

MODULE 2 :

Stages and Opportunities for CLM



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2.1

CLM Stages



Stages of the community-led monitoring cycle

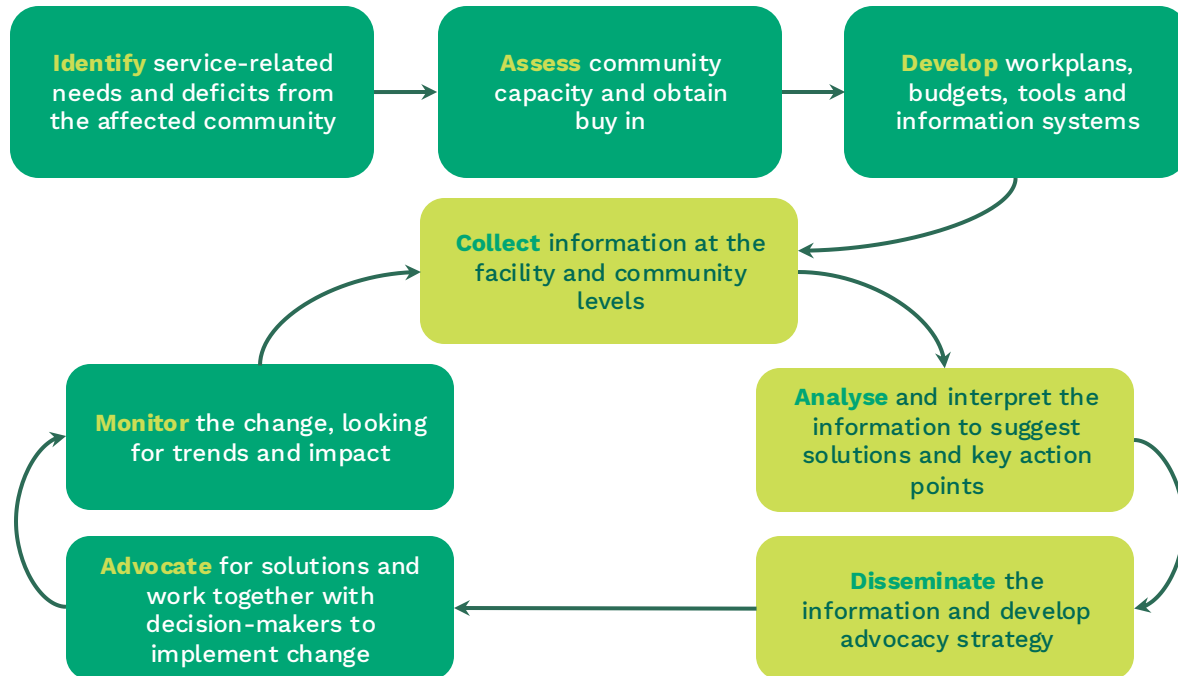
Implementing a CLM mechanism involves well-planned stages:

Assessing community needs, planning and mobilizing resources (top row)

Routine collection and management of data (highlighted boxes)

Advocating and monitoring change

(See slide notes for explanation)



2.2

Stage 1: Community Assessment and Resource Mobilization for CLM



Community Assessment and Resource Mobilization for CLM

What is expected at this stage:

- Community buy-in and community-led initiative to pursue CLM
- Communities identify the main barriers / challenges they would like to monitor
- Information shared with collaborating partners/ facilities and a broad approach agreed upon
- Exploratory discussions held with potential financing partners

Activities include:

- Community-led identification of priority concerns for monitoring
- Presenting CLM aims and objectives to a broad range of affected communities
- Analyzing challenges and barriers, context and situation to track through CLM,
- Stakeholder analysis: capacity, supporters, deterrents within and outside the community
- Resource and financial mapping (see slide notes for elaboration)

Focus for CCM: During this stage, CCM members should share CLM objectives, promote buy-in of approach by members and Oversight Committee.

Support fair and transparent selection of CLM implementers

Ensure adequate financial support for the full CLM cycle

Members representing people living with / affected by disease and Key Populations may add to the information collected based on perennial risks

Plenary Question

- What is the role of CCM members during the barriers identification stage?



2.3

Stage 2: Establishing the Budget, Work Plan, Information Flow and Community Collaboration Mechanisms for CLM



Establishing the budget, workplan, information flow and community collaboration mechanisms for CLM

What is expected at this stage: Validated budgets and workplan; Agreements for feedback sharing between community-led groups, service providers, and CCM (Particularly Oversight Committee and members representing communities and KPs); Agreement on how conflict of interest will be managed.

