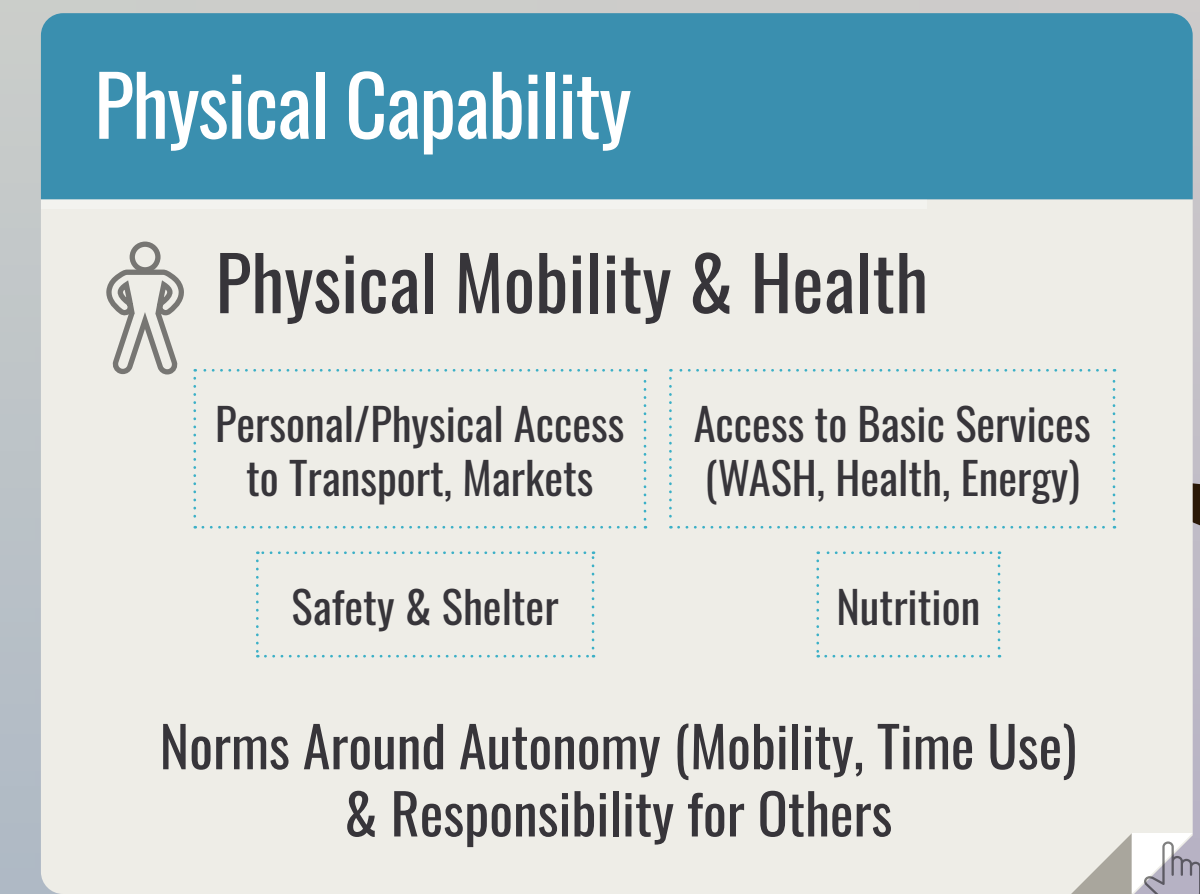


Poor People's Well-Being Improves



COUNTRY CONTEXT



Community Assets



Government Social Programs



Good Governance



Institutional Norms



Macroeconomic Stability

Physical Capability



Physical Mobility & Health

Personal/Physical Access to Transport, Markets

Access to Basic Services (WASH, Health, Energy)

Safety & Shelter

Nutrition

Norms Around Autonomy (Mobility, Time Use) & Responsibility for Others

The person has the means to buy what he or she needs and sell what he or she produces. The “market” may be a physical place, or it may be an online site. “Access” may mean a car or truck, fast reliable internet, or being allowed to travel to the market place or to use a digital market place.

The person has freedom from threat of harm and violence. He or she has stable housing that keeps out the elements, has enough room for all occupants, and provides for the safety of persons and property. Financial services can enable access to stable and safe shelter.

The person has access to reliable and affordable health services and effective water, energy, and sanitation infrastructures. Credit services may help acquire water, sanitation, and health (WASH) infrastructure like toilets or running water at home. Health insurance can support improved health outcomes in addition to mitigating the financial effects of health shocks.

The person has reliable access to a healthy and balanced diet that allows for pursuit of livelihood activities. Savings services may facilitate more adequate nutrition and food security.

In some communities and households, vulnerable groups like women may be solely responsible for child care and prevented from certain jobs like selling profitable cash-crops or traveling to certain places like markets. They may also be barred from attending school after a certain age. These are social norms that impose restrictions on how women use their time and on their ability to physically move around. Such norms can prevent women from capturing opportunities and building resilience. Additionally, these social norms may determine an individual’s position within the household, which may help or hinder autonomy and thus the ability to use financial services and capture opportunities.

