

Joint SDG Fund  
 PORTOFOLIO ON INTEGRATED SOCIAL PROTECTION AND LNOB  
**Joint Programme 2020 Annual Progress Report**

## Cover page

**Country:** Chile

**Joint Programme title:** Nodo Platform: Improving social protection and inclusion of the elderly through ICT

**Short title:** Nodo Platform

**Start date** (month/year): 2 January 2020

**End date** (month/year): 31 December 2021

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**Representative of Lead PUNO** (name and agency): **UNDP**

**List of PUNOs:** UNDP, ILO, FAO

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**Budget** (Joint SDG Fund contribution): **USD 1.550.000**

**Overall budget** (with co-funding):

Joint SDG Fund contribution	USD 1,550,000
Co-funding UNDP	USD 230.136
Co-funding FAO	USD 205.600
Co-funding ILO	USD 223.200
<b>TOTAL</b>	<b>USD 2,208,936</b>

**Annual Financial Delivery Rate** (= Total JP expenditures / transferred funds x 100%): 58%

**Rate of Committed Funding** (= Total JP commitments / transferred funds x 100%): 83 %

**Short description of the Joint Programme** (max 1 paragraph):

The general objective of this project is to increase social inclusion and protection for the elderly, through strengthening community networks and improving access to the various programmes, services and social benefits available to them.

Specifically, the objective is to promote and strengthen the elderly's social connections through community support and involvement and digital-based networks, to reducing the barriers that prevent them from fully participating in society and exercising all their rights. In addition, the project will have a particular emphasis on women within this age group, and on rural sectors. Ultimately, it is expected that this approach will become integrated in future policy making and government programming.

*Overall instructions for using the template:*

- *Do not go over the maximum number of pages per section – the report should be no more than 12 pages, not including the executive summary and annexes.*
- *Please be succinct and to the point, emphasizing only the most important accomplishments and issues that you want to bring to the attention of the Fund at the global level.*
- *Please include a one- or two-line summary of each response longer than two paragraphs.*
- *The primary purpose is to report on annual, “big picture” results to the global level of the Joint SDG Fund, specifically with reference to the JP document that had been approved. It is independent of the separate, more detailed reports that may be required of your local partners that you can prepare in addition to this report.*
- *When in doubt, please contact the Joint SDG Fund Secretariat for further clarification.*
- *Delete all instructions after completing the report.*

## **Executive summary**

- *Maximum 0.5 page to summarize the most important aspects from your detailed report below that you want to highlight for inclusion into the Joint SDG Fund’s global annual report.*
- *This should, primarily, include annual results, main achievements, and any major changes in the JP’s approach.*

In light of the COVID-19 pandemic, the project refocused its initial action, in alliance with government requests, towards developing an innovative and articulated response to mitigate the effects of the pandemic on the elderly population, accelerating processes, with positive and sustainable results. Nodo project was reinvented, creating Emergency Nodo Platform, an innovative solution using ICTs to respond to the needs of elderly persons without social support networks, whom are the direct target group of Nodo project. A total of 31.057 elderly persons were benefited in 2020. The Nodo intervention resulted in a new social programme led and implemented by the Chilean government for 2021.

According to the original project work plan, the first year was focused on designing the intervention framework to support networks at the local level. The pandemic situation entailed certain activities, mainly those that involved face-to-face interactions, to be reprogrammed, and innovative strategies for collecting information and diagnoses to be arranged. Despite this, progress has been made in most of the original commitments.

In terms of outcome, the project identified factors that may facilitate or hinder the implementation of the networks, implemented the first phase of the territorial strategy to activate networks led by the territorial managers in 12 municipalities, and designed the impact evaluation. Additionally, the first stage design of Caregivers Platform was co-constructed with government partners. The platform aims to generate and facilitate interaction, communication, collaboration, training and containment for and between caregivers. Also, the E-learning Platform is being designed, with four courses prepared by specialists.

Finally, in regard to the communication strategy and awareness-raising, the project has elaborated a corporate image, a permanent activation strategy of social networks, blog and the “Nodo Emergencia” web (Emergency Nodo). Audiovisual material, podcast, graphic pieces, and the first stage of the web page are in development.

## A. Annual Progress

- *In sum, part A should be a **maximum of 7 pages**.*
- *It should refer to the broader context and JP approach and provide an update on priority issues.*
  - o *Note that you will present annual results in detail in part B.*
- *Please be very succinct and clear - use bullet points when possible.*
  - o *Responses should generally be no more than 1-2 paragraphs per section*

### A.1 The overall approach

#### *Broader context and JP changes*

- Briefly explain any changes in the broader context in the past year that led (or might soon lead) to a change of the JP's approach, strategy, Theory of Change, or expected results.
  - o If a change of the broader JP is anticipated, please explain what that might include and what the implications might be.

There have been no formal changes in the JP's approach, strategy, Theory of Change, or expected results due to changes in the broader context. However, the project had to incorporate adjustments to adapt to the Covid-19 pandemic. These adjustments are explained in the next paragraph.

#### *Ensuring that JP remains strategic and catalytic*

- Briefly explain how your JP contributed to UNDAF and/or preparation of new Cooperation Framework.

The Nodo Project is linked to the *Marco de Cooperación de las Naciones Unidas para el Desarrollo Sostenible en Chile 2019-2022*. The Framework was signed between the Government and the United Nations System on August 1st, 2019. The project is linked to the Strategic Priority 3 – Social Development: Chile reduces inequalities and increases access to quality social services and protection for all people, to ensure social inclusion, improve their quality of life, guarantee human rights and achieve gender equality; and to the Direct effect No. 5 on Social Development: "By 2022, the institutions and social actors expand opportunities for the exercise of rights and inclusion of priority populations, thus reducing inequalities and vulnerabilities"

- Briefly explain how you adapted the JP to COVID-19 in 2020 (through formal re-purposing of 20% of the overall budget or other changes/adaptations).

