



CQUIN 5th Annual Meeting

Virtual: November 16-19, 2021

Where are We Now and What Next?

Community Engagement & DSD

Solange Baptiste

Executive Director, International Treatment Preparedness Coalition (ITPC)

16th November 2021



HIV Learning Network
The CQUIN Project for Differentiated Service Delivery

What is DSD?

Differentiated service delivery, is a recipient of care-centered approach that simplifies and adapts HIV services across the cascade, in ways that

both

serve the needs of PLHIV better and

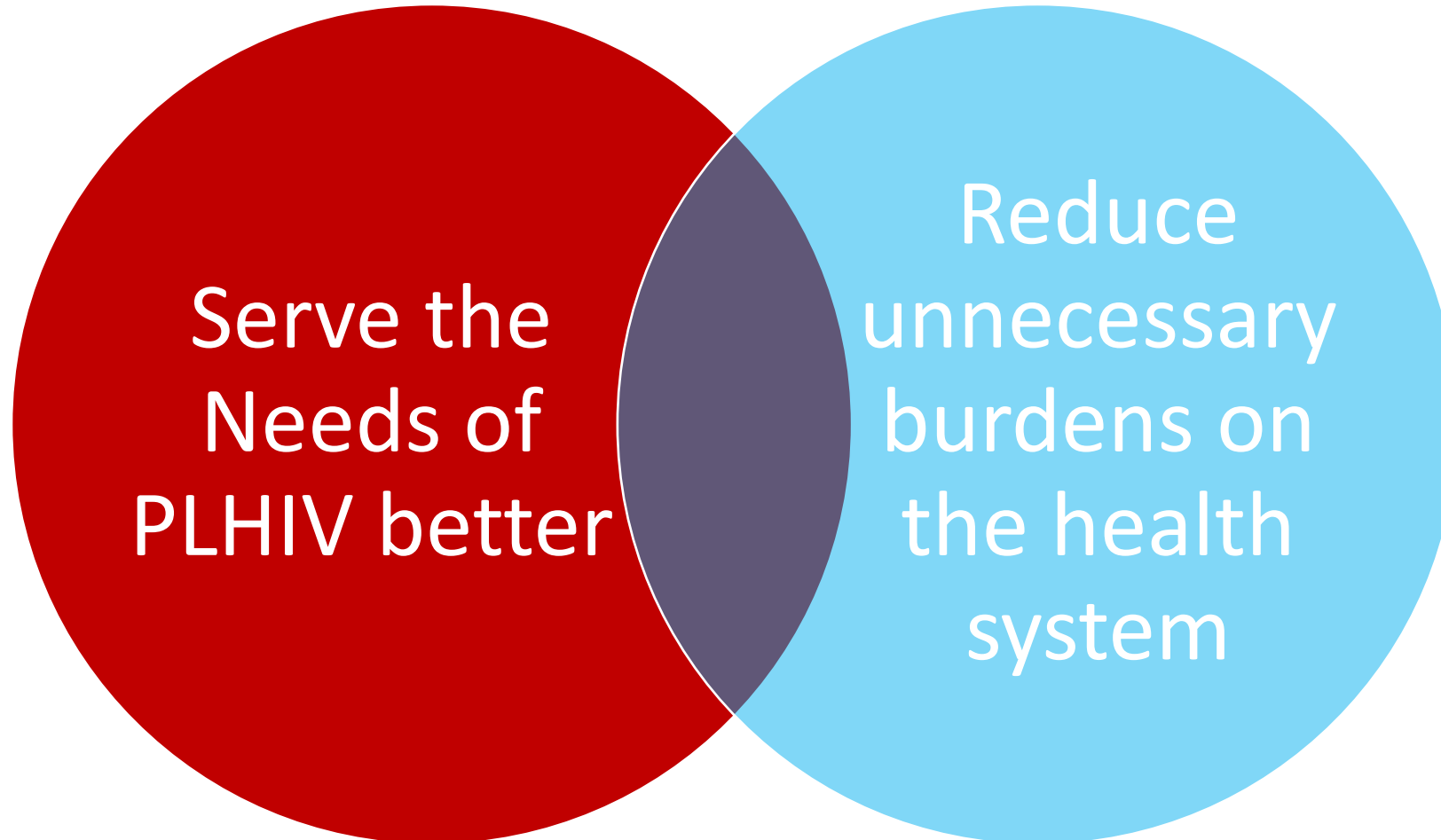
reduce unnecessary burdens on the health system.

