Rolling out the Community Engagement Tracking Tool

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Community Engagement Tracking Tool
Extended rollout throughout *Community Advocacy Network*

- Collecting data for the indicators and identifying data sources to assess community engagement
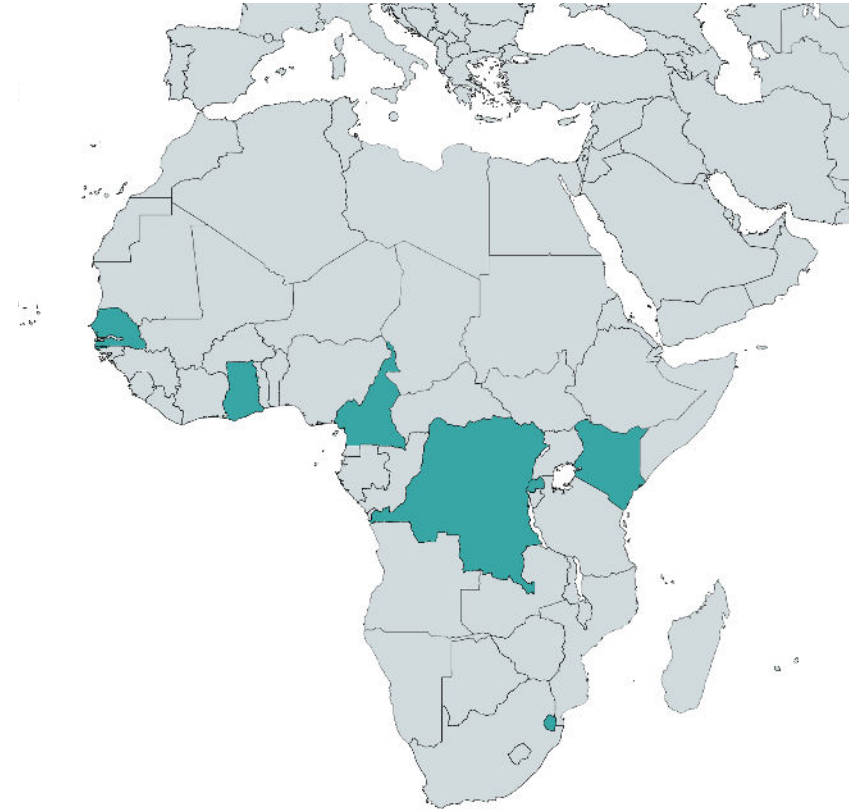
- Trained 5-person country teams of community representatives in the objective and use of the tool

- Rollout in 19 countries, focus on 7 countries (Cameroon, Democratic Republic of Congo, Eswatini, Ghana, Kenya, Rwanda, Senegal)

- Data collection between July-November 2022; information collected for the period of 1 June 2021 – 31 May 2022

LIST OF INDICATORS

	POLICY LEVEL (6)	PROGRAM LEVEL (7)	COMMUNITY LEVEL (6)
DESIGN	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	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	1. # of community-level platforms established aimed at gathering RoC views on DSD models 2. % of thematic working groups where RoC participated
IMPLEMENTATION	1. # of communication materials produced by RoC to educate communities about policies, results of evaluations/assessments	1. % of DSD HF trainings that include RoC as planners and facilitators 2. % of DSD supportive supervision visits that include RoC leaders	1. % of DSD sensitization/demand creation activities led by or actively involving RoC 2. % of HF with DSD where RoC work as service providers 3. # of trainings organized for peer educators and RoC
MONITORING & EVALUATION	1. % of M&E meetings that include RoC 2. % of impact assessment exercises where RoC participated	1. % of DSD M&E tools development meetings where RoC participated 2. % of DSD M&E activities where RoC participated 3. % of self assessments where RoC participated and led on community engagement domain	% of DSD facilities where community score cards and/or client satisfaction surveys are implemented

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INDICATOR TRACKING TOOL– A SNAPSHOT