Considering the COVID-19 pandemic, the project adapted its initial action, in alliance with government requests, towards developing an innovative and articulated response to mitigate the effects of the pandemic on the elderly population - which is one of the most affected by the pandemic in the country- accelerating processes, with positive and sustainable results. In this way, the project was adapted to a new needs assessment, incorporating solutions adjusted to the confinement context. The project made a request to the Operating Steering Committee of the ODS Joint Fund to reprogram the use of 11% of the budget. The result was the **Emergency Nodo Platform**, a technological solution implemented since April 2020, which links the needs and requests of the elderly submitted through Fono Mayor (SENAMA callcenter), to the institutional roster of staff and civil society. The operation by SDGF support finished in December 2020 and the project became a regular social programme led by the Chile government.

- Provide a brief update on the progress/status of these adaptations (e.g. did you finalize the re-purposed activities? If not, what is the plan).

The re-purposed SDGF project completed all activities programmed and finalized in December 2020. Summary of results and impact:

- Design, architecture and implementation of Emergency Nodo Platform <https://www.plataformanodo.cl> becomes a concrete channel of information, care and referral in the context of the pandemic, channelling needs and requests of elderly persons towards territorial and local resolution. Strengthening Fono Mayor: 17 qualified professionals were selected, evaluated and hired to

provide remote care and manage the requirements of the Fono Mayor. Fono Mayor did not have, prior to this, full time professionals working the call center

- Currently, the project **Emergency Nodo Platform** has become a new social programme led by the Chilean government, with budget for 2021 from SENAMA and with projection to be a permanent program
  - Training: Manuals and training were provided to more than 100 professionals and SENAMA focal points to operate the platform. (the 17 professionals hired for "Fono Mayor" as well as other SENAMA officials)
- Briefly explain any other re-alignments of the JP over the past year, including those related to changed/new national strategic priorities, and how you have ensured that the JP remains strategic and catalytic.

There have been no other changes.

- Refer to how the JP aligns with the UN's SERP in your country, or how you plan to ensure such an alignment in the next year.

This project is aligned with Chile's SERP, especially with the protection people pillar, which incorporates 3 strategic lines: (i) protection of vulnerable people; (ii) Post- emergency education and (iii) food security.

The strategic line that addresses the protection of vulnerable people the SERP includes design and implementation of special measures for groups of people impacted by the pandemic, particularly, elderly, migrants and refugees, people living with AIDS and LGBTIQ+ people.

The United Nations System has mobilized resources for new initiatives and reprogrammed actions that were being implemented to face the crisis in the short and medium term, with a preferential focus on protecting especially vulnerable people and groups before the crisis. In agreement with the Chilean government the Nodo project was repurposed. In Chile, the Government took early action to assess the impact of COVID-19 on the health sector and, more broadly, on the socio-economic situation and its impact on vulnerable groups. The UNCT, under the leadership of the Resident Coordinator (RC), started to collectively adapt its programmes and activities to the new context since early March, based on high-level discussions with Government officials.

## A.2 Update on priority issues

### *SDG acceleration*

- In bullet points, please provide a brief update on JP contribution to the acceleration of the progress towards the SDGs, in line with the JP's Theory of Change for SDG Acceleration.

In regard to SDG 1, Target 1.3: Implement country-wide policies and social protection systems for all, including setting minimum standards, and by 2030 achieve substantial coverage of the poor and the vulnerable. The design and implementation of Emergency Nodo resulted in a new social programme led and implemented by Chilean government for 2021, strengthening the social protection system in Chile during the pandemic. The platform makes it possible to manage needs in the context of PM, particularly in confinement, and link them with concrete solutions implemented by the State and Civil Society. Key results: Between March 25 and December 20, more than 31,000 requests from older people have been managed, from 313 municipalities in the country, 67% of the calls were made by women.

This initiative was taken by UNDP to settle permanently, collaborating directly with country-wide policies and social protection systems.

In regard to SDG 2, Target 2.1: By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round

- A training was carried out for more than 100 caregivers of elderly people belonging to Long Stay Establishments (SENAMA) throughout the national territory, on Food and Nutrition for the elderly, pointing to general practices to promote healthy eating through the boxes food delivered by the Government ("Alimentos para Chile" Program) during confinement and incorporating other Complementary Feeding programs of the Ministry of Health of the Government of Chile. In addition, infographics were designed with specific nutritional advice for older people, which are on the website, along with recipes that highlight local and nutritious products, such as quinoa or cohayuyo.

In regard to SDG 5, Target 5.2: Eliminate all forms of violence against all women in the public and private spheres

- During 2020 a manual for incorporating gender and human rights approach in programs and public policies from SENAMA regarding elderly persons began construction and will continue elaboration for first months of 2021. This manual, called "Ten key recommendations towards gender sensitive sustainable development and elderly people" includes proposals directed towards gender-based violence in elderly persons.
- During 2020, the publication "12 elder voices: Conversations with older persons about human rights, gender equality and sustainable development" was constructed (publishing programmed for March 2021). Gender based violence in elderly persons, especially women, is addressed in this publication.
- The territorial work plan constructed from territorial network diagnosis (external consultancies and territorial management team) includes the identification of key actors and networks involved in prevention and protection of women against gender violence, as well as institutions that advocate for victims, and manage justice and reparation in these situations.

In regard to SDG 5, Target 5.4: Acknowledge and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies and the promotion of shared responsibility within the household and the family.

- Study of Economic Valuation of Household Work and Unpaid Care (TDCNR) of the elderly in Chile. The publication considers an exhaustive review that raises the problem of unpaid work as a whole -both domestic and for the community- and an exposition of the sociodemographic situation of the elderly in Chile. It also considers a calculation of the replacement cost of the unpaid work of the elderly in Chile from the National Survey on Time Use (ENUT) 2015, the CASEN 2017 survey and the Annual National Accounts, prepared by the Central Bank.

