

<b>Process Documentation Core Questions</b>	<b>Document Review</b>	<b>Professional Interviews</b>	<b>Focus Groups</b>
<b>How was community involvement designed and organized?</b>			
1. What are the specific objectives of community involvement and how does it fit within the overall country project?	✓	✓ Questions: #4,5	✓ FG Guide Questions: #1
2. Exactly what has been the design and implementation?	✓	✓ Interview Guide Questions: #6, 8	✓ FG Guide Questions: #1
3. Who was involved in the design? What role did the “community” play?	✓	✓ Interview Guide Questions: #8	✓ FG Guide Questions: #2-4
<b>How have community programs been implemented and managed?</b>			
4. What was implemented? What was not implemented? Why not? What were the barriers to implementation as designed?	✓	✓ Interview Guide Questions: #9,10	✓ FG Guide Questions: #5
5. What were the specific strategies used to work with/interact with or involve the community?	✓	✓ Interview Guide Questions: # 11-14	✓ FG Guide Questions: # 6,7
6. What is the organization al structure that has guided these projects?	✓	✓ Interview Guide Questions: # 15-17	✓ FG Guide Questions: # 6-8
7. What has been the technical content or focus of the project?	✓	✓ Interview Guide Questions: #20	✓ FG Guide Questions: #1
8. How much technical assistance has been provided?	✓	✓ Interview Guide Questions: #17,18	
9. How has the implementation been monitored over time?	✓	✓ Interview Guide Questions: # 25	

<b>Process Documentation Core Questions</b>	<b>Document Review</b>	<b>Professional Interviews</b>	<b>Focus Groups</b>
10. How has the larger environment affected the way the project has been designed and implemented (e.g., implementation)?		✓ Interview Guide Questions: # 30-34	
11. What (agenda, methods, intervention strategy, etc.) was brought to the communities? What evolved out of working with the communities?		✓ Interview Guide Questions: #12-14	✓ FG Guide Questions: #7
12. How do the public and private sector interact?	✓	✓ Interview Guide Questions: #31	
<b>What evidence of and prospects for sustainable community involvement and work exist?</b>			
13. What are the system and programmatic achievements? What are the products of the design and implementation process?		✓ Interview Guide Questions: #21, 22, 29	✓ FG Guide Questions: #10,11
14. How much of what has been done is the result of one charismatic leader versus the development of a system and ongoing structure?		✓ Interview Guide Questions: # 8,15	
15. What are the essential elements to maintaining a high level of commitment and activity?	Activity Rating	✓ Interview Guide Questions: # 24, 29	✓ FG Guide Questions: # 9
16. What is the history of decision-making? What crises have been faced?		✓ Interview Guide Questions: # 7,19	✓ FG Guide Questions: #4
17. What are the elements of the project that suggest that the activities of the entire program might be sustained or not?	Activity Rating	✓ Interview Guide Questions: #22-23,26	✓ FG Guide Questions: #12
18. How has the tension between “community-based” and “going to scale” been addressed? How have project team members advocated for the community approach? How have they maintained the value of this approach?		✓ Interview Guide Questions: # 27, 28	

## Interviews with Professional Staff

*Use the following interview guide with **modifications** to interview relevant people at the central, district, and health facility levels. If NGOs and other agencies **have** been involved, they should also be interviewed. [NOTE: please substitute the specific name for the community project or approach.] With **many** of the people you interview, you will want them to complete an activity rating **form** also.*

### Introduction

#### Background

1. Name and position
2. Length of time in position
3. What is your previous experience in working at the community level?

#### Overview of the Project

4. I would like to talk with you about \_\_\_\_\_ project which is . . . . What do you see as the mission or main purpose of the [project]? What are the overall objectives of the project? (*Get a List, write it down.*)
5. Which specific objectives do you think refer to “community involvement”? Why? How do these objectives help to achieve the overall goals of the country’s child survival program?