Can we do 2 things equally well?



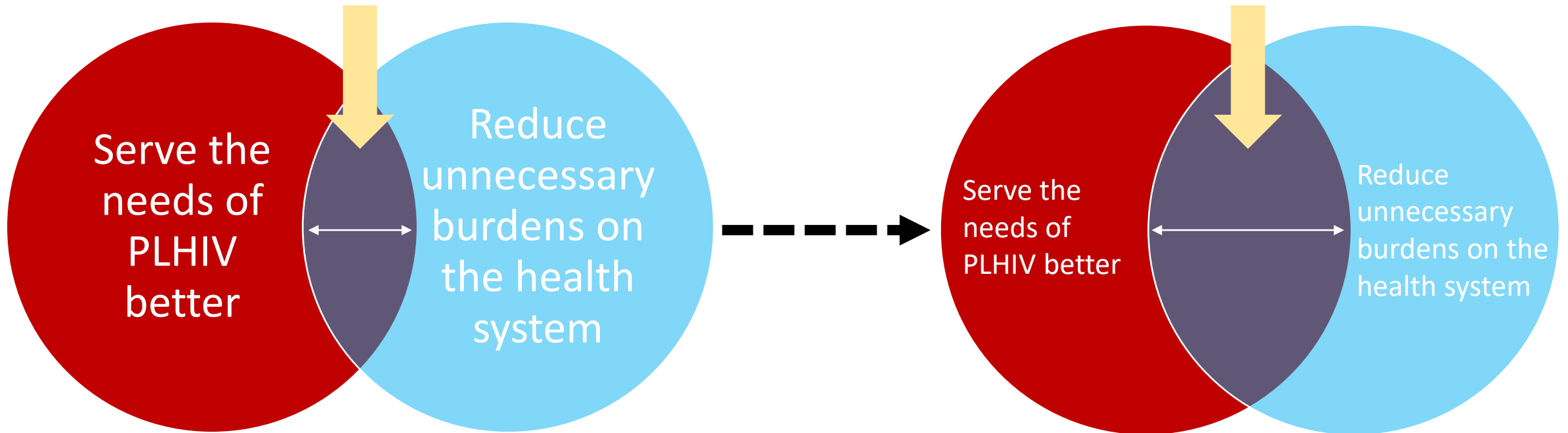
Where/how is success measured?

What is DSD?



What is DSD?

- THIS AREA OF OVERLAP RELIES HEAVILY ON *EFFECTIVE COMMUNITY ENGAGEMENT*
- OVER TIME, THIS AREA OF OVERLAP SHOULD *INCREASE*



What is Community Engagement



*“...a structured, supported, meaningful and accountable process that ensures **that people living with HIV have a SEAT and a VOICE** in decision-making, planning, implementation, monitoring and evaluation, in order to achieve access to quality HIV care for all.”*