COUNTRY CONTEXT



Community Assets



Government Social Programs



Good Governance



Institutional Norms



Macroeconomic Stability

Human Capital



Skills & Ability

Positive Self Perception, Autonomy & Self Efficacy

Emotional Well-Being / Expectations for the Future

Access to Information

Knowledge

Access to Education & Training

Social Networks

Norms Around Decision-Making, Roles, & Bargaining Power



The person has the confidence and self-efficacy to succeed, which helps that person take informed risks and make better investments. Gaining access to financial services may improve self-perception and self-efficacy, reinforcing both self-confidence and the person's perception of what others think of him or her. For women, it may help empower them to make decisions for their households.

Having positive expectations for the future and emotional well-being gives a person confidence in his or her investments and ability to manage shocks in case things don't go as planned. Financial services become more valuable in these cases because they facilitate such investments and enable better risk management.

Access to information can help a person develop greater awareness of existing and future opportunities as well as support mechanisms to prepare for, manage, and recover from shocks.

Social networks may provide better information which can help a person identify opportunities, access financial services, and trust financial service providers. Participation in social networks can also help build social capital that helps financial service providers service the person with greater confidence.

Access to education and training can help a person access information, develop a greater awareness of opportunities, and be better positioned to take advantage of opportunities. Financial services such as credit, savings, and remittances services may help a person obtain education and training.

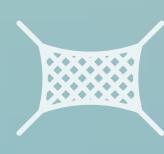
Vulnerable groups such as women, youth, or refugees may be excluded from certain social networks that could otherwise provide access to information, knowledge, or training necessary to capture opportunities or build resilience. Whether deliberately or not, service providers (public or private) may exclude such groups by overlooking their needs or by providing inadequate services.

An individual's position within their household and the characteristics of that household may help or hinder the ability to access sufficient human capital to obtain financial services, capture opportunities, or build resilience. For example, young girls may be prevented from obtaining education that would allow them to help with the family business or from inheriting or buying assets that could improve their well-being.

COUNTRY CONTEXT



Community Assets



Government Social Programs



Good Governance

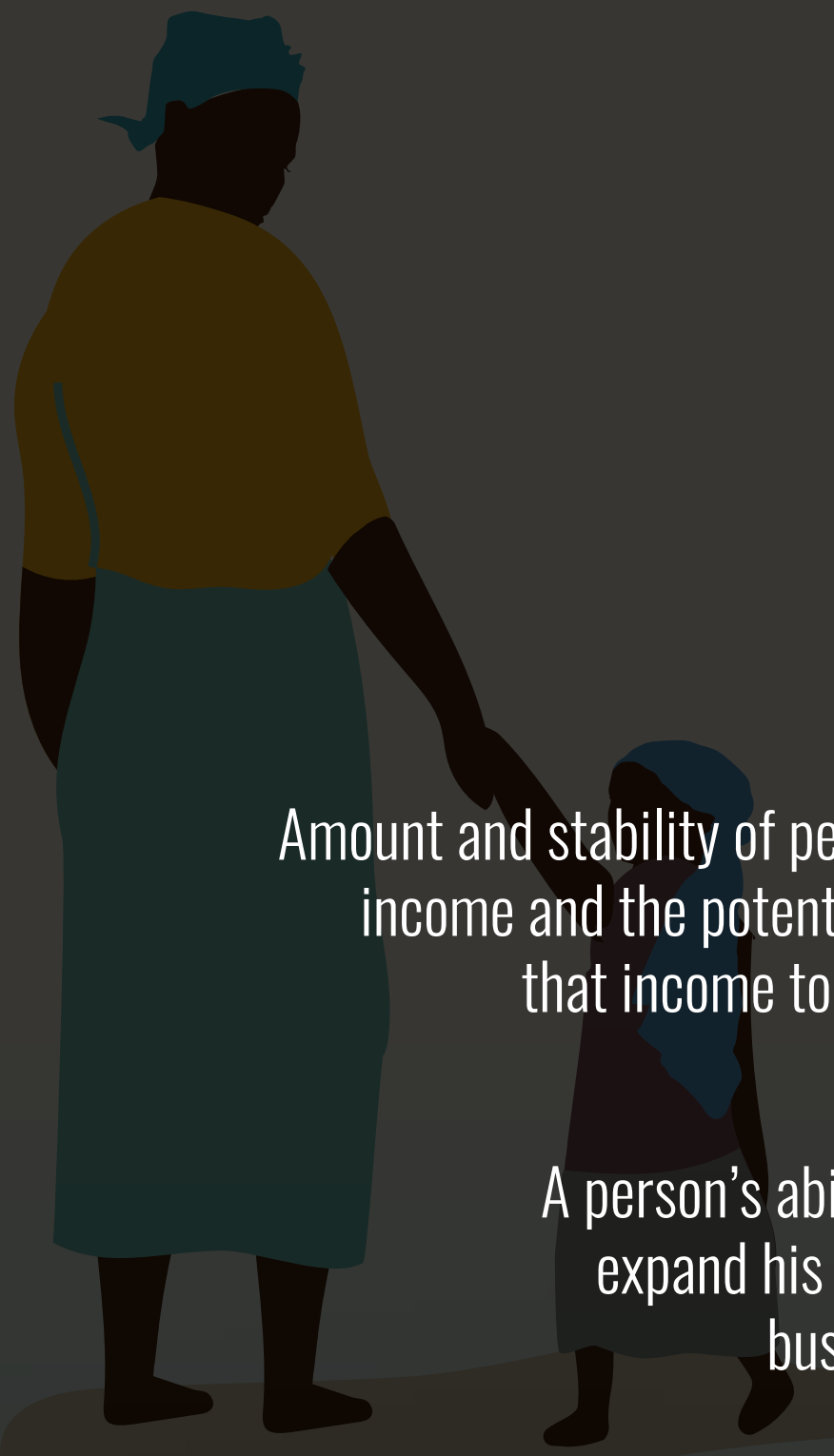


Institutional Norms



Macroeconomic Stability

Poor People's Well-Being Improves



RESILIENCE
Poor people

Amount and stability of people's income and the potential for that income to grow.