#### Design

6. How did this project get designed? How did specific strategies (name some as examples) **get** decided upon?
7. Was there a specific process of decision-making? Who was involved in making decisions? What were the factors (i.e., resources, time, priorities) that made a difference in the decision-making process? What were the most difficult aspects to work out? How did you address these ‘difficult aspects’?
8. Who was involved in the design? What role did the **community** play?

#### Implementation

9. After the **design** process, what specific activities were implemented? What activities were not implemented? Why? Were there **specific** reasons (bakers) why some things got implemented and others **didn’t**?
10. What activities did you participate in? **Which** activities did you contribute resources to?

#### Role of the Community and other Partners

11. **What** specific ways was the community involved in the process of implementation? What decisions were made with the community and which were made without community involvement? (E.g. technical content and priorities, types of activities, timing and **sequencing of** activities, resource mobilization, etc.)

12. How much responsibility and control over these processes did the community have? Was the community in the role of initiating ideas and activities or ~~just~~ responding? Did **community** priorities get addressed by this project? Can you provide some examples of this?

13. What were the mechanisms for involving the community in both design and implementation? (E.g. **public** meeting, forming community groups, working with community leaders. etc.)

14. Who within the community was involved? Were the very poor and women involved in planning and implementing activities'? How?

15. List all the partners involved in implementing this approach? What has each of their roles been? Have any been a catalyst for action? In what ways is this evident? Provide examples.

16. Can you draw me an organogram that '**shows** me how all the different pieces fit together? Who reports to whom? Where are the lines of **fiscal** responsibility? Who has to **decide** about how resources get spent?

17. What has been the role of BASICS in implementing this approach?

18. *[For BASKS staff only]* Describe the inputs made into the [project]. Were BASICS inputs (e.g. equipment, supplies, etc.) and **technical** assistance, both long and short-term, appropriate? Give examples of where the inputs were appropriate or inappropriate (sufficient, adequate). What changes would you make?

19. What problems/conflicts have arisen and how have they been resolved?

### **Products and Achievements**

20. Describe to me the health topics that are addressed in this project?

21. What are the main achievements of this approach?

22. What are the benefits or advantages of this particular community approach?

23. What are the weaknesses or **disadvantages of this** community approach and its implementation? What have been the main difficulties that you have encountered?

24. What have you learned from this experience? How is this approach different **from** what **you** were doing before?

25. *[For BASICS staff only]* Was a monitoring plan developed? What does it consist of? How has it been implemented? Who collects the data? Who analyzes the data? Who is provided with feedback? How has that feedback been used? Provide some examples of how monitoring data has been used to improve the program.

### **Sustainability and Expansion**

26. What are the factors that will be involved in continuing the project? **Is** there interest in

continuing the project? What are the barriers to continuing the project? What will help to ensure that the project could continue? What needs must be met? If the project continues, will all pieces continue or will some be dropped? Will other activities be substituted? How will this happen?

27. With how many communities are you using this approach? Should this approach be continued and replicated in other areas? How should it be done? How will this be done without BASICS' involvement? What barriers do you anticipate? What are the most important resources needed? (Technical assistance, personnel, transport and logistics, funding etc.)

28. *[for BASICS and National level staff]* While there are advantages to small community-based projects, there is often a pressure to replicate it at a regional or national level. Have you felt such a pressure? How have you dealt with this?

29. Finally, what have you learned from being a part of the [project]?

### **The Larger Environment**

*[Ask the following questions to only selected people including both the MOH and BASICS]*

*- not District*

30. Tell me about the way in which child survival fits into the larger scheme of the Ministry of Health, What are the national priorities? How do these differ from the regional, district and local priorities?

31. Tell me about how child survival health services are provided. What is the public/private mix? How do they interact? How are recurrent costs going to be covered?

✓ 32. Tell me about the decentralization process. How much is health "decentralized" in terms of decision-making about resources?