Community Engagement & the CQUIN Network

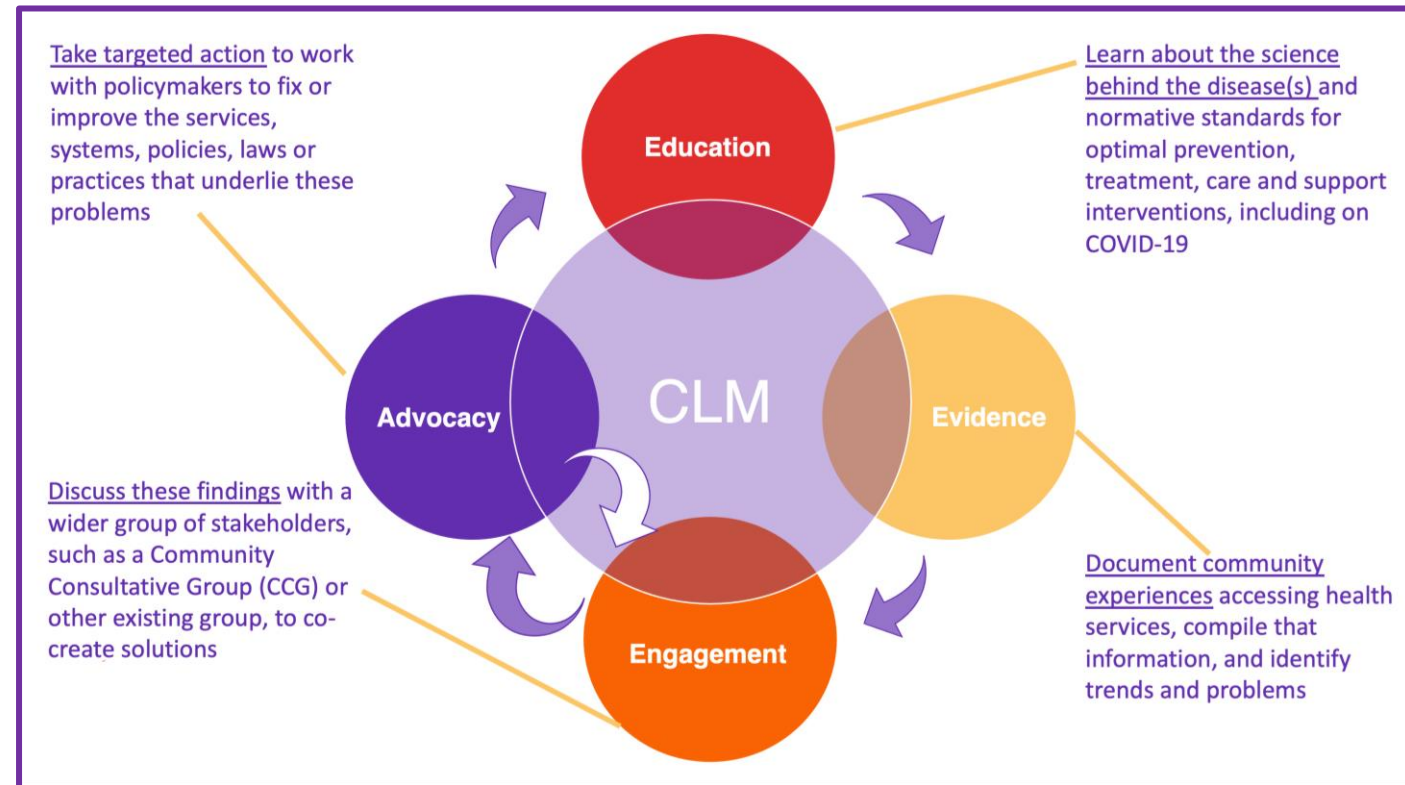
- ITPC and ICAP co-convene a Community Advocacy Network (CAN), which evolved out of a CQUIN community of practice on community engagement.
- The CQUIN community engagement community of practice prioritized development of a more rigorous definition of “*robust community engagement in DSD programs*”.
- In 2019 – 2020, ITPC, ICAP, and recipients of care including representatives of national networks of people living with HIV worked together to develop a **conceptual framework for community engagement**.
- In 2020 – 2021 we **developed indicators** and tools to assess CE using the new framework and then **piloted an adapted community-led monitoring approach**.

Community-led Monitoring & DSD

- CLM is a process where communities take the lead to routinely monitor ***an issue that matters to them*** by:
 - *identifying their top priorities;*
 - *creating indicators to routinely track those priorities;*
 - *collecting data;*
 - *analyzing the results; and*
 - *sharing insights from the data with a larger group of stakeholders*

Communities then work alongside policymakers to **co-create solutions** to the problems they have identified.

*When problems uncovered through CLM aren't resolved, **communities escalate with evidence-based advocacy and campaigning** until they achieve implementation of corrective actions by duty bearers.*



ITPC Community-Led Monitoring Model 2021

Piloting the Indicator Tracking Tool

Kenya and the Democratic Republic of Congo



- Testing the **feasibility** of collecting data for the indicators and identifying **data sources** to assess community engagement



- Trained 5-person country teams of community representatives in the objective and use of the tool



- 2 countries: NEPHAK (Kenya) & UCOP+ (DRC)



- Data collection between July-August 2021; information collected for the period of 1 June 2020 – 31 May 2021



Indicators

POLICY LEVEL (6)

1. % of TWG on DSD where RoC participated
2. % of policy validation exercises where RoC participated
3. % of online DSD platforms that include RoC, policy makers, program implementers and health providers
4. # of communication materials produced by RoC to educate communities about policies, results of evaluations/assessments
5. % of M&E meetings that include RoC
6. % of impact assessment exercises where RoC participated

PROGRAM LEVEL (7)

1. % of meetings focused on DSD program design where RoC participated
2. % of DSD planning meetings where RoC provided recommendations on prioritization of DSD models
3. % of DSD HF trainings that include RoC as planners and facilitators
4. % of DSD supportive supervision visits that include RoC leaders
5. % of DSD M&E tools development meetings where RoC participated
6. % of DSD M&E activities where RoC participated
7. % of self assessments where RoC participated and led on community engagement domain