In regard to SDG 10, Target 10.2: By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

- Design of E-learning Platform "Aprendizaje Mayor", which will be implemented in March 2021. Takes on the challenge of connecting different audiences linked to the elderly population, despite geographical dispersion, through the advantages of digital media to expand the coverage of information, facilitate access and permanence of a virtual repository for permanent consultation. These courses will provide participants practical tools to improve their skills in their daily functions in management or direct care of the elderly. This platform aims to reach different audiences: Caregivers of the elderly population, Social protection workers directly linked to the elderly population, and social protection, development and program design specialists for the elderly population, as well as the general public with an interest in the higher well-being of the elderly.

The use and impact of this platform will contribute to raising awareness and eliminating stereotypes that advance in eliminating the barriers that exclude the elderly from the community

### *Vulnerable groups*

- In bullet points, please provide a brief description of how you have directly and/or indirectly provided support to the vulnerable groups that your JP focuses on (i.e. the groups identified in the JP document).
- Direct target group: elderly persons without social support networks:

In the context of pandemic, the project established a technical and logistical support to properly channel the operation of SENAMA call center through a platform to provide information, emotional support and specialized referral to elderly persons and their caregivers, in order to prevent physical isolation becoming social isolation. Key results: 31.057 elderly people benefited from the project in 2020.

- Provide an updated number of individuals that were reached through the JP's efforts in 2020, and the total number that you expect to reach by the end of the programme (disaggregated by vulnerable groups and gender).

Nodo Project		2020			
	Total	W	%	M	%
Nodo Emergency Platform	31.057	20.808	67%	9.628	31%
	2021				
Regular Project	Total	W	%	M	%
Direct Group	270	162	60%	108	40%
Indirect Group 2021					
Network Nodo	1080	648	60%	432	40%
Caregiver Platform	500	350	70%	150	30%
E-learning Platform	3000	1500	50%	1500	50%
Total 2020	31.057				
Total 2021	4850				
Total Project	35.907				

### Gender marker

- In bullet points, please briefly explain how you applied the Gender Marker in JP implementation in the past year, and/or other ways in which gender was mainstreamed into implementation.

Firstly, the gender marker total score in Annex 4 of the JP, calculated in 2019 was 2.6. We have also incorporated criteria from UNCT-SWAP Gender Equality Scorecard<sup>1</sup>, to expand contribution in the mainstreaming of gender in the project. The project is also in direct collaboration with PUNO's Interagency Group on Gender and Human Rights.

- **Joint programs and PUNOS contribute to reducing gender inequalities:** Besides including SDG 5 as one of the main goals of Nodo Project, operationalization of activities and work plans have been checked and validated according to PUNO's gender specific terms and objectives, Gender Equality Strategy UNDP 2018-2021, and FAO Policy on Gender Equality.
- **Context analysis integrates gender analysis:** In addition to situational analysis of older persons carried out for the design of the program, the recollection of information and diagnoses made in 2020 by external consultancies and internal investigations integrate analysis disaggregated by sex and age, and gender analysis, identifying differences and inequalities among women and men, both in the direct target group (older personas) and indirect target group (caregivers).
- **Communication and advocacy address areas of gender inequality:** All communication activities ensure gender inclusive language and use of images, as well as content addressing gender inequalities such as unequal labor conditions, discrimination, and violence against older women, especially in older rural women and men, unequal caregiving responsibilities and unpaid domestic work, etc. E-learning Platform "Aprendizaje Mayor" incorporates a course on gender and human rights for elder persons, and all publications in the Nodo Series (6 publications) include information disaggregated by sex and gender analysis. Communications strategy includes a nationwide plan, specifically targeted in municipalities, that pilot program is being implemented, on gender equality. Communications plan and strategy include podcasts and short videos about gender and women's sensitive subjects in regard to elderly persons

<sup>1</sup> [https://unsdg.un.org/sites/default/files/UNCT-SWAP\\_Gender-report\\_Web.pdf](https://unsdg.un.org/sites/default/files/UNCT-SWAP_Gender-report_Web.pdf).

and aging. Communications strategy include a nationwide plan, specifically targeted in municipalities, that pilot program is being implemented, on gender equality.

- **Collaboration and engagement with Government institutions on gender equality and empowering women:** Project design included consultations with various civil society organizations working with the elderly. During 2020, 64 professionals of SENAMA (National Office for the Elderly, Ministry of Social Development and Family) and 55 government officials received a 2-hour training in gender and human rights of elderly personas. Strengthening of collaboration with SENAMA has been established during 2020, and new challenges to enhance gender mainstream capacities their teams for 2021 have been defined, in connection with the Ministry of Women and Gender Equality.
- **Adequate resources, budget and PUNO commitment for gender mainstreaming:** A specialist was incorporated into the project coordination team, to advise and support gender mainstreaming and human rights approach in all aspects of the project. Leaders, professionals and consultants of the different PUNO teams that work in the Nodo program completed courses for gender equality and human rights competencies in 2020 (inclusive and non-sexist language workshop, and UN Women Training Center gender courses). For details on allocation of resources and budget for gender mainstreaming, see *Annual Financial Delivery Rate*.

### Human rights

- In bullet points, please briefly explain how human rights mechanisms were mainstreamed in JP implementation in the past year, as envisaged by the original JP design.
- Participation of relevant stakeholders of civil society into different activities and councils of the project, such as Asociación Mesa Coordinadora Nacional por los Derechos de las Personas Mayores-Chile. Other strategic partnerships regarding human rights are detailed in Partnerships.
- In regards to CEDAW Committee 2018 (15, 41 & 43), CRPD Committee 2016 (40), ESCR Committee 2015 (20, 21) and Special Rapporteur on extreme poverty and human rights 2016, stated as human rights mechanisms in JP project have been incorporated in the strategic documents for territorial management since November 2020, and that will continue to be carried out during 2021 (specifically in each territorial network planification). Topics incorporated include accessibility to legal aid for women and older persons who are victims of gender-based violence or abuse, mechanisms to register cases, recommendations to eliminate discrimination against women in pension systems, support programmes for rural older women in healthcare, education, and risk management, investment in community care, and strengthening of social protection. See also Strategic documents that were produced by the JP: *Technical Guidance for Nodo Project, Phase I*; and *Guidance on Gender and Human Rights for NODO Project*).
- In terms of results in 2020, Nodo Emergency Platform has facilitated access to legal information and aid for women and older persons who are victims of gender-based violence or abuse (physical, psychological, economical, abandonment, etc), facilitated access to information on pensions, social aid, food and health provisions during the pandemic. It has also made possible for easy registration and follow up of cases.