A person's ability to expand his or her business.

Prepared Against Risks



Financial Resources



Assets & Liabilities

Income Stability & Growth

Management of Household Expenses

Enterprise Growth

Wages

Other Transfers

Norms Around Roles & Asset Ownership

A person's ability to manage household expenses and financial obligations given available income. This ability reflects not only an individual's capacities but also intra-household relations that define who has decision-making powers

Government transfers and remittances can help a person complement and stabilize income and in turn, generate savings to invest.

People can generate income – either through wage employment or profits from growth in their enterprises.

Financial Resources



Assets & Liabilities

Income Stability & Growth

Management of Household Expenses

Enterprise Growth

Wages

Other Transfers

Norms Around Roles & Asset Ownership



Skills & Ability

This refers to a set of views about how the community or society expects certain groups to behave or the type of activities deemed appropriate for them. These norms can discriminate when they prevent a person from capturing opportunities or building resilience. Not abiding by these norms can carry social penalties that can be severe and threaten people's livelihoods.

Information

Knowledge

& Training

Social Networks

Norms Around Decision-Making, Roles, & Bargaining Power



Physical Mobility & Health

Personal/Physical Access to Transport, Markets

Access to Basic Services (WASH, Health, Energy)

Safety & Shelter

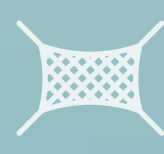
Nutrition

Norms Around Autonomy (Mobility, Time Use) & Responsibility for Others

COUNTRY CONTEXT



Community Assets



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Good Governance



Institutional Norms



Macroeconomic Stability

Poor People's Well-Being Improves



OPPORTUNITY

Poor people are able to seize opportunities

Ability to Invest



Political Agency & Engagement

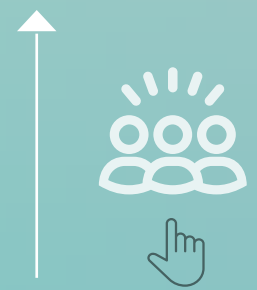


Access to Markets

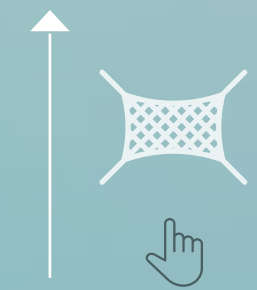


Capturing opportunity refers to people's ability to take advantage of opportunities that exist at the individual level (e.g., ability to invest in a business, get an education or receive medical treatment) and at the community and country level (e.g., have political agency, access to markets and government social programs in the context of good governance and macroeconomic stability). A wide suite of financial services can be useful tools for individuals to improve their self-defined quality of life (e.g., having electricity, toilet, or entertainment at home); to acquire skills and assets (e.g., a degree, a car or tools needed for a job) to pursue wage employment; or to start and grow their own enterprises.

COUNTRY
CONTEXT



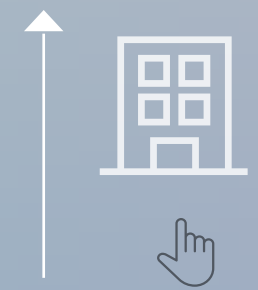
Community Assets



Government Social Programs



Good Governance



Institutional Norms



Macroeconomic Stability

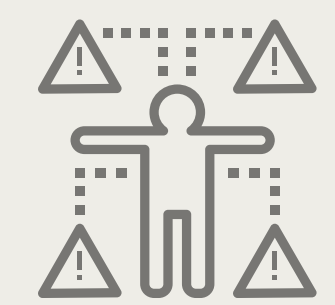
Poor People's Well-Being Improves



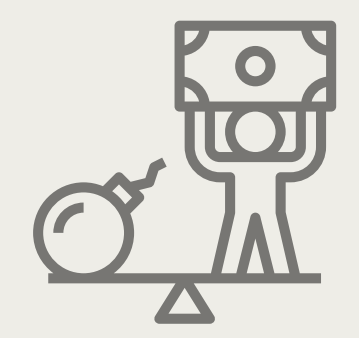
RESILIENCE

Poor people are able to smooth consumption

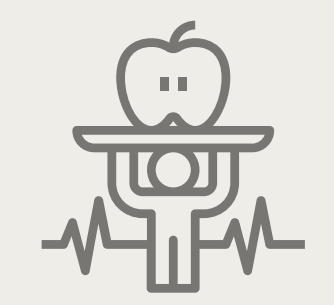
Prepared Against Risks



Able to Manage Risks



Able to Recover After Shocks



Building resilience refers to people's ability to prepare against risks by adopting strategies that prevent losses during future shocks; to manage risks during shocks in ways that minimize disruptions in current consumption of goods and services like food, health, education and rent; and to recover after shocks via support (e.g., from friends and family; civil society [church/mosque, relief organizations, mutual aid societies]; or from government) to restore their livelihoods. Well-designed and -delivered financial services can contribute significantly to the resilience of low-income people by providing tools to better prepare for, manage, and recover from risks.