Color Code

DESIGN
IMPLEMENTATION
M&E

	HOW TO ENGAGE	INDICATOR	INDICATOR DESCRIPTION	NUMERATOR **# of TWG mtgs on DSD w/RoC**	DENOMINATOR **# of TWG mtgs organized by MOH**	% RESULT	CONFIRMED DATA SOURCES / EVIDENCE	EXAMPLES OF DATA SOURCES / EVIDENCE	NOTES / COMMENTS ON DATA SOURCES
POLICY LEVEL	PL.D1. Consult with recipient of care (RoC) leadership to facilitate information-sharing re: differentiated service delivery (DSD) models described in DSD policy documents PL.D2. Include RoC/community members in policy and guidelines formulation task teams and treatment working groups (TWGs)	% of TWG on DSD where RoC participated	To determine the %, take # of TWG meetings where RoC participated divided by the # of TWG organized by the government where DSD was discussed					National program listserv for TWG meeting invitations National DSD TWG meeting reports National policy frameworks/guidelines documents with list of contributors/participants	
		INDICATOR	**INDICATOR DESCRIPTION**	**# of DSD policy validation mtgs where RoC**	**# of DSD policy validation mtgs organized by MOH**	**% RESULT**	CONFIRMED DATA SOURCES / EVIDENCE	EXAMPLES OF DATA SOURCES / EVIDENCE	NOTES / COMMENTS ON DATA SOURCES
	PL.D3. Include recipients of care (RoC)/community members in policy validation exercises	% of policy validation exercises where RoC participated	To determine the %, take # of DSD-related policy validation meetings where RoC participated divided by the # of DSD-related policy validation meetings organized by the government			#DIV/0!		National program listserv for policy validation meeting invitations National policy validation meeting reports	
		INDICATOR	**INDICATOR DESCRIPTION**	**# of online DSD platforms that includes RoC, policy makers, program implementers, health**	**# of online DSD platforms**	**% RESULT**	CONFIRMED DATA SOURCES / EVIDENCE	EXAMPLES OF DATA SOURCES / EVIDENCE	NOTES / COMMENTS ON DATA SOURCES
		% of online DSD platforms that include RoC, policy makers, program implementers and health providers	To determine the %, take the # of online DSD-related platforms that include RoC, policy makers, program implementers and health providers divided by the # of online DSD-			#DIV/0!		National policy validation meeting reports	
		INDICATOR	**INDICATOR DESCRIPTION**	**# of communication materials produced by RoC &**	*Disaggregation*	**# RESULT**	CONFIRMED DATA SOURCES / EVIDENCE	EXAMPLES OF DATA SOURCES / EVIDENCE	NOTES / COMMENTS ON DATA SOURCES
	PL.I1. Allow national networks of people living with HIV to lead actual roll-out of policies in communications and other dissemination forums	# of communication materials produced by RoC to educate communities about policies, results of evaluations/assessments	Count; # of communication materials produced by RoC and disseminated Disaggregate by policy issue, type of		Of the total # of communication materials, please briefly describe the type of policy: Policy issue 1:	0		Published communication material developed by RoC	

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Community Engagement Tracking Tool – Scoring Levels & Definitions

		Scoring Levels & Definitions (DSD Dashboard 3.0)				
Color score and %	0 or N/A	0-20%	21-40%	41-60%	61-80%	81-100%
CE scoring descriptions (DSD Dashboard 3.0)	0 The activity is not developed / planned N/A data source not available	Representatives from the community of people living with HIV (PLHIV) and civil society organizations (CSO) are not involved in any activities related to DSD and there are currently no plans to engage these groups	PLHIV and CSO are not currently engaged in DSD activities, but engagement is planned or meetings and discussions are ongoing	PLHIV and CSO are meaningfully engaged in DSD implementation	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSDM	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSD, as well as oversight of DSD policy
Score points	0	0	1	2	3	4

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PRELIMINARY ANALYSIS of the Tracking Tool

Scoring Levels & Definitions (DSD Dashboard 3.0)

0 or N/A	0-20%	21-40%	41-60%	61-80%	81-100%
0 The activity is not developed / planned N/A data source not available	Representatives from the community of people living with HIV (PLHIV) and civil society organizations (CSO) are not involved in any activities related to DSD and there are currently no plans to engage these groups	PLHIV and CSO are not currently engaged in DSD activities, but engagement is planned or meetings and discussions are ongoing	PLHIV and CSO are meaningfully engaged in DSD implementation	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSDM	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSD, as well as oversight of DSD policy