### Partnerships

- In bullet points, please list the main highlights regarding JP's partnerships.
- Refer to how these have been aligned with the broader UNCT's partnership approach.

### Partnerships and stakeholder engagement

#### Co-leadership and government participation

- The project is co-led by SENAMA, which has participated in all stages of the project. For this, the project established monthly work meetings with all departments of SENAMA. Workshops and other meetings have been carried out during 2020, to draw up the development and action plans. We have closely worked with the government in the design and implementation of Nodo emergency platform, as well as developed and imparted trainings to SENAMA teams. SENAMA has also imparted training to the NODO team, among other joint actions.

- The project established coordination with municipalities- 12 localities -through continuous meetings (online and presential).
- Additionally, as established in the project, meetings have been held with the Country Commitment Program (Programa Compromiso País) to coordinate and produce collaborative solutions.

Participation of other stakeholders

- The project considers a participatory approach for the design and implementation, therefore workshops and meetings have been held with civil society organizations, academic experts in aging and social sciences, worker associations and business organizations, and geriatric associations and foundations that work directly with the people that directly benefit from this program. (27 workshops, 39 interviews, 89 individual written logs of older personas).
- Furthermore, Nodo project created in 2020 a social consultant group with academic experts, civil society, representatives of elderly persons and government officials in order to review the advances of the project.

Participating United Nations Organizations (PUNO) and United Nations Country Team (UNCT) expertise

- The project established monthly work meetings with the Technical Committee (UNDP, ILO, FAO & representative of United Nations Resident Coordinator in Chile).
- Also, Nodo project has been working with other agencies such as UNWOMEN to receive support in specific topics.
- The Steering Committee met on November 27<sup>th</sup>, to ensure general implementation and accountability, as well as dialogue with the Government.

*Strategic meetings*

- Indicate if you organized any of the events below (in person or virtually). If you did not, indicate in the comments when you plan to organize them.

Type of event	Yes	No	Comments
JP launch event	X	<input type="checkbox"/>	<i>Event organized with all the authorities of the United Nations System in Chile, user testimonies, multimedia presentation and live broadcast through social media.</i>
Annual JP development partners'/donors' event*	<input type="checkbox"/>	X	

*\* This refers to any event that included representatives of the Joint SDG Fund's global development partners/donors (Denmark, European Union, Germany, Ireland, Luxembourg, Monaco, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland.) Please note that this event can be held together with a launch event or other partners' event.*

*Funding and financing*

- In bullet points, please provide an update on what the JP has done (or plans to do) to leverage additional funding and/or financing from Government, IFIs or other partners.

The Chilean government, through SENAMA, will finance "Fono Mayor" during 2021.

*Innovation, learning and sharing*

- In bullet points, please list the main highlights regarding your JP's work on innovation and learning – this should be an update on implementation of the JP learning and sharing plan from your JP doc.

- The main innovation has been the development of a platform that articulates various actors (civil society, government, and the United Nations System), aiming to address the new vulnerabilities - related to COVID 19 - of the older population. The platform will continue to operate as a public policy.
- In addition, the work has been developed through virtual systems, which has involved new forms of relationship and coordination.
- As of the second semester of 2020, 4 online training courses were being designed for an e-learning platform called #AprendizajeMayor. This tool will allow training for 3,000 people in Old Age and Aging, Social Protection and the elderly, Human Rights and Gender Approach for the elderly, and Care for Caregivers in 2021.

### *Strategic communications*

In bullet points, please list the main highlights regarding your JP's strategic communications - - this should be an update on implementation of the JP learning and sharing plan from your JP doc.

- Development and implementation of the project's social networks (Twitter, Youtube, Facebook)
- Implementation of the project's blog (personasmayoreschile.com).
- Development of a graphic campaign for social media.
- Development of a digital audiovisual campaign.
- Development of the project's unified web platform.
- Development of a series of printed and digital publications about older persons and sustainable development.
  - That this should be a brief overview as you will provide more specific information in the Annex 3 of this report.

The Communications Strategy of the NODO Project is made up of a complex series of actions and communicational initiatives that include several areas: digital development, social media, publications and knowledge production, graphic and audiovisual resources, implementation, among others.

**Communication Strategy and awareness-raising.** Outreach and awareness-raising activities, as part of the communicational plan. The communications strategy in the last quarter focused on the territories, through a campaign that included the following elements:

- Local media messages on the situation of older persons, and particularly the NODO Project.
- Awareness through virtual workshops and delivery of information and material at a local level.
- Graphic campaign through newsletters to support networks at a local level.
- Audiovisual campaign in social networks of local organizations.
- Official website of the project will be presented, four to six video capsules will be released and nearly 100 graphic pieces will be designed to reinforce participatory messages, in addition to the campaign with a territorial focus already indicated.
- Reinforcement of messages through social media accounts:  
 Twitter: [twitter.com/NODOcl](https://twitter.com/NODOcl)  
 Facebook: [www.facebook.com/NODOcl](https://www.facebook.com/NODOcl)  
 Exposure: [www.personasmayoreschile.com/](http://www.personasmayoreschile.com/)  
 Youtube: [https://www.youtube.com/channel/UCjrHSt7a\\_fzOp9Sljx21\\_xg](https://www.youtube.com/channel/UCjrHSt7a_fzOp9Sljx21_xg)

## **B. Annual Results**

- In sum, part B should be a **maximum of 3 pages**.

