



ASSESSING COMMUNITY ENGAGEMENT IN DIFFERENTIATED SERVICE DELIVERY: RESULTS FROM THE 2022 ROLL-OUT OF THE COMMUNITY ENGAGEMENT MONITORING TOOL

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BACKGROUND

Community Engagement (CE) is central to the success of Differentiated Service Delivery (DSD). There is a need to develop useful tools to assess meaningful CE, both in general and specifically within DSD programs.

METHOD

The International Treatment Preparedness Coalition (ITPC) in collaboration with the Community Advocacy Network (CAN) developed an 18-indicator Excel-based CE tracking tool focusing on three levels (policy, program, and community) and three areas (design, implementation, and monitoring and evaluation) of engagement. It included a six-color coded scale linked to each indicator score. Between July and November 2022, 20* CAN members collected data retrospectively for the period 1 June 2021 to 31 May 2022.

RESULTS

On average, 50% of results are in the “meaningful engagement” or “satisfactory engagement” achievement rate. Higher CE occurred during the development and implementation of DSD policy and program while lower levels of engagement occurred during most M&E related activities of the implementation cycle. 39% of CE results were in the 81-100% achievement rate (meaningful engagement) across Rwanda, Zimbabwe, DRC, Liberia, and Côte d’Ivoire. Nigeria, Kenya, Sierra Leone, and Zambia (10% of the results) scored 61-80% achievement rate (satisfactory engagement). 30% of results were in the red/grey score indicating no CE in specific areas, mainly in South Sudan, Eswatini, Burundi, Senegal, Malawi, Uganda, Cameroon, and Tanzania.

AREA	INDICATORS	COUNTRIES																			
		Rwanda	Sierra Leone	Zambia	Zimbabwe	Ethiopia	South Sudan	Eswatini	DRC	Ghana	Liberia	Burundi	Senegal	Cameroon	Kenya	Malawi	Mozambique	Uganda	CIV	Nigeria	Tanzania
POLICY LEVEL	% of TWG on DSD where RoC participated	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	% of policy validation exercises where RoC participated	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	N/A	Green	Green	Green
	% of online DSD platforms that include RoC, policy makers, program implementers and health providers	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	# of communication materials produced by RoC to educate communities about policies, results of evaluations/assessments	Green	Green	Red	Green	Yellow	Green	Red	Yellow	Red	Yellow	Green	Red	Green	Green	Green	Green	Red	Red	Yellow	Green
	% of monitoring and evaluation (M&E) meetings that include RoC	Green	Green	Green	Red	Yellow	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	% of impact assessment exercises where RoC participated	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
PROGRAM LEVEL	% of meetings focused on DSD program design where RoC participated	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	% of DSD planning meetings where RoC provided recommendations on prioritization of DSD models	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	% of DSD health facility trainings that include RoC as planners and facilitators	Green	Green	Green	Green	Green	Green	N/A	Green	Green	N/A	N/A	Green	Green	Green	Green	Green	Green	Green	Green	Green
	% of DSD supportive supervision visits that include RoC leaders	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	N/A	Green	Green
	% of DSD M&E tools development meetings where RoC participated	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	% of DSD M&E activities where RoC participated	Green	Green	Green	Green	Green	Green	Green	Green	N/A	Green	N/A	Green	Green	Green	Green	Green	N/A	Green	Green	Green
COMMUNITY LEVEL	% of self assessments where RoC participated and led on community engagement domain	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	# of community-level platforms established aimed at gathering RoC views on DSD models	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	% of thematic working groups where RoC participated	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	% of DSD sensitization/demand creation activities led by or actively involving RoC	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	% of health facilities with DSD where RoC work as service providers	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	# of trainings organized for peer educators and RoC	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
% of DSD facilities where community score cards and/or client satisfaction surveys are implemented	Green	Green	Green	Green	Green	N/A	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	



DISCUSSION

The results from this assessment have provided a solid baseline from which to work to improve levels of CE and has created new perspectives to explore to strengthen CE.

*Burundi, Cameroon, Cote d’Ivoire, Democratic Republic of Congo, Eswatini, Ethiopia, Ghana, Kenya, Liberia, Malawi, Mozambique, Nigeria, Rwanda, Senegal, Sierra Leone, South Sudan, Tanzania, Uganda, Zambia, Zimbabwe