



Delivering High-Quality DSD Services at Scale

A CQUIN Learning Network Workshop

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Johannesburg, South Africa

Role of Community-led Organizations in Improving Quality for GBMSM

Jeffrey Walimbwa

Program Manager- Ishtar

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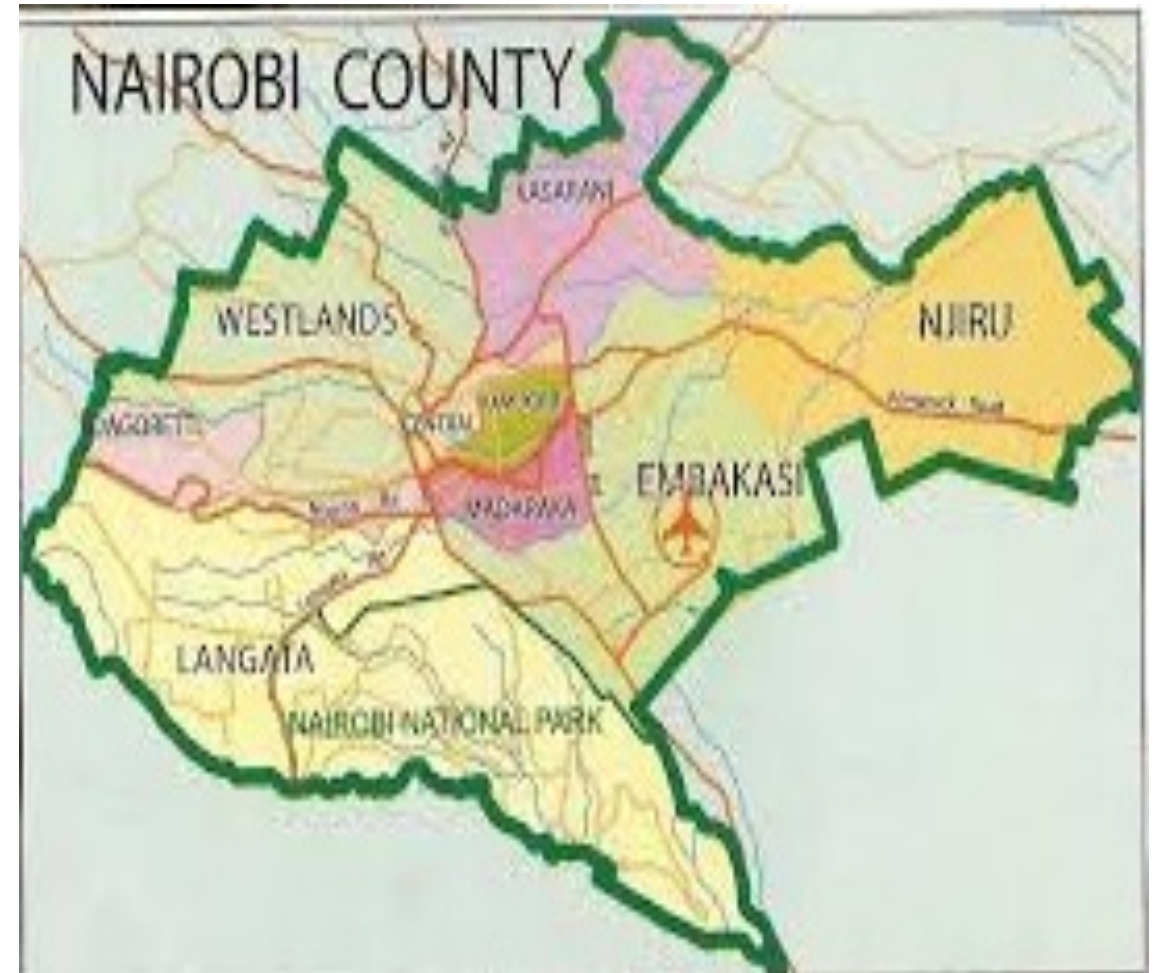
HIV Learning Network
The CQUIN Project for Differentiated Service Delivery