Activities include:

- Establishing a coalition of community-led groups; agreeing on coordination platform and structure
- Developing a detailed budget and workplan, and TORs
- Securing and formalizing political and other engagements and agreements including PR engagement and where data will be used
- Plan and building capacity of CLM implementers
- Selection CLM implementation locations

Q. What other outcomes are expected at this stage? How can we harmonize CLM with the CCM's Roles?

Focus for CCM: Oversight Committee should plan to meet CLM coordinators, partners and national health sector reviewers and share feedback. This does not mean that CCMs should control community CLM funds.

2.4

Stage 3: Developing a CLM Data Management System



Developing a CLM Data Management System

What is expected at this stage: Competent team of community members who can collect, secure, manage and disseminate timely, accurate data; an information collection, analysis and management system;

Activities include:

- Design of CLM data management system
- Design, testing and deployment of data collection tools
- Recruit and train data collectors
- Data collection visits by trained community members to service users, providers and facilities
- Securing, aggregating, anonymising, storing data
- Planning, collecting and analyzing data

Focus for CCM:

- **A good CLM Data Management System should specify how and when data will flow from communities to the CCM SC and KP representatives and Oversight Committee.**
- **For privacy and confidentiality purposes, all data should be anonymized. If the system cannot anonymize, then CLM managers should aggregate the data (hide individual names, ID, gender etc.) automatically before it is shared.**

Data Flow from Community to Advocacy

Assess



Assess community resources, deterrents, barriers, challenges and overall implementation context

Workplan



Establish the budgetary, workplan and collaboration framework for CLM

Data



Develop a data and information management framework, and train data collectors and monitors

Share and Advocate



Analyze and share data; use it for advocacy

Integrate

Integrate CLM with health service evaluation, annual MOH health review, CCM oversight and national policymaking processes

2.5

Stage 4: Use of CLM Data for Advocacy and Influencing Improved Services



Use of CLM data for advocacy and influencing program and service improvement

What is expected at this stage: CLM advocacy is evidence informed; CLM data is used for collaborative decision-making; improved program impact through CCM oversight, improvement of AAAQ outcomes and ... How else?

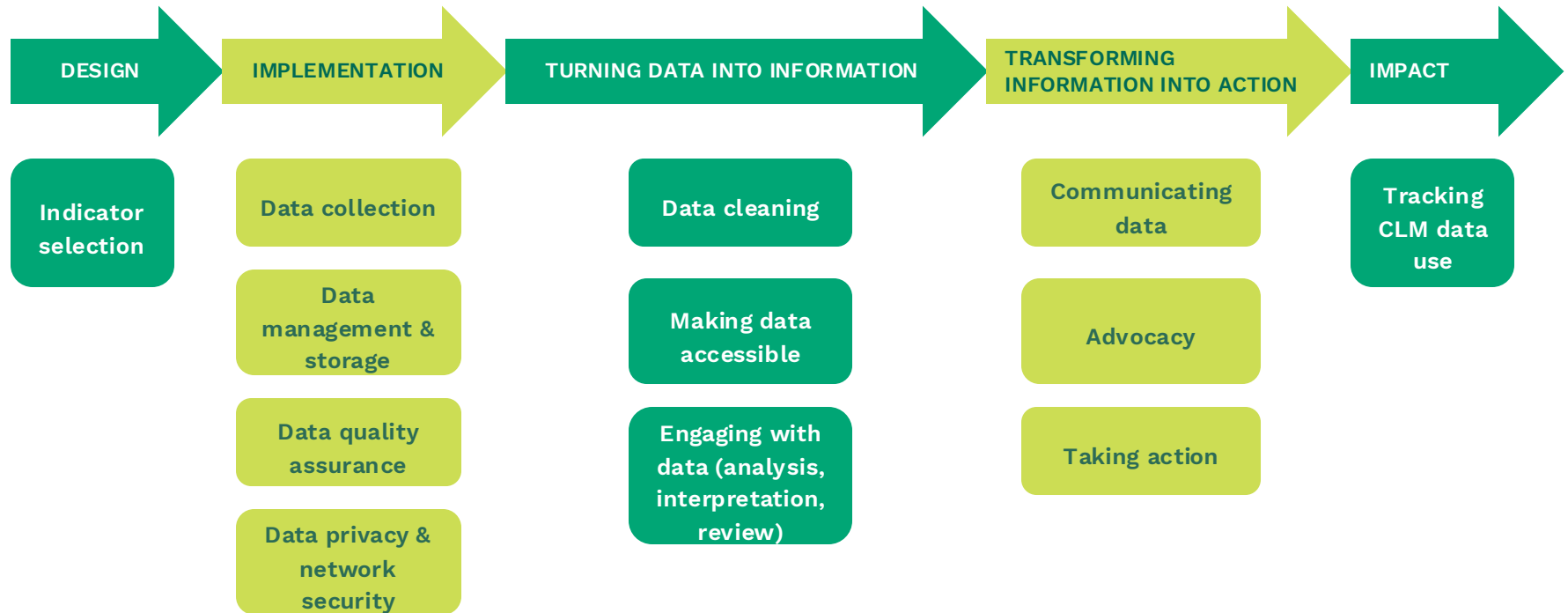
Activities include:

