care®

PIIRS FY20

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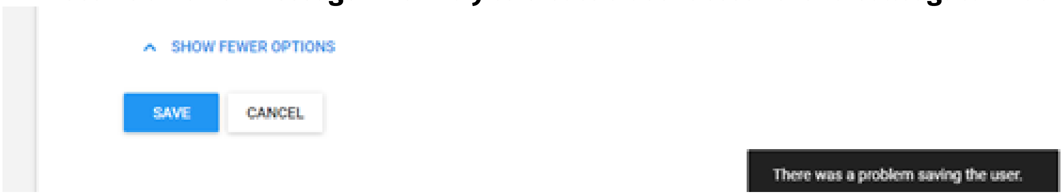
Frequently Asked Questions

Overall PIIRS Process

1. **Can we have more than one PIIRS Focal Point account in our country?**
Yes, if needed. For example, when the Focal Point will be on extended leave or there has been a change in the Focal Point staffing. Email piirs@careinternational.org, and we will set up another Focal Point account.

2. **I am a Focal Point, but I cannot see all the users in my country's user list. OR: I am a Focal Point, and I receive an error message when I try to create a user account for a colleague. What is going on?**



This is due to a limitation with the online platform we are using for PIIRS (DHIS2). As a Focal Point, you can only see the accounts of System Users in your country/countries, but not other Focal Points. Because of this, you will not see a colleague listed if they have Focal Point ("Data Manager") rights. Likewise, you will see a generic error ("There was a problem saving the user") if you try to create an account with their email address as the username. We are working with our DHIS2 consultants to see if there is a solution for this.

3. **Can we have a PDF of the questions in the COUNTRY and REACH forms? I tried the Print button, but it only prints part of the form.**
Due to a limitation in the DHIS2 platform, the Print button does not allow you to print the full forms or save them as a PDF yourselves. But here are links to blank forms in PDF format: COUNTRY (English), REACH (English), COUNTRY (French), REACH (French), COUNTRY (Spanish), REACH (Spanish). These forms are for reference only; all data entry must be done through the online system.

4. **Are the questions the same as they have been in previous years?**
Although the platform for submitting COUNTRY and REACH data has changed (from Excel to online), the content of the forms is 90% the same as in previous years. You will see some new/revised questions, such as a revision to the gender pay gap reporting in the COUNTRY form.

5. **Do users only have access to their project?**
No. All users within a country can view and edit data from all projects in that country.

COUNTRY form

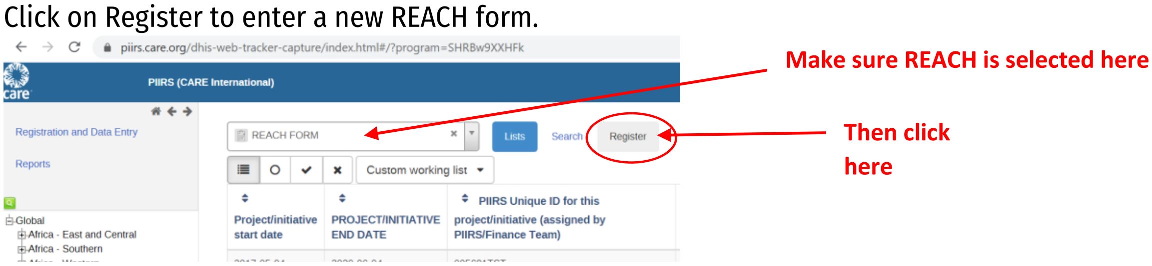
1. **Some staff began or left our CARE office during FY20. Should we report the number of staff at the end of FY20? The average during FY20? All staff who worked for any portion of FY20? Something else?**
We advise reporting all staff that worked with the office for at least three months during FY20.

REACH form

1. **We see a list of prepopulated REACH forms for our country. Where did this list come from?**
This year, for the first time, we used financial data from financial systems across the confederation to pre-populate a list of projects for each country. The goals of this were to i) make sure that all projects report into PIIRS and ii) generate a unique "PIIRS ID" for each project to help connect its financial, reach, and impact data. This was a big step and an imperfect art/science given the complexity of CARE's programming, funding sources, and financial systems. Each country was asked to review their list prior to the launch of PIIRS FY20. If you would like more detailed information on the funding sources that correspond to each of the projects in your list, please contact piirs@careinternational.org. And see the next two questions for what to do if there are errors in that list.

2. **One of the projects listed is not an actual project, or was not active in FY20. What do we do?**
Email piirs@careinternational.org telling us which project(s) to delete, and we will do so!

3. **One of our active projects was not on the list of projects for our country. What do we do?**
Click on Register to enter a new REACH form.