- It should provide specific information on the achievement of expected annual results as per the workplan, following up on the broader progress presented in part A.

### Overall progress

- Provide a self-assessment on the JP's overall progress in the past year, including a brief explanation.
  - On track (expected annual results achieved)
  - Satisfactory (majority of expected annual results achieved)
  - Not-satisfactory (majority of expected annual results not yet achieved)

Please, explain briefly:

In light of the COVID-19 pandemic, the project refocused its initial action, in alliance with government requests, towards developing an innovative and articulated response to mitigate the effects of the pandemic on the elderly population, accelerating processes, with positive and sustainable results. This situation entailed certain activities, mainly those that involved face-to-face interactions, to be reprogrammed, and innovative strategies for collecting information and diagnoses to be arranged. Despite this, progress has been made in most of the original commitments.

### Contribution to Fund's global results

- Provide brief overview on your JP's contribution to the global outputs and outcomes of the Joint SDG Fund (in terms of the annual targets outlined in the Results Framework of your JP document).
- Note that you will also provide a consolidated table in Annex 1.

Regarding **Joint SDG Fund Outcome 1** "Integrated multi-sectoral policies to accelerate SDG achievement implemented with greater scope and scale", the project contributed to indicators:

1.1: Integrated multi-sectoral policies have accelerated SDG progress in terms of scope: 1, the Emergency Nodo Platform, which was designed in collaboration with SENAMA and civil society and allows coordinating the response between different public services.

1.2: Integrated multi-sectoral policies have accelerated SDG progress in terms of scale: 1, the Emergency Nodo Platform. Before the implementation of Emergency Nodo Platform SENAMA had a call center (Fono Mayor), but with very low response capacity. The platform allowed considerable increase in coverage of Fono Mayor, which made possible its evaluation as a public policy.

Regarding **Joint SDG Fund Output 3** "Integrated policy solutions for accelerating SDG progress implemented", the project contributed to indicators:

3.1: # of innovative solutions that were tested (disaggregated by % successful-unsuccessful). Insofar Emergency Nodo Platform has been tested satisfactorily.

3.2: # of integrated policy solutions that have been implemented with government national partners. Emergency Nodo Platform was implemented with SENAMA.

### JP Outputs and Outcomes

- Provide information on the implementation of annual results in relation to the JP's specific outputs and outcomes, as per your expected targets over the past year.
- While annual results might refer mostly to output-level results, they might also include contributions to outcomes.
- Therefore, divide the information into:
  - o Achievement of expected outputs
  - o Achievement of expected contributions to outcomes
- Note that you will also provide a consolidated table in Annex 1.

Outcome 1 As a result of the action plan against the pandemic, the Emergency Nodo Platform was approved as a permanent program of SENAMA (National Service for the Elderly) for 2021. [PRG2020\\_1\\_81703.pdf \(ministeriodesarrollosocial.gob.cl\)](#)

The JP document defined goals for three outputs at the end of the first year:

In regard to the indicator (1.1.1) Percentage of key institutions / actors involved in the design of the network out of the total number of key stakeholder institutions: the result percentage to date is 58,6%.

In regard to the indicator (1.1.2) Percentage of key institutions / players promote gender equality that participate in the design of the network out of the total number of those that participate in the network design: the result percentage to date is 18,6%.

In regard to the indicator (1.2.1) Percentage of platform players that perceive the inputs / recommendations from the network as useful: the result percentage to date is 90%.

Although indicator (1.2.2) Percentage of inputs generated on the network and the platform that incorporates information disaggregated by sex and with gender analysis, had no defined goal for 2020, to date the result percentage is 100%.

### Workplan

- If you modified JP workplan in the last year, please provide brief explanation.

JP workplan was modified

JP workplan was not modified

Explain briefly: In light of the COVID-19 pandemic, the project refocused its initial action, in alliance with government requests, towards developing an innovative and articulated response to mitigate the effects of the pandemic on the elderly population, accelerating processes, with positive and sustainable result

## C. Plan for the Next Year of implementation

- *In sum, part C should be a **maximum of 2 pages**.*
- *Please build upon Parts A and B to describe the plan for the next year as you approach the end of JP implementation.*

### Next year

- Regarding the next year (1 Jan – 31 Dec), briefly explain:
  - o The main focus of the annual work plan
  - o Expected annual results (in terms of outputs and outcomes)

The Nodo project plans to focus its action in the year 2021 on: (i) the implementation of the territorial strategy in 12 municipalities and (ii) the testing of the network. In addition, the implementation, diffusion and evaluation of all the components designed for 2020 are projected, such as the caregiver's platform, the e-learning platform #aprendizajemayor and the learning and diffusion plan, generating an ecosystem linked to the elderly.

Additionally, in the last quarter, it is expected to develop the impact evaluation and a qualitative evaluation.

In terms of communication, the year 2021 will be oriented to strengthen actions in the territories. At the national level, the launch and distribution of all products produced in 2020 is considered, such as publications, videos, podcasts, web pages, and platforms.

In terms of outputs and outcomes, goals described in point 3 of annex are expected.

### Towards the end of JP implementation

- Present the expected final JP results and briefly explain how you plan to achieve them by the end of JP implementation.
  - o Indicate if you anticipate any further modifications to the overall JP.

The long-term objective of this project is to improve the levels of inclusion and the rights of older persons. To reach this goal, 2 specific effects are proposed:

- Effect 1: In 2022, social institutions and players will work in an intersectoral manner for the development and implementation of policies that respond to instances of inequality, vulnerability and social exclusion (Direct effect n° 5 United Nations sustainable development cooperation framework 2019-2022).
- Effect 2: Older persons access support networks created at the community level and available social benefits.

Accordingly, no significant changes to the initial work for 2021 plan are contemplated.

### *Risks and mitigation measures*

- Briefly present the main risks and associated mitigation measures as you move forward with implementation.
  - o Note that you will include an updated JP Risk Matrix in Annex 4, so this section should focus on the update of the overall Risk plan that you have in an annex of your JP doc.