COMMUNITY LEVEL (6)

1. # of community-level platforms established aimed at gathering RoC views on DSD models
2. % of thematic working groups where RoC participated
3. % of DSD sensitization/demand creation activities led by or actively involving RoC
4. % of HF with DSD where RoC work as service providers
5. # of trainings organized for peer educators and RoC
6. % of DSD facilities where community score cards and/or client satisfaction surveys are implemented

Community Engagement Tracking Tool

Although CE is a core domain in the main CQUIN dashboard, the scoring matrix below is used in the CAN CE dashboard and **complements** the general CQUIN dashboard that countries use to assess the maturity of their national DSD programs

Representatives from the community of people living with HIV (PLHIV) and civil society organizations (CSO) are <u>not involved</u> in any activities related to DSD and there are currently <u>no plans</u> to engage these groups	PLHIV and CSO are <u>not currently engaged</u> in DSD activities, <u>but engagement is planned</u> , or meetings and discussions are <u>ongoing</u>	PLHIV and CSO are <u>meaningfully engaged in DSD implementation</u>	PLHIV and CSO are meaningfully engaged in implementation <u>and evaluation</u> of DSDM	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSD, as well as <u>oversight</u> of DSD policy (e.g., through inclusion in DSD task force or other group)

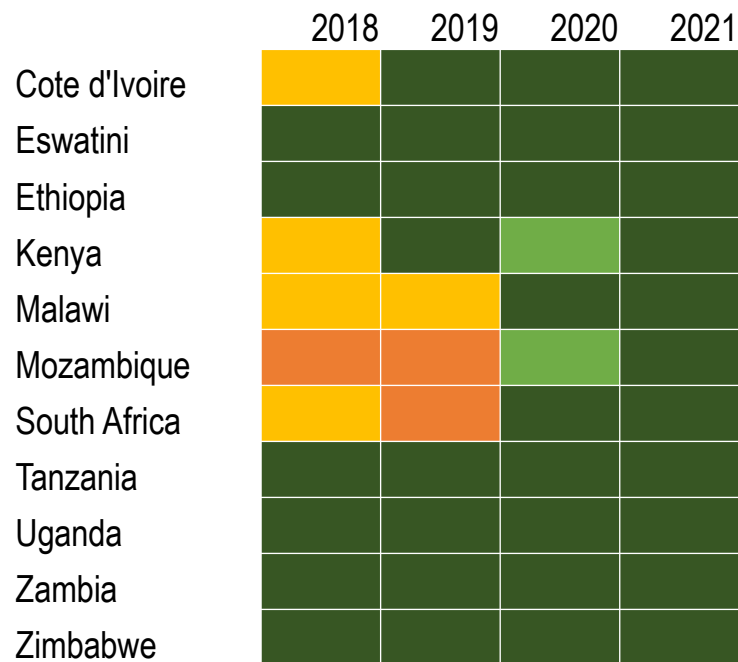
Preliminary Analysis from a 2-Country Pilot of the CE Tracking Tool

**Results in table are not complete or fully verified as of November 3, 2021*

#	INDICATOR	COUNTRY A	COUNTRY B
PL.D1i.	% of TWG on DSD where RoC participated		
PL.D2i.	% of policy validation exercises where RoC participated		
PL.D3i.	% of online DSD platforms that include RoC, policy makers, program implementers and health providers		
PL.I1i.	# of communication materials produced by RoC to educate communities about policies, results of evaluations/assessments		
PL.ME1i.	% of M&E meetings that include RoC		
PL.ME2i.	% of impact assessment exercises where RoC participated		
PR.D1i.	% of meetings focused on DSD program design where RoC participated		
PRL.D2i.	% of DSD planning meetings where RoC provided recommendations on prioritization of DSD models		
PRL.I1i.	% of DSD HF trainings that include RoC as planners and facilitators		
PRL.I2i.	% of DSD supportive supervision visits that include RoC leaders		
PRL.ME1i.	% of DSD M&E tools development meetings where RoC participated		
PRL.ME2i.	% of DSD M&E activities where RoC participated		
PRL.ME3i.	% of self assessments where RoC participated and led on community engagement domain		
CL.D1i.	# of community-level platforms established aimed at gathering RoC views on DSD models		
CL.D2i.	% of thematic working groups where RoC participated		
CL.I1i.	% of DSD sensitization/demand creation activities led by or actively involving RoC		
CL.I2i.	% of HF with DSD where RoC work as service providers		
CL.I3i.	# of trainings organized for peer educators and RoC		
CL.ME1i.	% of DSD facilities where community score cards and/or client satisfaction surveys are implemented		