4. **Why do I see a "validation error" message as soon as I try to register a new project?**
This not actually an "error" but a reminder to enter the project start date at the top of the page. If you skip this part and leave it as the default (today's date), other parts of the form will malfunction.

5. **The list of forms for my country includes a project called "Consolidated Country Level COVID-19 Response FY20." What is this?**

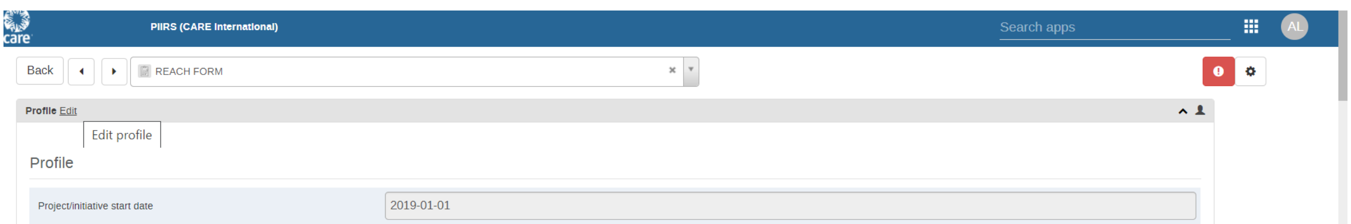
For FY20, in addition to the forms for each specific project/initiative, each country must submit a REACH form that represents the response to COVID-19 at the country level. Many individual projects are incorporating responses/adaptations to COVID-19, but PIIRS is not designed to distinguish which parts of individual projects were COVID-related or not. For that reason, we ask all countries to submit a country-wide COVID-19 REACH form to document what has been done specifically in response to COVID-19 for ALL projects collectively. We know there may be questions about double counting between the countrywide COVID-19 form and the project-specific forms, and we will provide further guidance shortly.

6. **We have projects that started near the end of FY20 and have not yet implemented activities (other than recruitment, planning, etc.). Should we still fill out a REACH form?**

Yes. And in the humanitarian/development sectors sections (2b and 2c), answer "No" to the question "Has the project or initiative implemented any humanitarian programmatic activities in this FY?" The form will then automatically hide the parts where you are asked to enter reach numbers for different sectors.

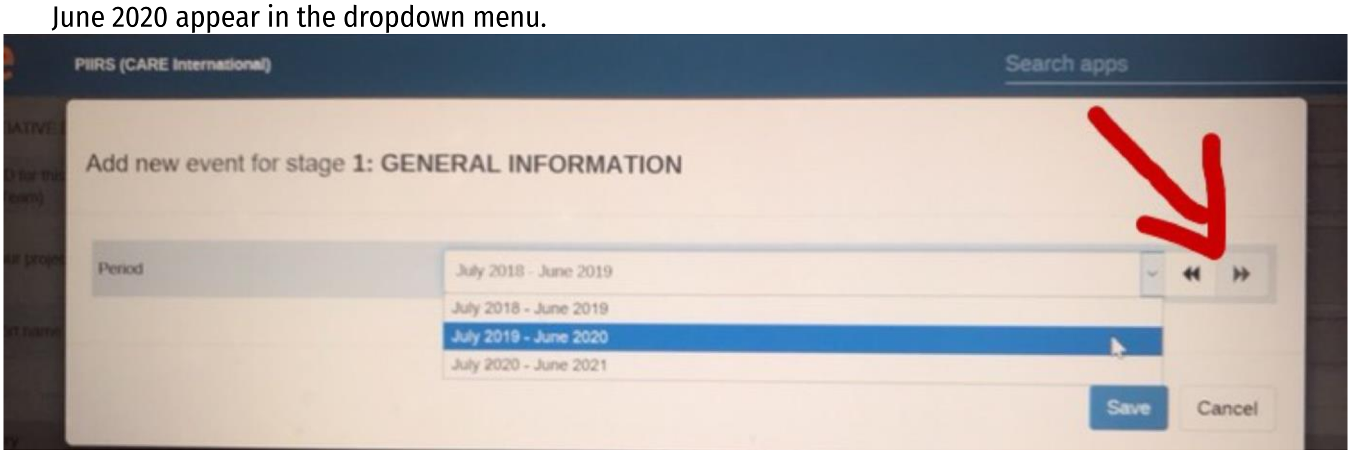
7. **How do we change the name of the project, or another part of the project's profile?**

Click on the Edit link for the Profile. And make sure to click Save at the bottom of the profile after making any changes!