Faced with the first stages of territorial intervention during the second semester of 2020, the main risks that arise, which were not contemplated in the project design, are firstly and foremost related to the COVID-19 health contingency. Possible health measures could be applied nationally or locally, especially in the municipalities where the intervention will be carried out. This may affect the capacity of territorial managers to collect information and articulate networks in person, their capacity to carry out community participation activities, communication activities, etc. To mitigate these risks, the UN team has generated health and security protocols, provision of personal protection elements, and contingency plans in case of needing to change defined activities. Secondly, there are risks associated with the climate and political context in Chile, because 2020-2021 will be a period of local elections, presidential elections, and the process of reforming the Chilean Constitution. This might lead to a diversion of interest from key government actors in the project. To mitigate these risks, awareness-raising actions and local commitments have been established to safeguard the sustainability of the project.

## Annex 1: Consolidated Annual Results

### 1. JP contribution to global programmatic results (annual)

- Provide data for the Joint SDG Fund global results (as per targets defined in the JP document).

#### Global Impact: Progress towards SDGs

List up to 3 main SDG targets that your Joint Programme primarily focused on in 2020

SDG 1: Target 1.3: Implement country-wide policies and social protection systems for all, including setting minimum standards, and by 2030 achieve substantial coverage of the poor and the vulnerable.

SDG 5: Target 5.2: Eliminate all forms of violence against all women in the public and private spheres

Target 5.4: Acknowledge and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies and the promotion of shared responsibility within the household and the family.

SDG 10: Target 10.2: By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

#### **Global Outcome 1: Integrated multi-sectoral policies to accelerate SDG achievement implemented with greater scope and scale**

1.1 Did your Joint Programme contribute to implementation of integrated multi-sectoral policies that accelerate SDG progress in terms of scope<sup>2</sup> in 2020?

Yes

No

Explain briefly: Contributed with the Nodo Emergency platform, that became a public policy with permanent financing

1.2 Did your Joint Programme contribute to implementation of integrated multi-sectoral policies that accelerate SDG progress in terms of scale<sup>3</sup> in 2020? (if so, brief explanation)

Yes

No

Explain briefly: Nodo Emergency platform considerably increased the coverage of "Fono Mayor"

#### **Global Output 3: Integrated policy solutions for accelerating SDG progress implemented**

1.3 Number of innovative solutions tested in 2020

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<sup>2</sup>Scope=substantive expansion: additional thematic areas/components added, or mechanisms/systems replicated.

<sup>3</sup>Scale=geographical expansion: local solutions adopted at the regional and national level or a national solution adopted in one or more countries.

Total number disaggregated by % successful and unsuccessful: 1 (1/1=100%)

Provide the list: Nodo Emergency Platform

Explain briefly: Nodo Emergency Platform was evaluated and approved, and from 2021 it will operate as a permanent program of SENAMA.

1.4 Number of integrated policy solutions implemented with the national partners in lead in 2020

Total number: 1

Provide the list Nodo Emergency Platform

Explain briefly: Emergency Nodo Platform was implemented with SENAMA

1.5 Did your Joint Programme contribute to strengthening of national capacities to implement integrated, cross-sectoral SDG accelerators in 2020?

Yes

No

Explain briefly: The project accelerated the response to problems of the elderly during the pandemic. And it did so through alliances with the government and civil society

1.6 Did your Joint Programme develop a functioning partnership framework for integrated policy solutions to accelerate progress on SDGs in 2020?

Yes

No

Explain briefly: Nodo Emergency Platform allows integrated and coordinated solutions for the elderly population

## 2. Selected global performance indicators (annual)

- Provide data for aggregation at the global level of the Joint SDG Fund.

2.1. Did your Joint Programme contribute to the improvement of overall UNCT coherence in 2020?

Yes, considerably contributed

Yes, contributed

No

Explain briefly: The programme improves UNCT coherence by articulating efforts and resources of 3 UN Agencies, interacting to deliver results in a transversal problem of elder people.

The Nodo Project is linked to the *Marco de Cooperación de las Naciones Unidas para el Desarrollo Sostenible en Chile 2019-2022*. The project is linked to the Strategic Priority 3 – Social Development: Chile reduces inequalities and increases access to quality social services and protection for all people, to ensure social inclusion, improve their quality of life, guarantee human rights and achieve gender equality; and to the Direct effect No. 5 on Social Development: “By 2022, the institutions and social actors expand opportunities for the exercise of rights and inclusion of priority populations, thus reducing inequalities and vulnerabilities”

2.2. Did your Joint Programme contribute to reduced transaction costs for participating UN agencies in their interaction with national/regional and local authorities and/or public entities compared to other Joint Programmes?

Yes,

No  
 N/A (if there are no other joint programmes in the country)  
 Explain briefly: This JP has the same transaction costs than other JPs

2.3. Was your Joint Programme aligned with the UNCT Results Groups in 2020?  
 Yes  
 No  
 Explain briefly: The project is part of the working annual plan of the Social Group.