AREA	INDICATORS *Numerical indicators will be scored and analysed in the interim report, after further feedback from countries	Rwanda	Eswatini	DRC	Ghana	Senegal	Cameroon	Kenya
POLICY LEVEL	% of TWG on DSD where RoC participated	green	green	green	yellow	green	green	light green
	% of policy validation exercises where RoC participated	green	green	green	yellow	green	gray	green
	% of online DSD platforms that include RoC, policy makers, program implementers and health providers	green	gray	gray	green	light green	gray	orange
	# of communication materials produced by RoC to educate communities about policies, results of evaluations/assessments	60,500	375	1	N/A	10	0	0
	% of monitoring and evaluation (M&E) meetings that include RoC	green	green	green	green	orange	gray	yellow
	% of impact assessment exercises where RoC participated	red	gray	gray	orange	red	gray	gray
PROGRAM LEVEL	% of meetings focused on DSD program design where RoC participated	green	green	green	orange	red	green	red
	% of DSD planning meetings where RoC provided recommendations on prioritization of DSD models	green	green	green	green	red	gray	red
	% of DSD health facility trainings that include RoC as planners and facilitators	light green	gray	gray	green	yellow	gray	green
	% of DSD supportive supervision visits that include RoC leaders	orange	red	green	green	orange	gray	green
	% of DSD M&E tools development meetings where RoC participated	green	red	green	green	gray	gray	green
	% of DSD M&E activities where RoC participated	yellow	orange	green	gray	gray	light green	red
	% of self assessments where RoC participated and led on community engagement domain	gray	gray	green	gray	red	gray	gray
COMMUNITY LEVEL	# of community-level platforms established aimed at gathering RoC views on DSD models	31	0	1	11	13	0	3
	% of thematic working groups where RoC participated	green	gray	green	green	red	green	orange
	% of DSD sensitization/demand creation activities led by or actively involving RoC	green	red	green	light green	yellow	green	green
	% of health facilities with DSD where RoC work as service providers	green	gray	green	green	green	light green	light green
	# of trainings organized for peer educators and RoC	1	1	21	21	45	0	40
	% of DSD facilities where community score cards and/or client satisfaction surveys are implemented	green	gray	green	green	yellow	gray	gray

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KEY FINDINGS – REGIONAL PERSPECTIVE*

REGION	NUMBER OF COUNTRIES	OVERALL SCORE
CENTRAL AFRICA	3	63%
WEST AFRICA	2	53%
EAST AFRICA	1	36%
SOUTHERN AFRICA	1	45%

Scoring Levels & Definitions (DSD Dashboard 3.0)				
0-20%	**21-40%**	**41-60%**	**61-80%**	**81-100%**
Representatives from the community of people living with HIV (PLHIV) and civil society organizations (CSO) are not involved in any activities related to DSD and there are currently no plans to engage these groups	PLHIV and CSO are not currently engaged in DSD activities, but engagement is planned or meetings and discussions are ongoing	PLHIV and CSO are meaningfully engaged in DSD implementation	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSDM	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSD, as well as oversight of DSD policy

*Calculations based on 7 countries and 16 indicators, numerical indicators will be scored and analysed in the interim report, after further feedback from countries

KEY FINDINGS – AVERAGE SCORES

AVERAGE SCORES PER LEVEL OF ENGAGEMENT

LEVEL	AVERAGE SCORES
COMMUNITY	59%
POLICY	55%
PROGRAM	51%

AVERAGE SCORES PER STAGE OF DSD ROLL-OUT

STAGE	AVERAGE SCORES
DESIGN	65%
IMPLEMENTATION	51%
M&E	45%

Scoring Levels & Definitions (DSD Dashboard 3.0)				
0-20%	**21-40%**	**41-60%**	**61-80%**	**81-100%**
Representatives from the community of people living with HIV (PLHIV) and civil society organizations (CSO) are not involved in any activities related to DSD and there are currently no plans to engage these groups or the activity is not developed / planned or data source not available	PLHIV and CSO are not currently engaged in DSD activities, but engagement is planned or meetings and discussions are ongoing	PLHIV and CSO are meaningfully engaged in DSD implementation	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSDM	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSD, as well as oversight of DSD policy (e.g., through inclusion in DSD task force or other group)

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KEY FINDINGS – RANKING OF INDICATORS*