8. **How do I choose the correct fiscal year (FY20) when I am entering data for my project?**

For each stage of the project (e.g. General Information), select "July 2019 – June 2020" when you create the event. You may need to click on the right arrows (>>) several times in order to see the option of July 2019 – June 2020 appear in the dropdown menu.



9. **How is the double counting adjustment process different than in previous years?**

There is one big change in the process this year compared to previous years. In previous years, we asked all projects to adjust for double counting and then enter only their adjusted data into PIIRS. However, this was sometimes complicated and confusing when projects would have to report different numbers to a donor (unadjusted reach) versus PIIRS (adjusted reach). This year, every project will enter its unadjusted reach numbers into PIIRS, and then an adjustment factor to account for double counting. Adjusted reach numbers will then calculate automatically. In this way, PIIRS will have a clear record of both unadjusted numbers (for project-level reporting) and adjusted numbers (for aggregation across projects). We have a PIIRS summary report available for projects to view the reach numbers reported by each projects and determine levels of overlap and double counting adjustments for each outcome area.

IMPACT form

1. We keep seeing only "#NAME" when we try to select options on the form. What do we do?

This is likely due to an issue with the Excel version you are using. Try using the version of your FY20 form called "BLANK NO MACROS." If this version also does not work, please contact piirs@careinternational.org.

Additional Questions

Overall PIIRS Process

1. **How do I access the online system for COUNTRY and REACH reporting?**

The online system is here, and you need an account to use it. Every country has a PIIRS Focal point, and this focal point creates accounts for colleagues in their country. They can refer to the "Creating user accounts" tutorial on the MEAL wiki.

2. **I forgot my password, or it is not working. What do I do?**

Please contact your PIIRS focal point, who can edit your use profile and create a temporary password.

3. **What are the different user roles for the online PIIRS system?**

Here is a quick summary of the 3 roles we have in Online PIIRS. We will send more clarifications as we advance in the process:

- [Data manager] PIIRS Focal Point (e.g. MEAL coordinator at country level): Organizes the process in the country. Can fill forms in Online PIIRS and is the only person that can create user accounts for others in the country. Can access all forms and edit/validate data in forms in your country. These accounts have already been created and we have sent an email to all Focal Points with their log-in details.
- [Data user] (e.g. project staff): Can access all forms and edit/validate data in all forms in your country. Cannot create user accounts for others. The accounts for these users must be created by the PIIRS Focal Point in your country.
- [Data validator] (e.g. global teams / CMP staff / CO staff that are not filling forms but just review data): Can view all forms from all countries but cannot edit any of the data. We will be providing more information, including login information, shortly.

4. **I work with a CMP or technical area and will need to review and help validate REACH data. When and how do I access the online PIIRS system?**

We will soon create "Data Validator" accounts where you can view data that have been entered and submit comments/questions to the project staff that entered data. We are finalizing the configuration for that on the online system and will be sending out guidance in advance of the October data validation phase.

5. **How do we report advocacy work into PIIRS?**

Advocacy initiatives should report into the REACH form. You may need to Register (create) a form, since many advocacy initiatives are not connected to one specific funding source and therefore were not prepopulated into the list of projects/initiatives in your country. If the initiative was purely advocacy and did not include other implementation modalities, the REACH form will hide the fields that ask you to report direct and indirect reach. For IMPACT reporting, you can use the AIIR tool and IMPACT form to report on the outcomes/impacts of the advocacy.

6. **How should we report reach/impact if the work was done as part of a consortium or a joint project?**

The REACH form includes questions about whether CARE was part of a consortium, either as the lead or as a sub. If CARE was the lead, it is appropriate to report all applicable reach numbers from the consortium's work. If CARE was a sub, report reach numbers from the specific geographic areas / technical areas that CARE managed. The same logic applies for impact.

COUNTRY form

1. **I try to calculate the CO2 emission from office electricity as learn from youtube explanation, but still note clear. A table about Operating Margin EF (average) in Cambodia = 0.628, how to calculate if our office used 12000KWh per year?**

You fill 12,000 in at 'electricity in KWh, consumed during the FY'. You mentioned you looked up your 'CO2 emission intensity/CO2 emissions factors' up in the IGES List of Grid Emission Factors and arrived at the number 0.628. This value is in tons CO2e per Mega Watt hour (tCO2e/WMh). In PIIRS we ask for gCO2e/kWh therefore you can use the following formula tCO2e/MWh * 1,000 = gCO2e/kWh. Thus you can multiply the number 0.628 tCO2e/MWh by 1,000 to come to 628 gCO2e/kWh and report this number in the box 'CO2 intensity of your electricity provider in grams of CO2 equivalent per KWh during the FY'

2. **For Car use can I calculate based on, this rate: diesel produces about 2.70 kg CO2eq/ litre, gasoline about 2.32 kg CO2eq/litre?**

For Fuel consumption for vehicle use, we would like you to report on # liters of diesel , # liters of gasoline and # of other fuels. You do not have to calculate the CO2 emissions. We will do this for you.