2.4. Did your Joint Programme secure additional funding resources in 2020?  
 Yes  
 No  
 Explain briefly:

### 3. Results as per JP Results Framework (annual)

- Present annual JP results in the following template

Result / Indicators	Baseline	Expected 2020 target	2020 Result	Reasons for variance from planned target (if any)	Expected 2021 target	Expected final target (if different from 2021)
Outcome 1: Effect 1: In 2022, institutions and social entities work in an intersectoral manner to develop and implement policies to address inequality, vulnerability and social exclusion						
Outcome 1 indicator 1: Number of policies, programs or other national or subnational initiatives that include recommendations, findings or inputs generated through the networks / platform and other things adopted by the participating institutions and organizations	NA	0	1	The design and implementation of Emergency Nodo resulted in a new social programme led and implemented by Chilean government for 2021, not contemplated in the original project.	2	
Outcome 1 indicator 2: Number of initiatives aimed at reducing	NA	0	0		1	

gender inequality amongst the elderly adopted by the participating organizations and institutions						
Output 1.1: Community networks, designed participatively, to provide services to the elderly.						
1.1.1: Percentage of key institutions / actors involved in the design of the network out of the total number of key stakeholder institutions	N/A	50%	54,6%		50%	
1.1.2: Percentage of key institutions / players promote gender equality that participate in the design of the network out of the total number of those that participate in the network design	N/A	20%	18,6%	Difficulty in finding organizations and key players, at a local level, that promote gender equality interested in participating in the network design.	20%	
1.1.3: Number of work strategies / approaches to ensure the inclusion of players in the network, with a tested and / or validated gender approach	0	2	2		2	
1.1.4: Percentage of key themes / aspects according to women's and men's needs, identified in the diagnosis that are integrated into the design of the network / platform	15	0%	0%		40%	
1.1.5: Percentage of key gender issues / issues identified in the diagnosis that are integrated into the network / platform design	2	50%	50%		50%	
Output 1.2: National and regional public institutions, and other social organizations, use data and knowledge created through the support networks						
1.2.1 Percentage of platform players that perceive the inputs / recommendations from the network as useful	N/A	0%	90%	As part of the design of the platform, two training sessions (food and nutrition and gender) were held with municipal officials. The percentage of attendees who expressed high satisfaction with the	70%	

				training is reported. The response rate of the satisfaction survey (online) was 30%.		
1.2.2 Percentage of inputs generated on the network and the platform that incorporates information disaggregated by sex and with gender analysis	N/A	0%	0%		70%	
<b>Outcome 2. Effect 2: The elderly have access support networks created at a community level and available social benefits, in an articulated manner</b>						
Outcome 2 indicator 1: Percentage of elderly people receiving services / benefits through the network in each municipality, disaggregated by sex and age groups (60 - 70 years and 70 years and over)	The baseline data will be defined by the impact evaluation.	0%	0%		60%	
Outcome 2 indicator 2: Percentage of older people who perceive the interactions made through the network as significant, disaggregated by sex and age groups.	The baseline data will be defined by the impact evaluation.	0%	0%		70%	
Outcome 2 indicator 3: Perception index on old age in the municipalities involved, disaggregated by sex and age groups	The baseline data will be defined by the impact evaluation.	0%	0%		Change perception 10%	
Outcome 2 indicator 4 Number of requests made by elderly people or their Caregivers, managed through the Nodo Emergency platform.	4.300	25.000	31.057	The pandemic and confinement situation generated an increase in the requests	-	
<b>Output 2.1 Community networks implemented and evaluated at the municipal level</b>						
2.1.1 Percentage of key local individual / institutional stakeholders participating in the network, in each municipality, disaggregated by sex	30 (average number of key players in each municipality)	0%	0%		40%	

2.1.2 Number of pilot projects implemented and evaluated at the municipal level	NA	0	0		10	
2.1.2 Percentage of municipal gender-equality focused pilots implemented and evaluated out of the total number of pilots	NA	0%	0%		100%	
2.1.3 Number of interactions completed through the network / platform	0	0	0		1350	
2.1.4 Percentage of satisfaction of people that benefited from the platform, disaggregated by sex	NA	0%	0%		80%	
2.1.5 Level of satisfaction of individual / institutional partners that provide services to the network / platform, disaggregated by sex	0	0%	0%		70%	
Output 2.2 Consolidated caregivers support system aimed at redistributing these tasks and improving the quality of caregivers						
2.1.1 Percentage of tools / inputs according to gender that provide care and that are a part of the network design	17	0%	0%		50%	
2.2.2 Percentage of people providing care and that are highly satisfied with the network/platform's response to their problems or needs, disaggregated by age and gender	0	0%	0%		80%	

## Annex 2: List of strategic documents

- Complete the tables below by focusing on documents that are of particular strategic importance for the JP results and for the priorities of this Joint SDG Fund portfolio.

### Strategic documents that were produced by the JP

Title of the document	Date when finalized (MM/YY)	Brief description of the document and the role of the JP in finalizing it
The contribution of older people and unpaid work to the country's GDP	03/2021	This is a comprehensive study on the economic valuation of older people and their formal and informal contribution to the country's economy.
FONO Mayor stories and testimonials in a pandemic context	03/2021	In-depth interviews and narrative content on 16 older people impacted by the pandemic and supported by NODO Emergency Platform and SENAMA's FONO Mayor.
Ten key recommendations towards gender sensitive and sustainable development programs for older persons.	03/2021	Systematization of advice, good practices and innovation from comparative experience
Older Persons and New Vulnerabilities (Post-Pandemic Context)	03/2021	Analyze the vulnerabilities of the elderly in the new context
12 elder voices. Conversations with older persons about human rights, gender equality and sustainable development.	03/2021	Testimonies of older persons aligned with the themes of Agenda 2030, especially sustainable development and gender equality from the perspective of representatives of social organizations.
Older people and rural communities	03/2021	The research analyzes the gaps in social development of the elderly in rural contexts
Guidance on Gender and Human Rights for NODO Project	11/2020	Internal Use. Provides technical guidelines for the transversal inclusion of gender and human rights approach in the project. Content is regularly updated, depending on progress and changes of the project.

Technical Guidance for Nodo Project, Phase I.	11/2020	Internal use. Guidelines for the implementation of Nodo project in the territories, during the first phase (December 2020 - January 2021).
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**Strategic documents for which JP provided contribution**

Title of the document	Date when finalized (MM/YY)	Brief description of the document and the role of the JP in finalizing it

**Annex 3: Strategic communication results**

- Provide the responses to the questions below with data for the last year overall.

3.1. Have you created a strategic communication plan for the Joint Programme?

- Yes
- No

Explain briefly: The Communications Strategy of NODO Project is a fundamental element to achieve the central components of this initiative, and the national, local and global distribution of contents related to the Sustainable Development Agenda.

