



Understanding the impact of COVID-19 International Development Organizations

Government and public services organizations operate within a central mandate of protecting citizens and providing services to enhance daily life. As such, governments are a central responder, decision maker, and service provider within disease outbreaks and global public health emergencies. Within the rapidly evolving situation of COVID-19, governments of low- and middle-income countries (LMICs)—supported by International Development Organizations (IDO)—are taking a central role and will continue to do so throughout the outbreak lifecycle of *respond*, *recover*, and *thrive*

Potential long-term impact for low- and middle-income countries

Organizations at all levels of government can expect a number of potential impacts including:

- Increased demand for health services, testing the capacity of existing economic and health systems as well as rising citizen demand for crisis response and delivery of health services; existing infrastructure and systems may not be ready for significant delivery
- Workforce planning and the need to test the resilience of working virtually (e.g., protection of citizen data, build out of digital infrastructure); longer-term potential as a forcing mechanism for digital infrastructure development
- Disrupted sectors looking to government to provide adaptive and dynamic regulatory models; longer-term potential for business and economic systems collapse without targeted and sustained interventions

Key questions IDOs and LMIC governments should be asking

- What should finance ministries, central banks, and IDOs do to avoid economic collapse, support businesses and citizens, and ensure a rapid and sustainable recovery?
- How do public health agencies effectively plan and respond to crises while bolstering the capacity of healthcare systems to promote resiliency over time?
- How do we safeguard workers, including surge staffing (e.g., support across health and emergency response functions) and in virtual environments?
- How do we provide critical services to citizens—especially those in vulnerable groups—in the current crisis as well as sustainably prepare for a longer-term period of continued high demand?

Practical next steps

- Implementation of robust crisis management programs including scenario planning, oversight of emergency funding, and health and social service program delivery
- Use of data and analytics to improve situational awareness for real-time decision-making
- Development of economic programs that provide rapid benefits while preserving employment

For additional steps that organizations should consider taking, visit www.deloitte.com/covid19-resilient-leadership

Contact:



Kishore Rao
Global International Development Organizations Leader
+1 571 882 5550
kisrao@deloitte.com





Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited (“DTTL”), its global network of member firms, and their related entities (collectively, the “Deloitte organization”). DTTL (also referred to as “Deloitte Global”) and each of its member firms and related entities are legally separate and independent entities, which cannot obligate or bind each other in respect of third parties. DTTL and each DTTL member firm and related entity is liable only for its own acts and omissions, and not those of each other. DTTL does not provide services to clients. Please see www.deloitte.com/about to learn more.

Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, tax and related services. Our global network of member firms and related entities in more than 150 countries and territories (collectively, the “Deloitte organization”) serves four out of five Fortune Global 500® companies. Learn how Deloitte’s approximately 312,000 people make an impact that matters at www.deloitte.com.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited (“DTTL”), its global network of member firms or their related entities (collectively, the “Deloitte organization”) is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and none of DTTL, its member firms, related entities, employees or agents shall be liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication. DTTL and each of its member firms, and their related entities, are legally separate and independent entities.