COUNTRY CONTEXT



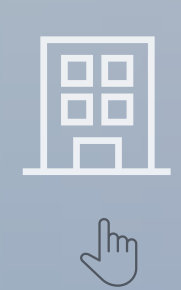
Community Assets



Government Social Programs



Good Governance



Institutional Norms



Macroeconomic Stability

Poor People's Well-Being Improves



Financial Resources

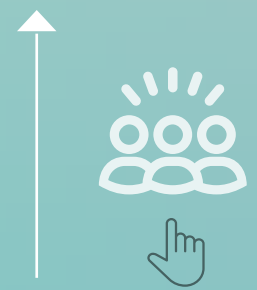
Human Capital

Physical Capability

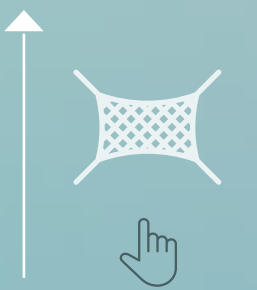
Macro-level variables that are outside of the control of individuals but that determine whether there are any opportunities they can capture. Consequently, these country-context variables in part determine how valuable and accessible individuals find financial services to be.



COUNTRY CONTEXT



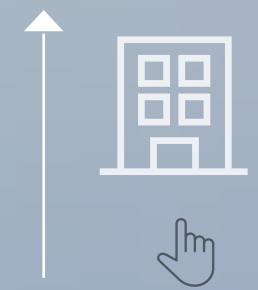
Community Assets



Government Social Programs



Good Governance



Institutional Norms



Macroeconomic Stability

Poor People's Well-Being Improves

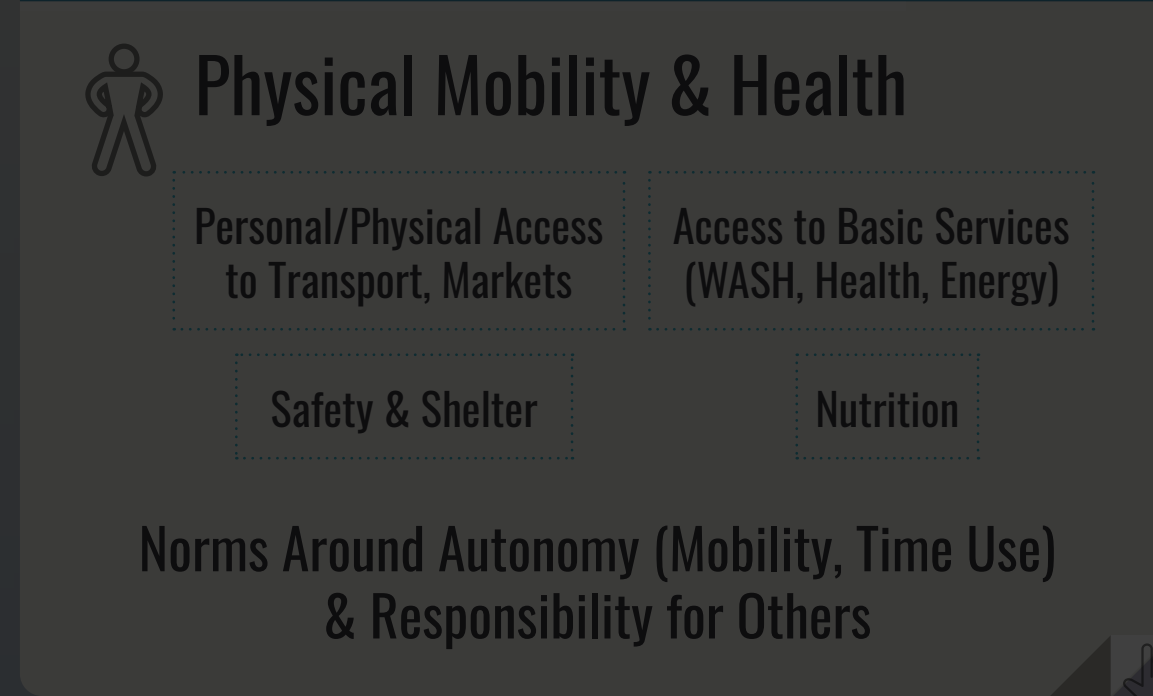


Financial Resources

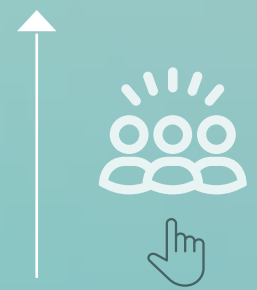
Human Capital

Physical Capability

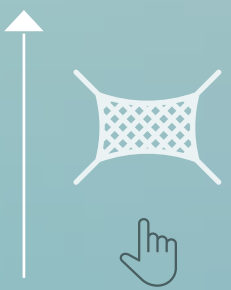
Assets like communication (e.g., telephony, internet) or public infrastructure (e.g., roads, dams, and sewage systems) available at the community level can determine individuals' access to information and to markets or how protected they are from weather events or diseases.