Community Engagement Domain Results

Original 11 Countries, 2018-2021

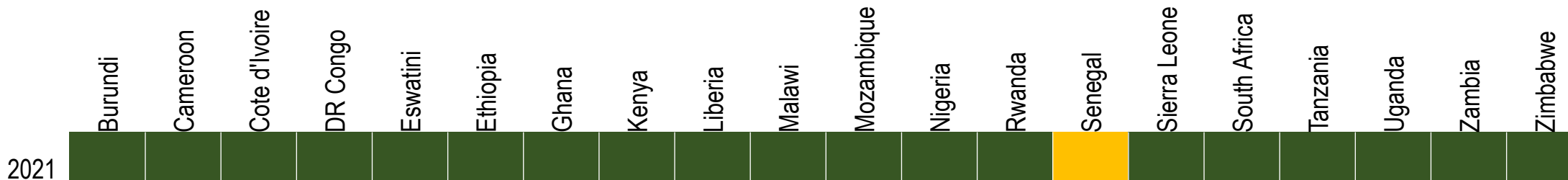


Not Apples:Apples
but
Worth investigating further



DATA SOURCES MATTER

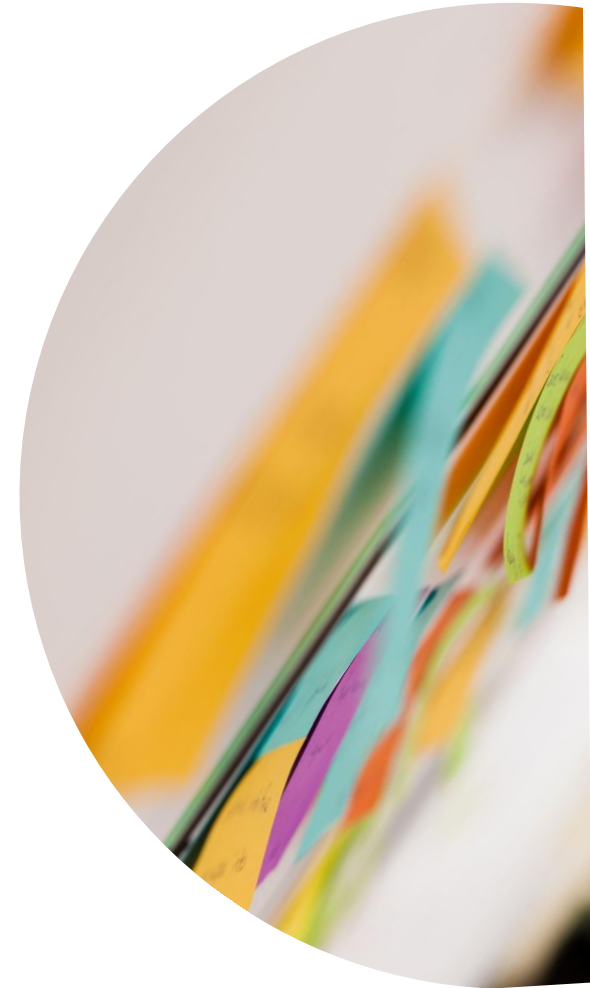
All CQUIN Countries, 2021



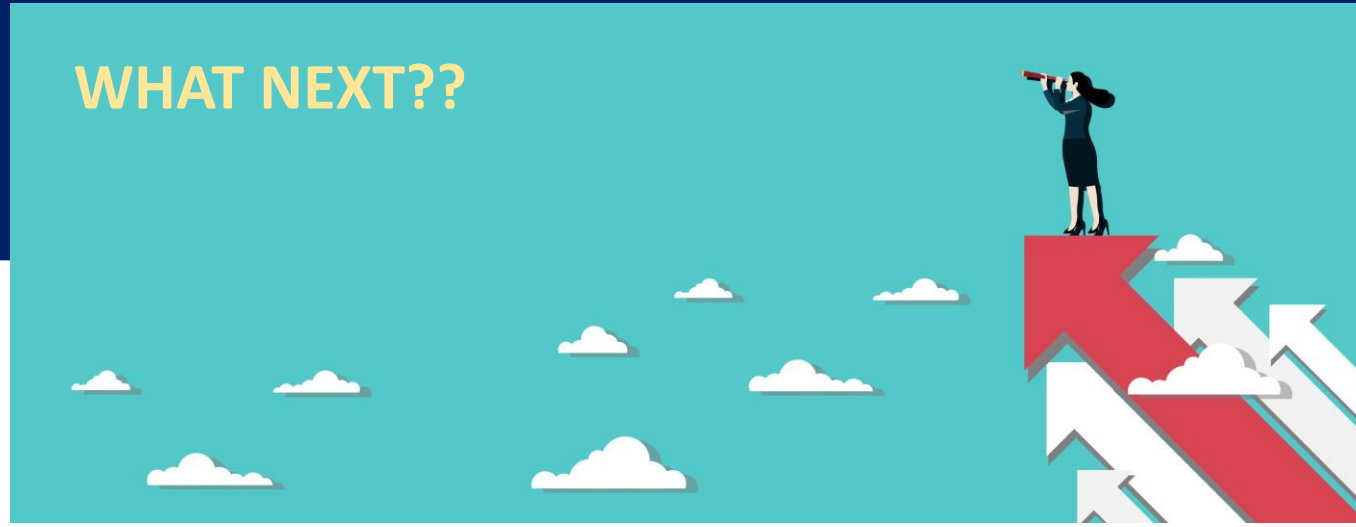
#	INDICATOR	COUNTRY A	COUNTRY B
PL.D1i.	PL.D1i. % of TWG on DSD where RoC participated	Red	Green
PL.D2i.	PL.D2i. % of policy validation exercises where RoC participated	Red	Green
PL.D3i.	PL.D3i. % of online DSD platforms that include RoC, policy makers, program implementers and health providers	Red	Red
PL.I1i.	PL.I1i. # of communication materials produced by RoC to educate communities about policies, results of evaluations/assessments	Red	Red
PL.ME1i.	PL.ME1i. % of M&E meetings that include RoC	Red	Green
PL.ME2i.	PL.ME2i. % of impact assessment exercises where RoC participated	Red	Red
PR.D1i.	PRL.D1i. % of meetings focused on DSD program design where RoC participated	Green	Green
PRL.D2i.	PRL.D2i. % of DSD planning meetings where RoC provided recommendations on prioritization of DSD models	Green	Red
PRL.I1i.	PRL.I1i. % of DSD HF trainings that include RoC as planners and facilitators	Green	Red
PRL.I2i.	PRL.I2i. % of DSD supportive supervision visits that include RoC leaders	Red	Yellow
PRL.ME1i.	PRL.ME1i. % of DSD M&E tools development meetings where RoC participated	Green	Green
PRL.ME2i.	PRL.ME2i. % of DSD M&E activities where RoC participated	Red	Green
PRL.ME3i.	PRL.ME3i. % of self assessments where RoC participated and led on community engagement domain	Red	Yellow
