



**Report to Congress on USAID’s Social, Economic, and Environmental Accountability
Mechanism (SEE-AM)
Results through May 31, 2024**

The U.S. Agency for International Development (USAID), submits this report pursuant to Section 7019(e) of the Department of State, Foreign Operations, and Related Programs Appropriations Act (SFOAA), 2024 (Div. F, P.L. 118-47) and Section 7065 of Senate Report 118-71, which states:

“USAID Accountability Mechanism.—Not later than 60 days after the date of enactment of the act, the USAID Administrator shall update the report required under this heading in the explanatory statement accompanying division K of Public Law 117–103. ”

USAID continues work on designing and launching an accountability mechanism called USAID’s Social, Economic, and Environmental Accountability Mechanism (SEE-AM) that considers the existing statutory/regulatory requirements for accountability, and advances the Agency’s Equity Action Plan. This report includes progress since the last Report to Congress in 2023 that has been made towards developing the SEE-AM, which is one element of the Agency’s holistic approach to “do no harm” by safeguarding program participants in USAID programming.

Since the last report to Congress, the SEE-AM has held a series of internal and external consultations, conducted research on existing accountability policies related to social and environmental safeguards, piloted standard operating procedures (SOPs) on several case studies, launched an internal webpage, completed a communications plan, developed a case management system, and has drafted an operational policy in the Agency’s system of directives (also known as the Automated Directives System), and initiated the rulemaking process.¹

More details on the steps USAID has taken in the development of the new SEE-AM in fiscal year (FY) 2024 are below:

¹ USAID’ Unified Agenda for rulemaking Spring 2024 published on www.reginfo.gov/public/do/eAgendaMain?operation=OPERATION_GET_AGENCY_RULE_LIST¤tPub=true&agencyCode=&showStage=active&agencyCd=0412&csrf_token=A247E07AD3BCB65360E70DC0920FA2EC5490322C53B451575842DBB5C2E229625E63FC4DA23C2CB96A8A3FA4C3F818694C24

Established Governance Structure and Policy

The Accountability Mechanism Official has focused on establishing clear governance in preparation for the launch of the SEE-AM. This entails developing an internal structure of oversight and developing clear policies and procedures for its effective operations. On oversight, the Agency has named the Deputy Administrator for Management and Resources as its Chief Accountability Mechanism Official (CAMO), supported by a Deputy CAMO who is the Deputy Director of the Office of Management Policy and Budget Performance in the Management Bureau.

On governance, USAID developed its draft SOPs based on input from internal and external stakeholders, and modeled our own policies on best practices from accountability mechanisms implemented by other institutions², including the World Bank's Accountability Mechanism and the Green Climate Fund's Independent Redress Mechanism. We also "stress-tested" the SOPs by reviewing three complaints, from three different regions, that the agency has received in the past. We have incorporated what we learned from these stress tests into our governance policies and procedures. We incorporated learnings from the pilot cases into the SOPs. We aim to finalize the operational policy by the end of FY 2024.

In addition, the Agency is developing requirements for our implementing partners related to the SEE-AM, which USAID will implement through appropriate agency rulemaking. The regulatory process usually takes two to three years. However, we are and will continue to communicate with implementing partners in the meantime to share information and gather feedback to inform rulemaking and the operations of the SEE-AM.

Case Management

USAID initiated development of a case management system (CMS) to track and monitor case progress as well as analyze trends among the cases and recommend areas for learning and improvement to USAID. The CMS is currently going through the necessary privacy and security clearances and currently undergoing user acceptance testing and should be operational by the official launch.

Communications, Outreach, and Change Management

USAID developed a robust communications and training strategy for both internal and external stakeholders which will promote outreach among Agency staff and raise public awareness during SEE-AM implementation. In the third quarter of FY 2024, the SEE-AM focused its internal

² There are 23 independent accountability mechanisms (IAM) that are part of IAMnet. The full list can be found here: <https://accountability.worldbank.org/en/iamnet>.

consultations on Missions. Included in the SEE-AM communications approach is the development and launch of internal and external websites. The M Bureau launched the internal website in August 2023 and the external website launch will coincide with the SEE-AM launch. USAID also developed a preliminary training module for USAID staff that is currently under review and will be available in the fall of 2024. The SEE-AM is working to have this module included in other existing trainings to raise awareness of the SEE-AM throughout the Agency. There will be other trainings for implementing partners developed in the future.

USAID's next steps to implement the SEE-AM in the current calendar year include the following steps with projected completion dates:

- Finalize the internal operational policy (Summer 2024)
- Launch the CMS (Summer 2024)
- Stand up public webpage for SEE-AM on [usaid.gov](https://www.usaid.gov) (Fall 2024)
- Public Launch of the SEE-AM (Fall 2024)