3.2. What percentage of the annual budget towards communications was utilized from the total budget? (Note that the entire JP comms budget must be min 5% of the total JP budget)

Explain briefly: 21%

3.3. Have visibility outcomes increased due to the provided funding for JP strategic communications?

- Yes
- No

Explain briefly: The Communications Strategy of NODO Project has been an effective tool that has allowed to better plan, coordinate and systematize the communications efforts of all areas of the project.

3.4. Does the Country Profile Page on the Joint SDG Fund website contribute to your JP outreach?

- Yes
- No

Explain briefly: It contributes positively, because it allows us to be present on a global platform.

3.5. How many articles (interviews, human interest stories, press releases, expert insights, etc) about your JP were published by an external media outlet (Non-UN published)?

Total number: 15

Explain briefly: Media coverage mainly related to the implementation of the FONO Mayor COVID-19, a joint initiative with the Chilean Government, in response to the pandemic.

3.6. How many articles (interviews, human interest stories, press releases, expert insights, etc) about the Joint Programme were published by the UNCT and JP PUNOs?

Total number: 25

Explain briefly: Permanent distribution and showing of communication products on all the platforms of different United Nations System agencies in Chile.

3.7. Have you received an increase of social media followers?

Yes

No

Total number: More than 550 followers (social media) (Not mandatory)

Explain briefly: Between April and December 2020, more than 530,000 views have been obtained on social media.

#### Multi-Media Faucets

- Complete the table by focusing on most important strategic communication documents (factsheets, promotional materials, infogrphics, videos, etc.). Provide hyperlinks when possible.

Title of the document	Date when finalized (MM/YY)	Brief description and hyperlink (if it exists)
Communications Strategy Document	July 2020	The Communications Strategy of NODO Project is made up of a complex series of actions and communicational initiatives that include several areas: digital development, social media, publications and knowledge production, graphic and audiovisual implementation, among others.
2020 summary bulletin	December 2020	2020 summary bulletin with the main numbers of the project.

#### Social Media Campaigns

- Complete the table by focusing on the highest social media impressions or campaigns. Provide hyperlinks when possible.

Title of the document	Type (FB/Twitter/LinkedIn/Etc.)	Brief description and hyperlink (if it exists)
NODO Project Official Blog	Exposure	Platform specially developed to share testimonies and stories of the project. <a href="https://www.personasmayoreschile.com/">https://www.personasmayoreschile.com/</a>
NODO graphic campaign	Social Media	2020 summary post for social media <a href="https://twitter.com/NODOcl/status/1344338720850391051">https://twitter.com/NODOcl/status/1344338720850391051</a>
Nodo Emergency Platform	Website	The NODO Emergency Platform is a tool that has allowed SENAMA to scale up their work in supporting the government's response to the pandemic. Through this platform geo-reference, and systematization and registration of information on calls and cases has been made possible, which has allowed an increase in the response speed to consultations on health, pension, security and other issues, in the elderly population. <a href="http://plataformanodo.cl">.(plataformanodo.cl)</a>

## Annex 4: Updated JP Risk Management Matrix

- Update the table from your JP document with the most recent analysis of risks and corresponding mitigation measures. This should support the narrative update provided in part C above.

Risks	Risk Level: (Likelihood x Impact)	Likelihood: Certain - 5 Likely - 4 Possible - 3 Unlikely - 2 Rare - 1	Impact: Essential - 5 Major - 4 Moderate - 3 Minor - 2 Insignificant - 1	Mitigating measures	Responsible Org./Person
Contextual risks					
Changes in municipal governments in 2021 could lead to the loss of local support in implementing the pilot and a change in local y associations	9	3	3	Development of advocacy activities with local governments to continue programs they have already committed to; development of more than one pilot.	UN Agencies

COVID-19 pandemic may limit mobility and territorial management (quarantines, restrictions on mobility, social distancing, restrictions on social gatherings, etc.).	12	4	3	Include risk prevention and security protocols according to government ministerial guidelines	UN Agencies and Coordination Team
Unfavorable climatic and / or environmental conditions that make it difficult or impossible to carry out activities.	4	2	2	Include risk prevention and security protocols according to government ministerial guidelines, and include alternative activities or contingency plan	UN Agencies, Coordination team and territorial management team
<b>Programmatic risks</b>					
Lack of interest at the municipal level to support and follow-up on pilots	6	2	3	Replacement by another municipality with similar characteristics	UN Agencies
Insufficient local interest from organizations and elderly people and their caregivers in participating in the initiative	9	3	3	Increased investment in dissemination and inclusion work with clear learning guidelines once the pilot is finished	UN Agencies
Difficulty in getting access to excluded elderly people and their caregivers	9	3	3	Strengthen the program's inclusion strategy through partnerships with other relevant actors (e.g. primary health services)	UN Agencies
Difficulty in gathering information and data for base diagnosis, due to mobility restriction	12	4	3	Use innovative and multiple alternative information gathering methodologies	UN Agencies, Coordination team and territorial management team
Difficulty engaging older personas and their networks in the program (lack of incentive).	12	3	4	Generate communication and inclusion strategy for program beneficiaries, based on territorial interests and needs.	UN Agencies, Coordination team and territorial management team
<b>Institutional risks</b>					

<p>Poor capacity of municipalities and civil organizations to participate in and develop the program and adopt the tool</p>	<p>8</p>	<p>4</p>	<p>2</p>	<p>Inclusion of technical support to municipal teams and local civil associations in the program; specific consideration of these risks in the tender for the technological tool</p>	<p>UN Agencies</p>
<p>Low willingness of decision makers to use the information generated for (re) designing policies</p>	<p>4</p>	<p>2</p>	<p>2</p>	<p>Inclusion of communication and awareness activities from the beginning of the project, with a focus on the use of evidence. The same goes for the design and implementation phases of the project.</p>	<p>UN Agencies</p>
<p>Fiduciary risks</p>					