33. What is the primary care/curative balance, especially in terms of national priorities? What percent of people have "access" (defined as having a primary care facility within 6-8 kilometers of their home)? How many (%) of the health clinics at the periphery are stocked with essential drugs?

34. How have any of these factors affected the way in which the plan was designed and implemented? Provide some examples.

## Interviews/Focus Groups with Community Members

### Research Questions:

- Who was **involved** in the design? What role did the “**community**” play?
- ▶ What was implemented? What was not implemented? Why not? What were the **barriers** to implementation as designed?
- ▶ What were the specific strategies used to work with/interact with or involve the community?
- ▶ **What** (**agenda**, methods, intervention strategy, etc.) was brought to the communities? What evolved out of working with the **communities**?
- ▶ What are the essential elements to maintaining a high level of commitment and activity?
- ▶ What is history of decision-making? What crises have been faced?
- ▶ What are the elements of the project that suggest that the activities or the entire **program** might be sustained or not?

*Be sure to **interview** people who have participated in the project and people who have not participated in the project. You may want to **interview** individually key participants in the [project] such as community leaders, **TBAs**, **CHWs**, and **conduct** focus groups (at **least** 2 per community) with mothers **of young** children. It is **probably** best to avoid talking to men and women in the same group.*

### Focus Group Guide:

Introduction and purpose of the interview/focus group

1. Could you start by describing the [community project]? *Probes:* What is the purpose? What were some of the activities that were undertaken?
2. *[For individual interviews only]* What has been your personal experience with the activities? *Probes:* Which activities have you participated in? Have you or your family **benefitted** from any of the activities? Do you or your family have any complaints about the [community project]?
3. What do people in this community think about the [community project]? *Probes:* How have the activities been helpful? How have the activities improved health or awareness of health issues in the community? What problems are there with the way the activities have been carried out?
4. How did this project get designed? How did specific strategies (name some as examples) get decided upon? Was there a specific process of decision-making? Who was involved in making decisions? What were the factors (i.e., resources, time, priorities) that made a difference in the decision-making process? Did you face any crises in the decision-making process that had to be overcome? If yes, what were they and how did you go about solving the crisis?

5. After the design process, what specific activities **were** implemented? What activities were not implemented? Why? Were there specific 'reasons (barriers)' why some things got implemented and others didn't?
6. Some of the activities done through the [community project] include \_\_\_\_\_, \_\_\_\_\_, **and** \_\_\_\_\_. To what extent of people in your community participated activities? **Probes:** Which activities were very popular? What contributions did people make (time: money, labour, etc.) to the activities? Which activities did not interest **community** members?
7. What specific ways was the community involved in the process of design and implementation? Did you feel that you had sufficient responsibility and control over these processes? Was the **community** in the role of initiating or just responding? Did community priorities get addressed by this project? Can you provide some examples of this?
8. Describe how the community is involved in running the project.
9. What are the factors that will be involved in continuing the activities? Is there interest in continuing the activities? What are the problems or barriers to continuing the activities? **Probes:** What will help to ensure that the project could continue? What needs must be met? If the project continues, will all pieces continue or **will** some be dropped? Will other activities be substituted? How will this happen?
10. What changes have you noticed in the community since the [community program] was started? **Probes:** Were any of these changes related to health? How does this differ from other health activities that you have participated in?
11. Have you noticed any changes in the health facility and in the health workers since the [community program] was started? Describe them. **Probes:-** How are the services different? (Types of services offered, times offered, better quality, etc.) How are the health workers different in the way they interact with you?
12. We would like to improve the way the [community project] is working. What suggestions would you make on what additional activities should be done? On the running of the community project including how decisions are made?

## Activity Ratings

Name and Title of Respondent: \_\_\_\_\_

3=absolutely essential/required for success and sustainability

2=highly recommended

1=complementary to the program goals, but not essential/required

0=would not recommend for future programs

Activity/Step Process	Rating	Justification/Comments
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		