

The CQUIN Learning Network

The Science & Practice of Scale Up

Ensuring Client and Community Engagement in the PEPFAR Process

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June 26-29
The Kingdom of Eswatini



About Health GAP

We are an organization working with partners in 7 African countries: Kenya, Uganda, Tanzania, South Africa, Zimbabwe, Malawi and Mozambique

- **What we do:**

- We campaign for drug access and the resources to sustain access
- We invest a lot of technical assistance into rebuilding and sustaining the global AIDS movement: in-country movement building and the student global AIDS campaign in the US.

- **How we do it:**

- Grass root power: Empowering communities capacity to create demand for quality services
- Analysis: Interpret policy with an activist eye
- Advocate: Empower and work together with communities to influence change

Why engage with communities in decision making processes?

The knowledge and expertise of communities:

- Communities are the link to clients that programs are trying to reach. They meet the clients every day. They are talking to the clients already. We want to hear from them to better the program
- New and upcoming trends/innovation come from communities
- Communities have a lot more capacity than is portrayed

What constitutes good community engagement?

- Ensuring that communities are engaged beyond the PEPFAR process. Engage communities in full program planning
- Understanding that questions from community groups do not constitute judgment of the team.
- Ensuring that the communities understand how the programs and processes work
- It will never be a one size fits all approach – what works in Malawi might not work in Kenya

What have we done to ensure good engagement?

- **Partner countries:** Kenya, Uganda, Zimbabwe, South Africa, Malawi, Mozambique, Tanzania,
- **Who we work with:**
 - Networks,
 - Community groups, interested individuals,
 - Ensuring that the team reaches out to everyone; ensuring representation of all constituency
 - We have a global north-global south approach
- **How we work:**
 - Knowledge creation on PEPFAR. We ensure that communities are able to review data and make the needed recommendations.

Client and Community Engagement in the PEPFAR Process

Our Tools:

- Meetings and calls to prepare your country partners.
- We ensure they are reaching out to participate
- PEPFAR calendars and their use in other processes.
- Preparation from September- the approval; calls (global and country), meetings (PEPFAR and communities), review of quarterly data, recommendations

Client and Community Engagement in the PEPFAR Process

The data:

- Review of PEPFAR guidance, the country retreat and planning meeting data, the draft COP, the final COP
- Listserv for communication on PEPFAR, WhatsApp
- To engage in PEPFAR well, we empower communities to engage in everything. Ensuring partners take part in other government processes; GF, TWGs
- Establishing communication network between PEPFAR, GF and Communities
- Creating method for cross country and multi country knowledge creation

What We Recommend

- Reach out to the networks and make sure they are represented. We are happy to connect you.
- Have a large list of community groups that receives and shares communication; core groups tend not to work.
- Have communities present when changing policy, discussing ideas etc.
- Partner with organisations that are able to reach out to communities easily. PLHIV are a large majority of the people we need to reach out to but don't forget the smaller groups of KP, TG PWIDs that are vital
- Share information: share information early and comprehensively
- Enable communities to pick their own representatives.
- We have a PEPFAR watch list serv and are happy to share information to interested partners
- Give communities a chance to present and share their ideas at your strategic meetings

Thank you!

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