COUNTRY CONTEXT



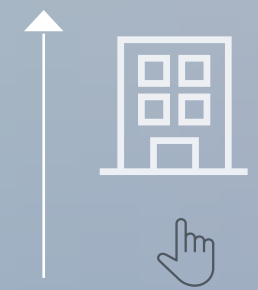
Community Assets



Government Social Programs



Good Governance

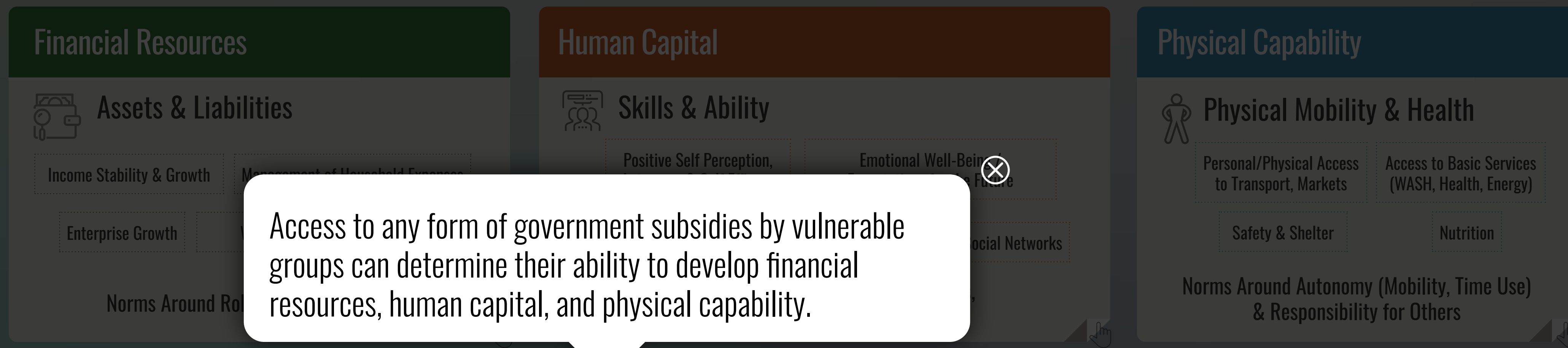


Institutional Norms



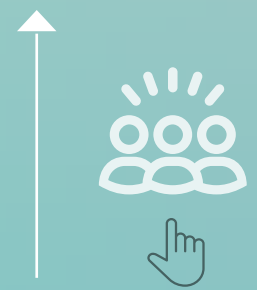
Macroeconomic Stability

Poor People's Well-Being Improves

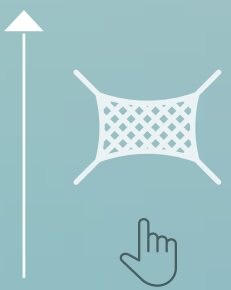


Access to any form of government subsidies by vulnerable groups can determine their ability to develop financial resources, human capital, and physical capability.

COUNTRY CONTEXT



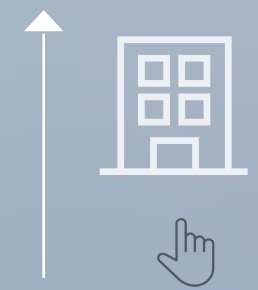
Community Assets



Government Social Programs



Good Governance

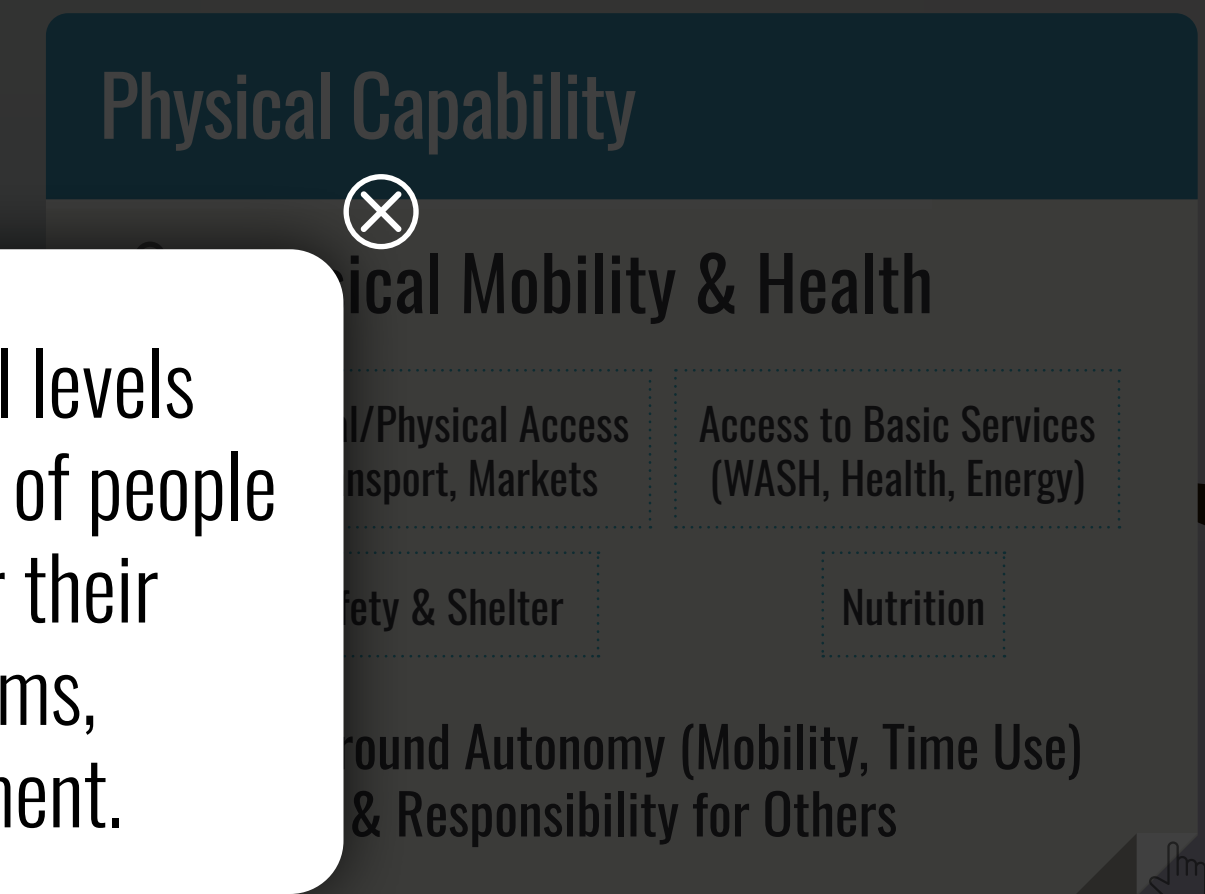
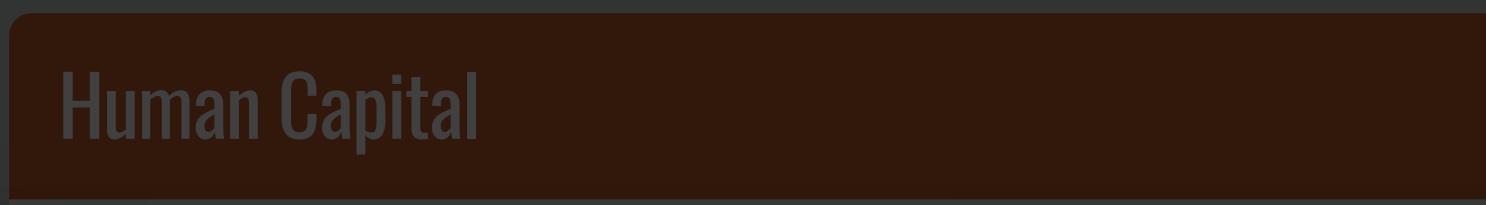