Introduction

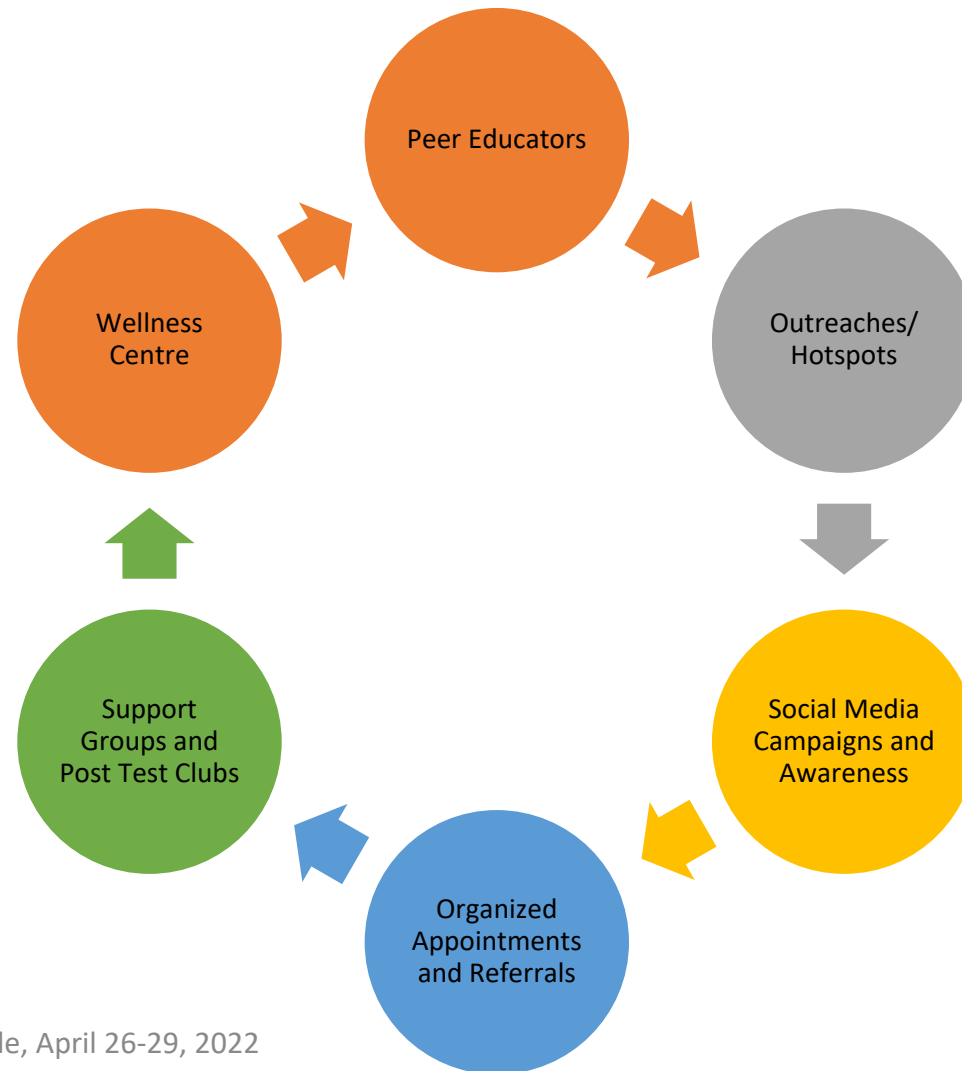
We are a community organization working on MSM health and social well being in Kenya

Location: Nairobi County, expanding to Nyandarua

Populations served: gay, bisexual, and other men who have sex with men (GBMSM) and transgender people (TG)