- Working with facility and program managers to plan how data will be used for advocacy
- Development and validation of advocacy plan
- Routine and emergency data use for advocacy and influencing
- Presenting data to decision-makers
- Agreeing on corrective actions and who is responsible for implementation

Focus for CCM:

- **CCM oversight officer, CS or KP rep to ensure that CLM data is utilized by presenting it**
- **CCM Oversight Committee should ensure that data is used to inform national program improvement and not just Global Fund grants**

CLM data in the context of the CLM data journey



Examples of CLM Data Use Around the World

Côte d'Ivoire: Using CLM data on affordability, Ministry of Health to eliminate user fees charged to PLHIV and to improve health sector governance, laboratory systems, and health management information systems (HMIS) and M&E.

Mauritania: Using CLM data on availability, acceptability and accesibility, communities met with HIV service providers and the Ministry of Health to resolve issues and disparities in health commodity supply and access and made improvements.

Malawi: Using CLM data on accessibility, managers at the Ministry of Health extended working hours at public hospitals and increased resources for HIV testing during the COVID-19 pandemic.

Examples of CLM Data Use Around the World

Sierra Leone: The Government of Sierra Leone used CLM data on accessibility and availability to introduce differentiated service delivery (DSD) to better reach key populations, and improve procurement, supply and management of HIV and TB medicines and commodities.

Zimbabwe: Using CLM data on availability and accessibility, Ministry of Health and Child Care reduced stockouts of HIV medicines and HIV test kits.

Ukraine: Across seven regions, the Alliance for Public Health responded to 775 human rights violations with direct legal and psychosocial support and used the CLM data on acceptability, accessibility and quality to develop appropriate national human rights strategies, with government.

South Africa: The West Rand district health department used CLM data on quality and affordability to work with clinics to improve policies and protocols for PrEP multi-month dispensing and condom distribution.

2.6

Stage 5: Integrating CLM with Health Evaluation and Decision-making Processes; Monitoring Results



Integrating CLM with health evaluation and decision-making processes; monitoring results

What is expected at this stage: Routine integration or mainstreaming of communities' feedback into programs

Activities include:

- Integrating data from CLM into oversight plans and national health sector reviews as a source of information
- Using data to improve AAAQ in programs for example , leading to improved outcomes for example in the 95-95-95 targets
- Transparently integrating CLM data into annual public health sector review, evaluation and decision-making processes of MOH and partners

Focus for CCM:

- **CCM oversight officer may check that feedback from CLM data is integrated into the program design.**
- **In between CCM meetings, the executive committee (Chair, Vice-Chair and committee leads), can also follow up to ensure CLM data is availed and used.**

Examples

There are numerous instances where the CCM has used community data to improve program design and outcomes.

Routine CLM

Numerous programmes that have ongoing CLM activities around Latin America, Asia and Africa have improved programme AAAQ, especially commodity access through CLM

(Refer to Module 1 and slide notes for examples)

Community Programming

In 2017-2018, Lesotho used data on condom and lubricant non-availability for MSMs, along with with epidemiological survey outcomes to redesign the MSM prevention program and extend supply chain beyond facilities into KP networks

- Lesotho Strategic Review process, 2017-18

During Grantmaking

In 2021 Somalia used community information on lack of nutrition for PLHIV and TB patients to argue for more individuals to be included in the therapeutic nutrition program,

- Social Dialogue Report on Somalia
-C19RM, Frontline AIDS

Special Surveys & Risk Management Planning

In 2021 Cameroon used community data against user fees to influence development of a PR risk management plan, removal of user fees and signing an MoU between CCM and PRs on community program improvement

Question to participants: Do you have more examples from your country on how CLM is improving program

Key Takeaways: How CCM can contribute at different CLM Stages

Assess

The CCM Oversight Committee, KP and community representatives may add to the information being assessed at community level and synchronize site visits. This does not mean CCM controls CLM funds.

Workplan

The collaboration framework for CLM should include meetings with the oversight committee, partners and integration the health sector reviews.

Data

The data management framework should specify how data will flow from communities to CCM CS, KPs and Oversight Committee

Share and Advocate

CCM Oversight data analysis tools could be used to integrate and share data owned by communities with government, partners, private sector and advocate with a view to improving programs.

Integrate

Use CLM data during health service evaluation including MOH reviews, oversight and national policy-making processes. Insert CLM in agendas.

Discussion on CLM

Implementation in Your CCM

