

# USAID Learns: Services and Points of Contact



2019 - 2024

The reference guide below is intended for USAID/Vietnam staff to understand USAID Learns' services and who to contact if you need assistance. If you are a USAID/Vietnam implementing partner, please go through your Agreement/Contracting Officer's Representative if you need assistance from USAID Learns.

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## Research & Evaluation



*Produce evidence and facilitate evidence-informed decision-making*

- Examples of services: assessments, desk reviews, evaluations, activity reviews, gender analyses, and other knowledge products
- Point of contact: Mai Pham, Research Director ([mai.pham@socialimpact.com](mailto:mai.pham@socialimpact.com))

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## Monitoring



*Help staff improve performance planning and data quality, management, and use*

- Examples of services: Technical assistance on Activity MEL Plans, data quality assessments, and technical assistance in data management and use
- Point of contact: Denis Tiren, Deputy Chief of Party ([dtiren@socialimpact.com](mailto:dtiren@socialimpact.com))

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## Capacity Building



*Provide staff with the knowledge and skills to apply MEL and CLA approaches*

- Examples of services: Learning Dojo for implementing partners, Activity MEL Plan clinics and other training, coaching, and on-the-job support for USAID and implementing partner staff
- Point of contact: Thao Dinh, Capacity Building Director ([thao.dinh@socialimpact.com](mailto:thao.dinh@socialimpact.com))

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## Facilitation



*Enable effective and efficient collaboration among stakeholders to produce results*

- Examples of services: facilitate Program Cycle processes, adaptive management, Strategic Alignment Validation Exercises (SAVES), strategy and vision setting, and team building workshops
- Point of contact: Ha Nguyen, Senior Director of Organizational Learning ([hongha.nguyen@socialimpact.com](mailto:hongha.nguyen@socialimpact.com))

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## Project and Activity Design



*Support to design effective programs based on evidence with local stakeholder engagement*

- Examples of services: Theory of change development support; local engagement during design; CLA integration in solicitations; political economy and stakeholder analyses
- Point of contact: Sean Mulkerne, Senior Governance & Learning Specialist ([smulkerne@socialimpact.com](mailto:smulkerne@socialimpact.com))

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## Meetings & Logistics



*Offer space for USAID meetings with partners and coordinate local stakeholder engagement*

- Examples of services: Use Learns' meeting room; organize off-site meetings and field consultations
- Point of contact: Trang Dinh, Senior Director of Finance and Administration ([trang.dinh@socialimpact.com](mailto:trang.dinh@socialimpact.com))

# About USAID Learns



IMPLEMENTER: Social Impact, Inc.  
CURRENT OBLIGATION: \$14.6 million

2019 - 2024

## Why USAID Learns?

USAID/Vietnam's [Country Development Cooperation Strategy \(CDCS\) for 2020-2025](#) outlines priorities for its development assistance in Vietnam. To effectively implement this strategy and manage towards results, the Mission has contracted an institutional support mechanism (USAID Learns) to act as a force multiplier for the Mission and over 40 activities. USAID Learns staff and consultants provide ongoing technical assistance in Program Cycle processes: strategy; project design; activity design; monitoring; research and evaluation; and collaborating, learning & adapting.

The ultimate 'why' of USAID Learns is to contribute to more effective results under USAID's programming. Our team does this by:



Advancing evidence-informed decision-making



Strengthening collaboration between USAID, implementing partners, and local stakeholders



Improving staff knowledge and skills in monitoring, research and evaluation, and collaborating, learning & adapting (CLA)

## How we work with USAID

USAID Learns provides several services to USAID/Vietnam outlined on the following page. In providing those services, USAID Learns focuses on:

- Clarifying the 'why' of the task to ensure it is useful to USAID staff and partners and achieves its intended effect
- Ensuring co-management with USAID staff so that results of the effort are owned and carried forward by the Mission
- Modeling learning and adaptive management to continuously improve services

If you need support from USAID Learns, see the list of services on the next page and reach out to the staff listed with USAID Learns COR (Giang Tong Le) in copy.