CL.D1i.	CL.D1i. # of community-level platforms established aimed at gathering RoC views on DSD models	Red	Red
CL.D2i.	CL.D2i. % of thematic working groups where RoC participated	Red	Green
CL.I1i.	CL.I1i. % of DSD sensitization/demand creation activities led by or actively involving RoC	Green	Green
CL.I2i.	CL.I2i. % of HF with DSD where RoC work as service providers	Red	Green
CL.I3i.	CL.I3i. # of trainings organized for peer educators and RoC	Red	Green
CL.ME1i.	CL.ME1i. % of DSD facilities where community score cards and/or client satisfaction surveys are implemented	Red	Red

Key Emerging Themes Across Pilot Countries

- Communities carry out many CE/DSD activities but do not **sufficiently document or realize their importance.**
- COVID-19 pandemic threatens to **erode the gains of community engagement** due to less meetings and connectivity challenges for virtual meetings.
- CE is strong at policy level and **weaker at programmatic and local site levels.**
- **Communication needs** are critical to keep the wider community abreast of developments/discussions and amplify their issues (think CCMs).
- DSD data, information, decision-making architecture is not **centralized and not easily accessible to communities.**
- **Accountability measures** needed for government, implementing partners and communities around community engagement around DSD.



WHAT NEXT??



How can we institutionalize community engagement?

Recipients of care and communities bring a missing voice and contribute value (highlighting issues, bring ideas and solutions) at both the program- and policy-level.



CQUIN 5th Annual Meeting, November 16-19, 2021