Scoring Levels & Definitions (DSD Dashboard 3.0)		Number of indicators
0-20%	Representatives from the community of people living with HIV (PLHIV) and civil society organizations (CSO) are not involved in any activities related to DSD and there are currently no plans to engage these groups OR :1) activity not developed / planned and therefore no CE or plans to engage communities; OR 2) data source not noted, available, accessible	1
21-20%	PLHIV and CSO are not currently engaged in DSD activities, but engagement is planned or meetings and discussions are ongoing	3
41-60%	PLHIV and CSO are meaningfully engaged in DSD implementation	5
61-80%	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSDM	7
81-100%	PLHIV and CSO are meaningfully engaged in implementation and evaluation of DSD, as well as oversight of DSD policy (e.g., through inclusion in DSD task force or other group)	0

*Calculations based on 7 countries and 16 indicators, numerical indicators will be scored and analysed in the interim report, after further feedback from countries

KEY FINDINGS - DATA

DATA SOURCES

- Most evidence was sourced from invitations, attendance registers and reports from meetings organised by local HV/AIDS authorities and/or public health sector

- Most common community-sourced data: community-level platforms (5 countries), thematic working groups and supportive supervision visits (2 countries)

AVAILABILITY OF DATA

5 countries report that data is unavailable on the following indicators:

- Health facility trainings that include RoC, DSD facilities where RoC work as service providers and DSD M&E activities where RoC participated (2 countries)

- Communication materials produced by RoC for communities, and implementation of community scorecard and/or client satisfaction (1 country each)

KEY FINDINGS – HIGHEST COMMUNITY ENGAGEMENT INDICATORS

1. % of policy validation exercises where RoC participated (79%)

2. % of DSD M&E tools development meetings where RoC participated (79%)

3. % of health facilities with DSD where RoC work as service providers (77%)

1. All seven countries are conducting this activity, four with 100% engagement and three with higher than 40% engagement

2. Six out of seven countries are conducting this activity - five countries with 100% engagement, one 52% and only one country scored no engagement at all

3. Six out of seven countries are conducting this activity, all with engagement levels higher than 75%

1. % of impact assessments exercises where RoC participated (5%)

2. % of self assessments where RoC participated and led on community engagement domain (31%)

3. % of DSD M&E activities where RoC participated (38%)

1. Four countries have not yet conducted impact assessments, two countries report no community engagement in the process and one country has 33% engagement rate

2. Four countries have not yet conducted self assessments, one country reports 17% engagement rate and two countries report 100%

3. Data is not available for two countries, two countries report low engagement (0-25%), one reports 60% engagement and two countries report 80-100% engagement rate

Areas where activities have not started/been conducted

- Impact assessment exercises where RoC participated (4 countries)

- Self-assessments where RoC participated and led on community engagement (4 countries)

- Online DSD platforms that include Roc, policy makers, program implementers and health providers and DSD facilities where community score cards and/or client satisfaction surveys are implemented (2 countries)

- 1 country has not yet started activities in more than half of the monitored indicators

CONCLUSIONS & RECOMMENDATIONS

GENERAL OVERVIEW:

- Generally, community engagement is happening - 41% of consolidated results are in the higher percentile (81-100%)

- There is room for activities to start - 23% of consolidated results are in the grey area (mostly activity not conducted) so more opportunities for communities to engage

- There is a need to focus on areas where there is a lack of community engagement - 19% of consolidated results are red (0-20%) and 7% are orange (21-40%)

M&E (lowest scoring indicators in each area)

- Follow-up on planning of timely **impact assessments, self-assessments and community scorecard and/or client satisfaction surveys** in countries where activity is not conducted – opportunity for more community engagement

- Address low level of **RoC participation in existing impact assessments and self assessments**

CONCLUSIONS & RECOMMENDATIONS

IMPLEMENTATION

- Further investigate the lack of data on **health facility trainings** that include RoC as planners and facilitators (2 countries) and timely planning of the activity (1 country)

- Follow-up on timely planning of **supportive supervision visits** (1 country) and low level of engagement in existing activity (4 countries)

DATA SOURCING AND AVAILABILITY

- With data source being primarily from local HV/AIDS authorities and/or public health sector, consider developing **formalised collaborative frameworks** to facilitate future data collection

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