REACH form

1. **Can we create 2 users for the same project (so that in cases where one would be unavailable, the other could take over)?**

Yes - you just have to be careful that two people are not editing the same stage (e.g. for "1. GENERAL INFORMATION") at the same time, as sometimes only one person's changes would be saved by the system.

2. **For the consolidated COVID-19 response form, it will be difficult to answer certain parts of the form, especially about program quality, since the response includes activities of several projects.**

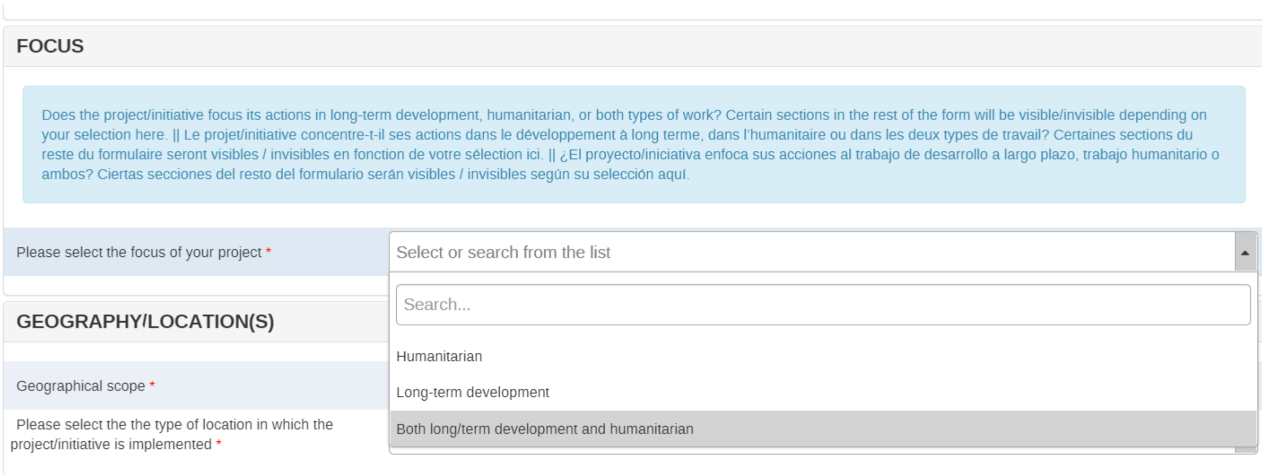
Please answer the questions as best fits in relation to the majority of your COVID-19 response overall.

3. **If we have two different phases of a project, should these be reported as separate REACH forms, or a single REACH form?**

It depends on the context. If the different phases are funded by different donors, it is likely appropriate to report these as separate REACH forms. If the different phases are with the same donor, working with a similar population and sectors, then it is likely appropriate to report in a single REACH form.

4. **Why does the form only allow for humanitarian and development reporting? What about Nexus programs?**

In the General Information stage of the REACH form, you indicate the focus of your project. Any project that had a humanitarian AND development focus is a Nexus project by definition and will be able to enter reach data for humanitarian and development sectors.



5. **We accidentally created a duplicate form. What do we do?**
Please contact piirs@careinternational.org and tell us which form needs to be deleted.

6. **The form asks us to share links for marker vetting forms and other supporting documentation. How should we create these links in the first place?**
Please upload marker forms and supporting documentation into your country's folder here.

7. **What if we started a project in FY21 but we want to start entering data?**
Thanks for thinking ahead! You can create a profile for this project, but the system will not allow you to enter FY21 data into the specific stages yet (Humanitarian Sectors, Development Sectors, markers, etc.). Our recommendation, if you want to get an early start on FY21 data entry, is to create the profile and then use the PDF version of the REACH form to start documenting responses to those questions so that you are ready to enter those data when the FY21 data entry cycle opens.

8. **How do we determine double counting adjustments?**
This is up to the staff in the country to decide. There is no right or wrong way to do this, and it depends on the specific context of your programming. The PIIRS wiki has guidance and examples for dealing with double counting, and the PIIRS Reach summary report shows a summary of the reach reported by all projects in your country (total reach as well as reach in specific outcome areas).

IMPACT form

1. **Our project did a baseline evaluation in FY20. Do we need to submit an IMPACT form?**
If you only have baseline data, then there is no need to report using the IMPACT form. You wait until you have a mid-term or final evaluation.