

Community-led Monitoring

1. WHY implement community-led monitoring (CLM)?



- To increase service access** where it is limited
- To improve service quality** where quality is poor and unfriendly
- To improve trust and accountability, and strengthen communication**, where clients are lost to follow-up or face stigma and discrimination when obtaining services
- To facilitate closer working partnerships** between communities, providers, and government bodies to ensure sustainability of results
- CLM is geared towards empowering communities** to gather, analyze, and apply data to inform advocacy and hold stakeholders accountable. CLM has the potential to influence program development, donor and domestic funding allocations, and policy and strategy revisions necessary for smoother and more successful transitions.

2. WHAT is CLM?



CLM is a process of gathering qualitative and quantitative data or information to improve health services. It involves monitoring health services by-and-for communities with expert support. CLM is routine, relevant, and leads to advocacy and co-creation of effective solutions.

CLM is not community-level indicators within monitoring and evaluation (M&E) systems, periodic assessments to ensure services are reaching communities, quality improvement programs, or research on community experiences. CLM is not a 'watchdogging' mechanism, pitting communities against government stakeholders, donors, or grant principal recipients or sub-recipients.



3. WHO is CLM for?



The communities or end users of health services should design and implement CLM.

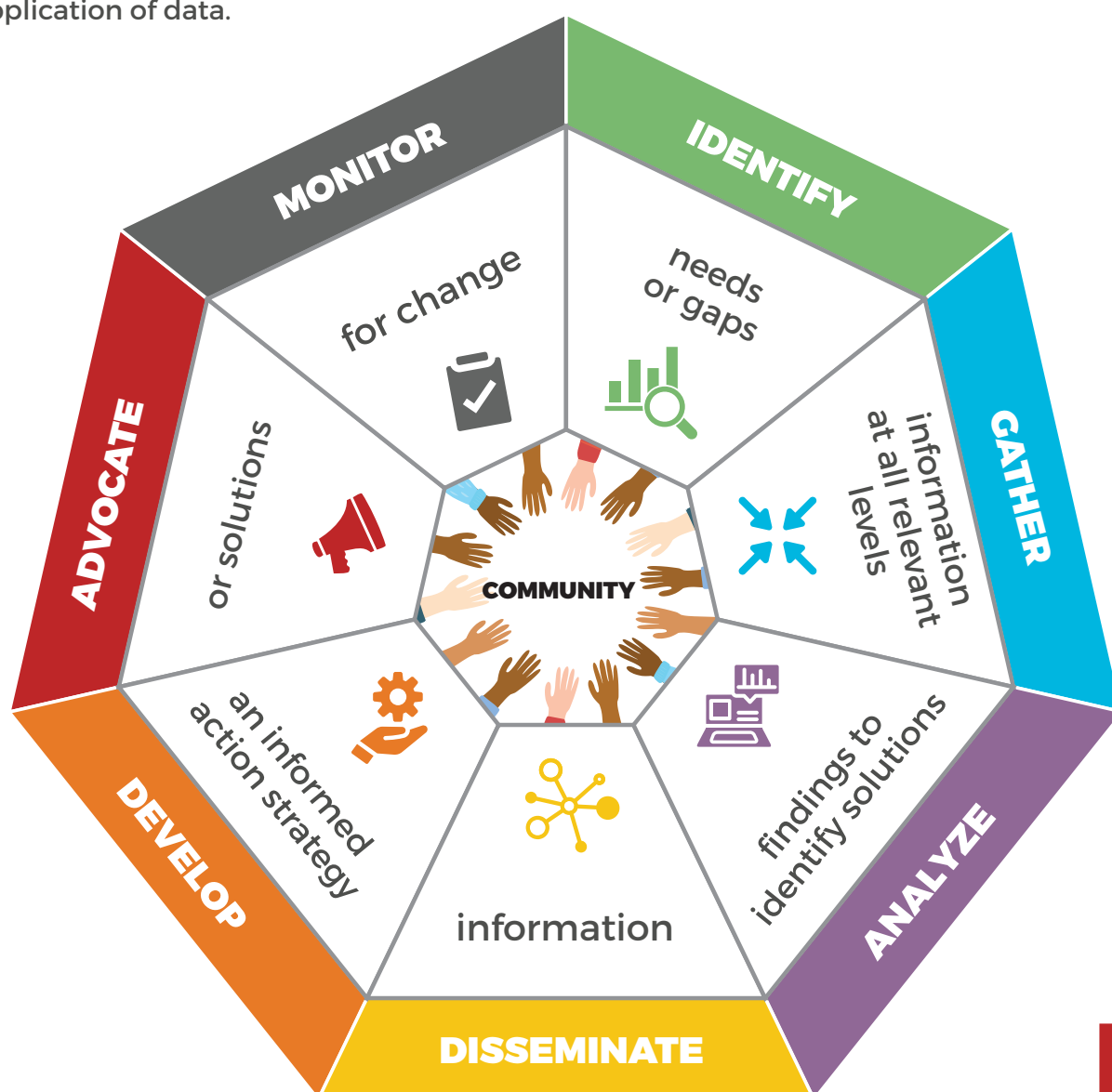
CLM is geared towards empowering communities to gather, analyze, disseminate, and apply data to inform advocacy and hold stakeholders accountable. Successful CLM is conducted in partnership and creates a structured, supported, meaningful, and accountable process that provides communities with a voice in the decision-making, planning, implementation, and evaluation of the services that their lives and health depend on.