Service Delivery Model

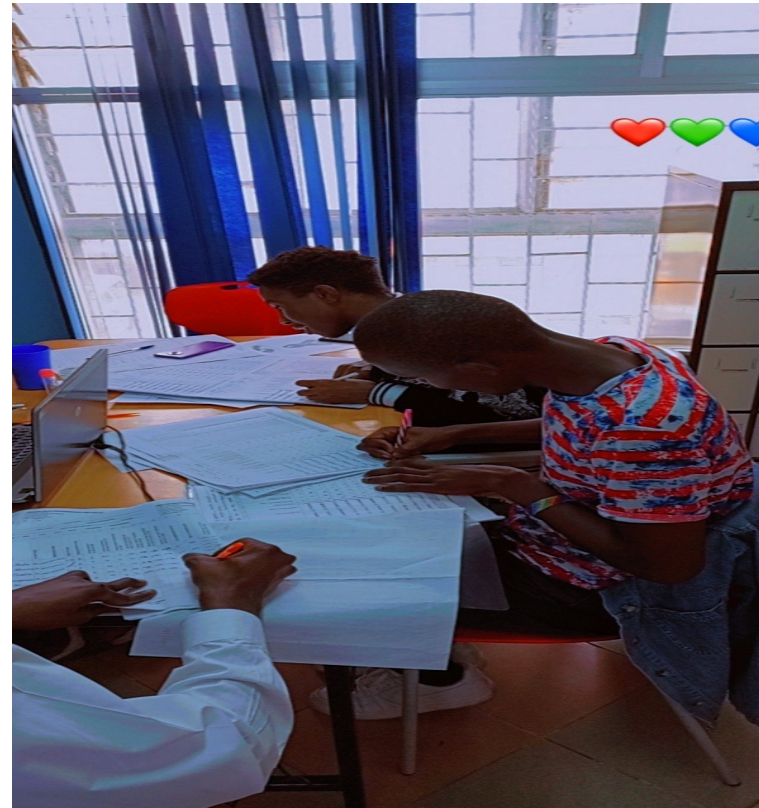


Introduction

Organization target to reach for services: 7300

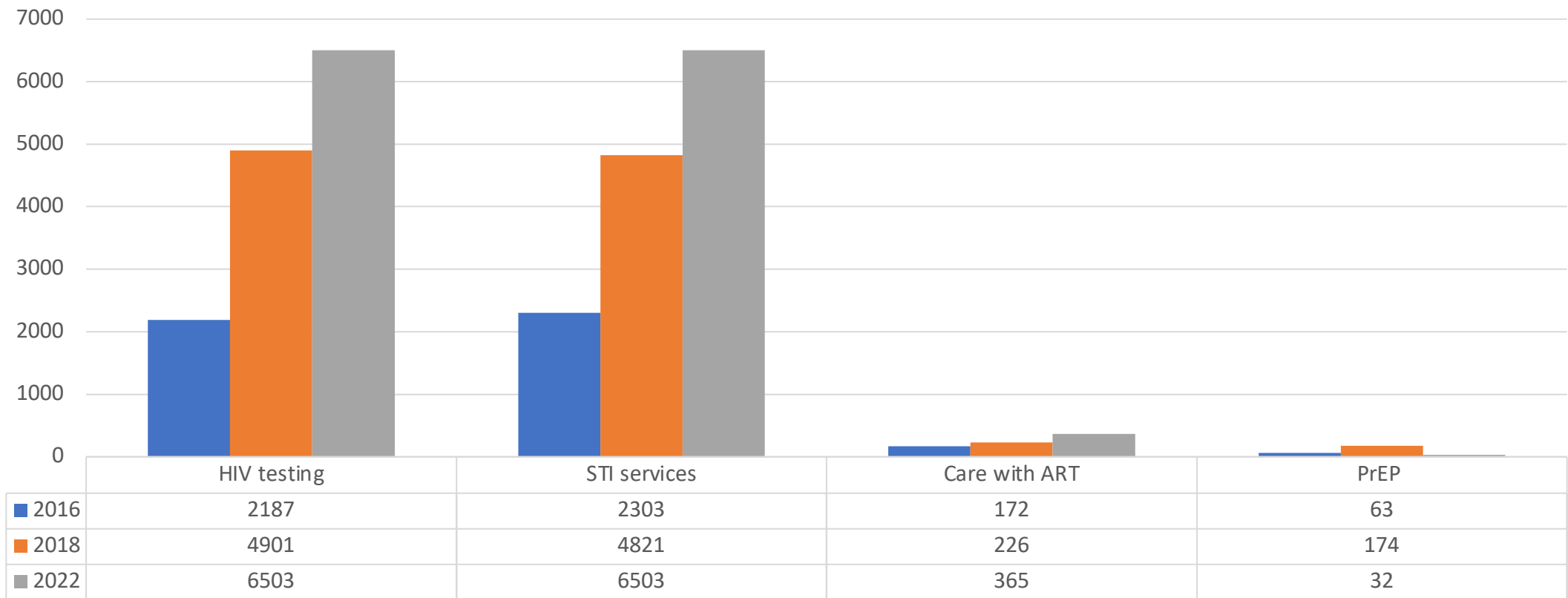
Target ratio of 1 peer to 40-60 clients

Current reach: 6503



Program growth

Services 2016-2022



How we monitor quality

- Routine data quality assessments
- Client exit forms
 - Evaluation of the services offered to clients.
 - Filled out by the client after receiving services, either at the clinic, the CCC centre or at the reception.
 - Data is collected in hard copy and reviewed in monthly meetings or in the micro-planning sessions to address challenges raised by clients.



How we monitor quality

- **Micro-planning meetings**
 - Monthly review of the peers' work plan.
 - Attended by Peer Educators, Outreach Workers, Programs Officers and Clinicians.
- **Support group meetings**
 - Each support group has at least 20-30 people.
 - They meet in safe spaces that they identify.
 - Issues raised around viral load and linkages are referred appropriately.
 - Refills, adherence counselling and nutritional support are provided for members.
 - Prevention is discussed for those in discordant relationships.



Role of Peers in Outreaches



- Peer-led projects make it easy to reach community members
- Partnerships help with response to violence, commodity supply and sustainability of the programs
- Community-led programs are a safe space for members and make it easy for service delivery

Challenges

- Too many data tools
- Peer attrition
- Very large numbers to maintain and follow up (50-60)
- Increase in payment for peers
- Follow-up and high transport costs
- Security

Thank You!