Institutional Norms



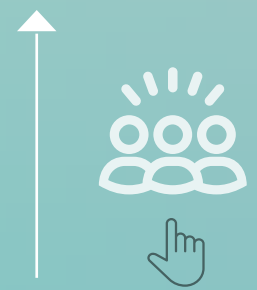
Macroeconomic Stability

Poor People's Well-Being Improves

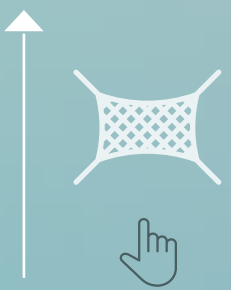


Governance at the community, regional, and national levels can influence how well represented different groups of people are in the policy process and can determine whether their communities benefit from government social programs, public infrastructure, or support to market development.

COUNTRY CONTEXT



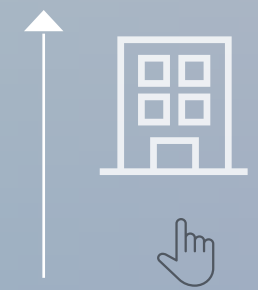
Community Assets



Government Social Programs



Good Governance

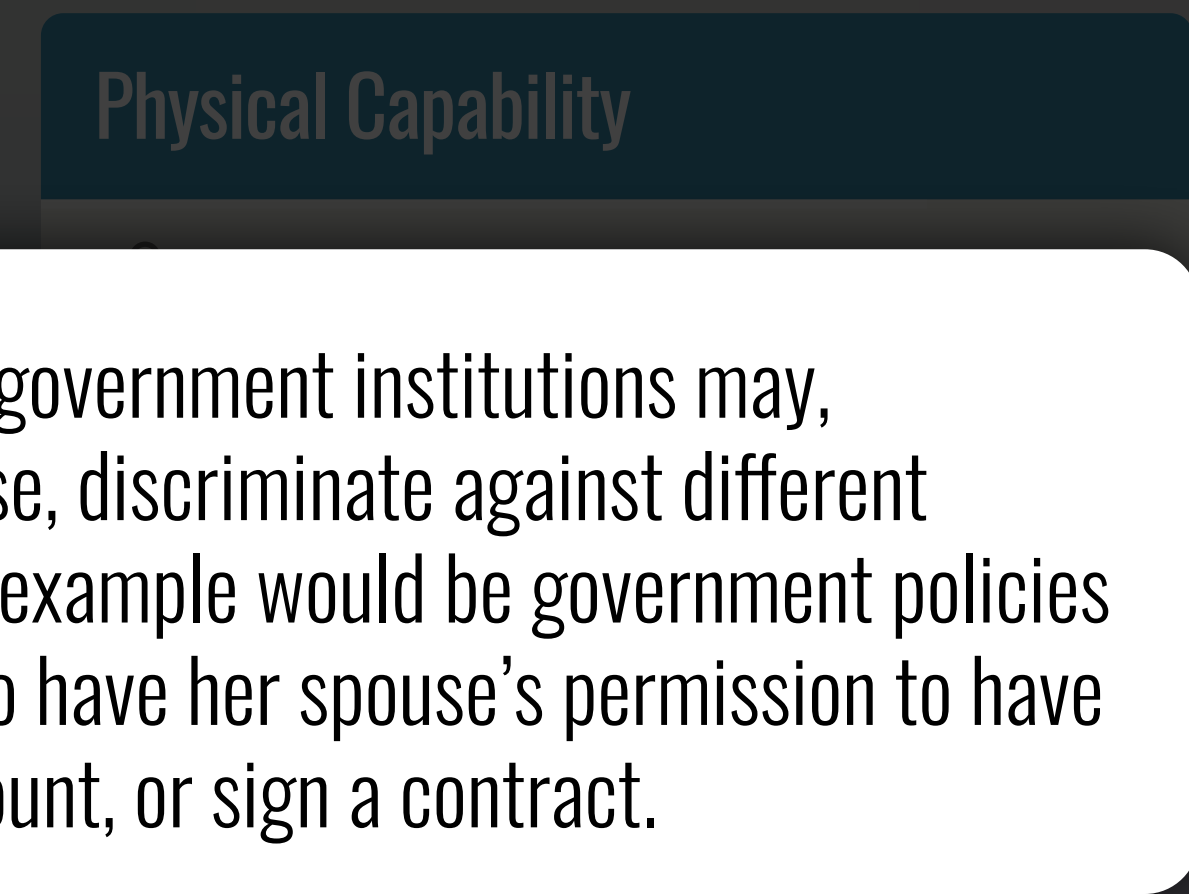
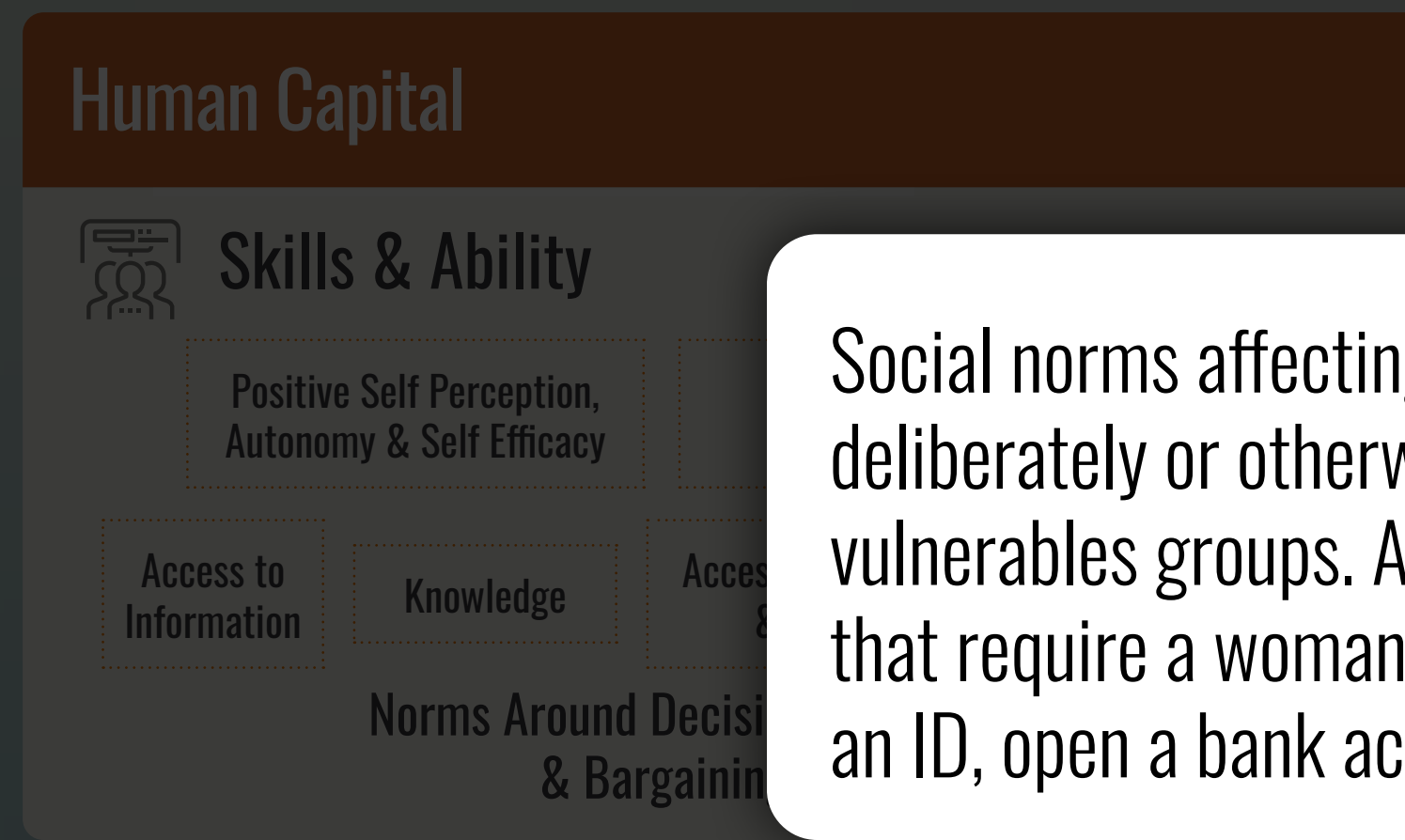


Institutional Norms



Macroeconomic Stability

Poor People's Well-Being Improves



Social norms affecting government institutions may, deliberately or otherwise, discriminate against different vulnerable groups. An example would be government policies that require a woman to have her spouse's permission to have an ID, open a bank account, or sign a contract.