4. HOW is CLM implemented?



With expert support, communities and end users are trained in CLM methods and then meaningfully participate in the systematic collection, management, analysis, dissemination, and application of data.



5. TOOLS to implement CLM



- ITPC's **community treatment observatories (CTOs)** include education, evidence, advocacy, and engagement. CTOs are used to monitor prevention and treatment service availability, accessibility, acceptability, affordability, appropriateness, and quality to improve coverage and reduce drop-off across the service continuum.
- MPact Global's **mystery client** methods use standardized tools to rate the quality of healthcare experiences at targeted facilities over time, coupled with training to sensitize healthcare workers, reduce bias, and improve understanding of client care needs and concerns.
- Community scorecards** assess services, empower community members, and improve provider accountability and responsiveness. The scorecard process is participatory across planning and joint implementation and monitoring of action steps.
- Social justice **audits** monitor, improve understanding, and respond to harm and human rights violations, stigma, and discrimination, especially as they pertain to service quality and accessibility. Audits may include reporting forms, event grading guides, and tracking forms.
- Online **data dashboards** provide publicly accessible information on quality indicators across social service and healthcare systems. Data is user-friendly, and may be downloaded and analyzed to inform advocacy, hold duty bearers responsible and accountable, and track when national planning processes are using data for decision-making.
- Original research** gathers, interprets, and utilizes standardized data in advocacy. Research is often of mixed methods (qualitative and quantitative), supporting communities to document their own issues and expose gaps.
- Curricula and training materials** strengthen research and analytical skills, and advocacy capacity, as well as sensitized providers and policy makers.

6. WHERE can I learn more about CLM and find relevant resources?



- Stop TB Partnership's **Community-Led Monitoring Framework**
- Frontline AIDS' **Rights - Evidence - Action (REAct)**
- Health Gap's **Why is Data Important in Advocacy**
- Accountability International's **African HIV Financing Scorecard - 2019**
- The Global Fund's **Towards a Common Understanding of Community-based Monitoring and Advocacy**
- USAID, PEPFAR, and FHI 360's **Making Community-led Monitoring Systems Work for Key Populations**
- ITPC's **Community-led Monitoring Brief**
- MPact's **Global Men's Health and Rights Survey - 2019**
- Eannaso's **Community Led Monitoring Technical Guide for HIV, Tuberculosis and Malaria Programming**
- MPact's **The Activist's Guide to Data Collection**

