are making. Therefore, the more closely organizations adhere to Section 1 of the Universal Standards, the better data and information we will have about progress they are making in lifting citizens out of poverty. To meet this commitment, SPTF will work with MFIs and networks to improve organizations' practice in relation to Section 1 with the technical guide, online resource center and Implementation Series webinar trainings. For more information see www.sptf.info

SPTF commits to continue collaborating with CERISE on the development of Social Performance Indicators (SPI)-4, which will serve as a simplified self-assessment tool for MFIs to identify their strengths and weaknesses in social performance management. It is also committed to helping at least 10 MFIs from each region of the world to use this tool to complete self-assessments in calendar year 2014.



MICROCREDIT SUMMIT CAMPAIGN

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SPI-4, which is set to launch in January 2014, will enable MFIs to analyze their social performance management. This will help identify an institution's strengths and weaknesses in these areas, helping it to prioritize next steps to improve practice to ensure better service to clients.

Once organizations identify areas for improvement, they can use any number of resources available to them to improve practice including the Universal Standards Technical Guide, the online resource center on the SPTF website, and joining the Truelift Community of Practice.

SPTF commits to continue working with the Responsible Inclusive Finance Working Group in actions as follows during 2014 to reduce reporting burden and address gaps in technical assistance provision to better facilitate institutions' ability to reach social goals.

The Group, composed of seven responsible inclusive finance initiatives (CERISE, MFTransparency, MIX, Principles for Investors in Inclusive Finance, Smart Campaign, SPTF, and Truelift), is collaborating to streamline efforts, avoid duplication and reduce confusion of the various resources and tools available to practitioners who want to improve their performance.

The group's commitments include ***producing a common data collection tool and data exchange platform*** to streamline data reporting for MFIs, as well as ***conducting industry mapping of technical assistance providers***. These efforts will contribute to the Campaign's goals by reducing the reporting burden for MFIs and addressing gaps in technical assistance, both of which will strengthen institutions' ability to efficiently and effectively execute their social goals.

We look forward to tracking and reporting our progress against these goals, as well as working with those of you who commit to lifting 100 million citizens out of severe poverty.

Sincerely,

A handwritten signature in blue ink that reads "Laura Foose".

Laura Foose
Director
Social Performance Task Force