COUNTRY CONTEXT

Community Assets

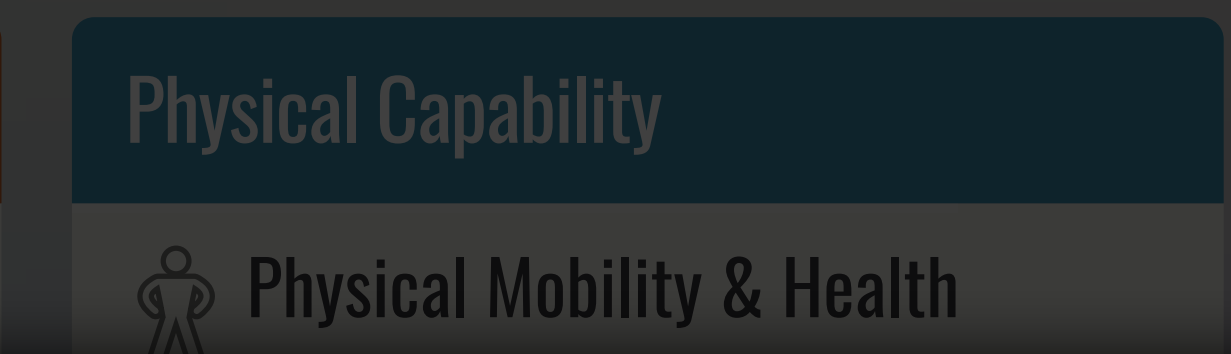
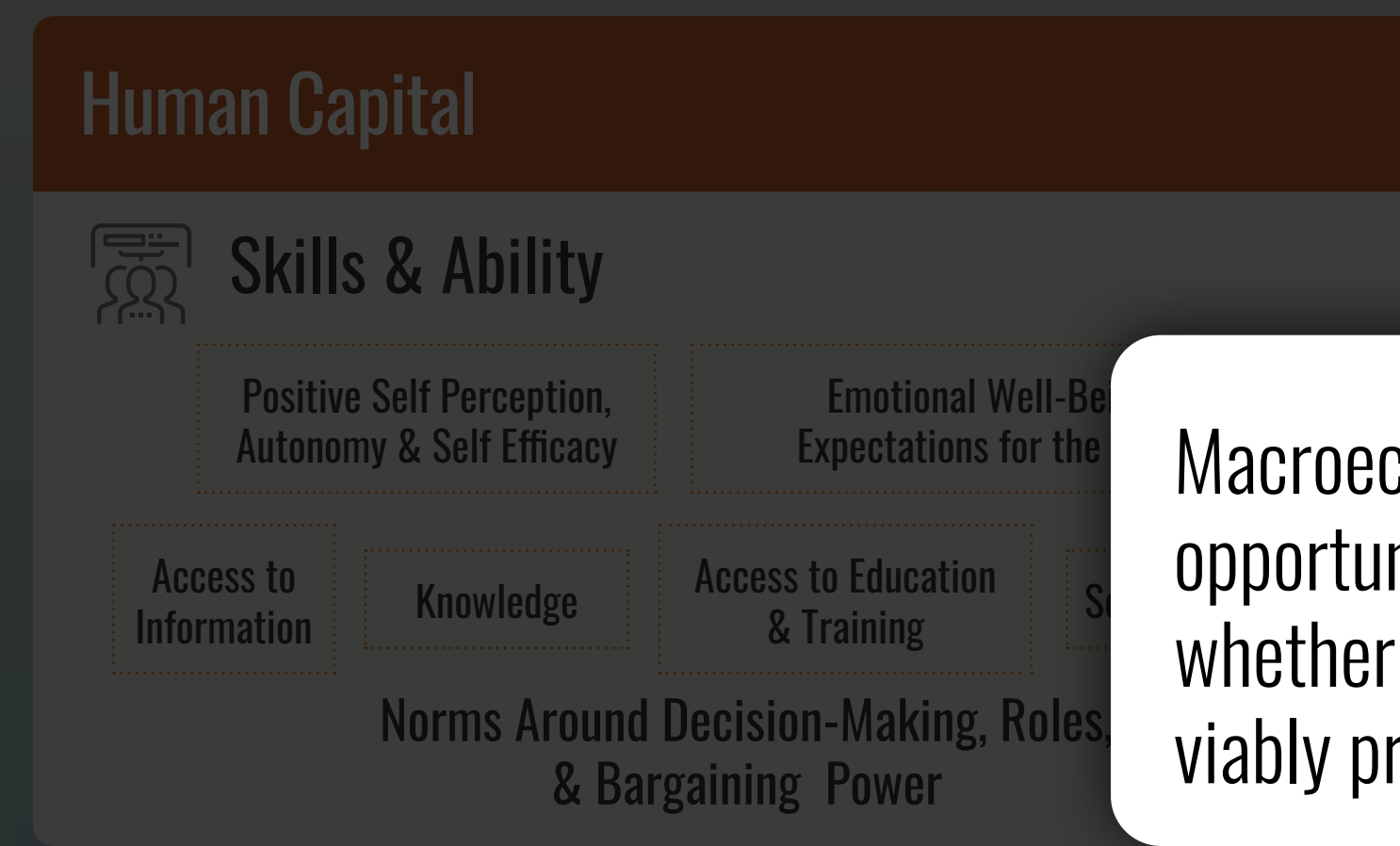
Government Social Programs

Good Governance

Institutional Norms

Macroeconomic Stability

Poor People's Well-Being Improves



Macroeconomic stability can determine whether opportunities are available for individuals to capture, and whether there are conditions for the financial sector to viably provide services to broad sectors of the population.

COUNTRY CONTEXT

Community Assets

Government Social Programs

Good Governance

Institutional Norms

Macroeconomic Stability