

MODULE 7

RCCE CROSS-BORDER TRAINING, EAST AFRICA



MONITORING & EVALUATION & LEARNING

LEARNING OBJECTIVES

At the end of this session, participants will be able to

1. Discuss how to define and monitor indicators for measuring progress and impact of our work across response pillars
2. Ensure community data is prioritised for inclusion in M&EL processes
3. Evaluate existing country capacity for community-centred responses and prioritise next steps for strengthening.

Monitoring



Collective
service

Collective
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AfricaCDC
Centres for Disease Control
and Prevention

MONITORING DATA: WHY?



Why should rapid social data (incl. community feedback) be used for monitoring the effectiveness and impact of an outbreak response?

- Inform social and behavioural change that supports outbreak prevention and control across all pillars
- Ensure people-centred response - are we accountable to community needs and expectations? Are we building their confidence in the response?
- Comprehensive understanding of progress and impact

MEANINGFULLY MONITORING COMMUNITY DATA

IMPACT INDICATORS FOR THE RESPONSE

- What are communities' views? Do they feel heard and included in decision-making?
- Has an enabling environment been created for positive behaviour change?
- Has the data led to action across all pillars? If not, why?

WHAT ARE WE MONITORING AT PILLAR LEVEL?

Case Management

- Is community feedback data being leverage for the design of active case management protocols?
- Do communities feel they can adopt public health recommendations to stop transmission?
- Are community members actively participating in public health decision making processes?

RCCE

- Are we helping the right people?
- Do people feel listened to? Are there opportunities for participation? Do they feel meaningfully engaged and respected?
- Do people feel informed about the response? Can they access trusted and accessible information?
- Do people know how to share feedback? Do they get a response? Are we making changes?

WHAT ARE WE MONITORING CONTINUED...

Surveillance

- Do communities know how to report suspected cases to local health authorities? Are they engaging with these processes?
- Are trained community based surveillance volunteers active in hotspot communities? Are the systems adequate for the community needs?

Immunisation

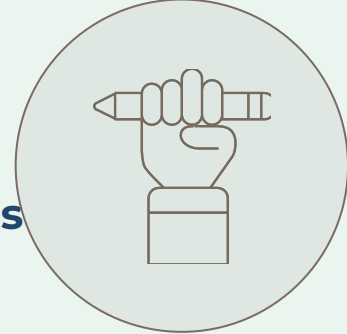
- Are community members in target areas actively participating in vaccination plans?
- Do communities feel satisfied with their level of participation in planning and roll out of vaccination campaigns?
- Are we measuring the behavioural and social drivers of vaccination (BeSD) indicators?

Infection, Prevention and Control

- Are communities being supported to establish and implement community-led action plans for identifying transmission risks and implementing mitigating actions?
- Do people know how to protect themselves from the disease?

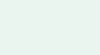
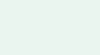
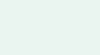
PLENARY

What recommendations could you make to address these findings from community insights?



- 1: Communities are frustrated they have not been consulted on the location of ORPs
- 2: A minority ethnic group believes that they are being discriminated against when decisions are being made about who is eligible for the vaccine
- 3: Parents are struggling to identify the symptoms of the disease in their children and are using home remedies instead of bringing them to the clinic
- 4: Communities don't know how to report suspected cases.

Evaluation & Learning



EVALUATING RESPONSES TO COMMUNITY DATA INTRA AND AFTER ACTION REVIEW (IAR/AAR)

How can we ensure that community data and actions taken to respond to feedback are prioritise in Evaluation and Learning processes?

1. What works/ed well? Why?

- Did the community receive the support they needed?
- Was the support provided in an effective, timely and appropriate way?
- Did people feel treated with dignity, respect and dignity?
- Were people satisfied with the quality, participation and influence they had?
- Were the community engagement approaches chosen effective and appropriate?
- Did response activities contribute to community-led behaviour change?

2. What works/ed less well? Why?

- What would community members change or improve for future outbreaks?

3. What is the way forward?

- How can communities be involved in implementation of agreed actions?
- How can response activities be transitioned to recovery?

JOINT EXTERNAL EVALUATION (JEE)

- How do we carry forward the lessons we learned from each outbreak?
- A JEE is a voluntary, collaborative, multisectoral process to assess country capacities to prevent, detect and rapidly respond to public health risks whether occurring naturally or due to deliberate or accidental events.
- The JEE includes a framework for assessing national RCCE capabilities.
- We can use the JEE framework to assess national capacity to use RCCE in epidemic responses, and focus our efforts on strengthening.

THE RCCE JEE includes:

- **RCCE System for Emergencies**
- **Risk Communication**
- **Community Engagement**

GROUP EXERCISE: USING THE JEE AS A TOOL FOR REFLECTION

1. In country groups, review each of the JEE RCCE targets:
 - a. RCCE System for Emergencies
 - b. Risk Communication
 - c. Community Engagement
2. Discuss the levels. Choose [1] the national capacity level that you believe applies to your country for each target.
3. Consider these questions for discussion:
 - a. What “next level up” capacities are in reach for your country?
 - b. What capacities does your country have that are not reflected here?

SUMMARY

1. Risk Communication and Community Engagement is the ongoing process of listening, acting, communicating, and adapting
2. If we do not regularly monitor and adapt response activities based on community insights we risk losing the trust of the community and responding effectively
3. All pillars of the response should be monitoring the extent to which they are meaningfully engaging with, listening to and acting on community perspectives
4. Community data must be systematically integrated across pillars into outbreak response review and evaluation processes ie IAR, AAR, JEE for system strengthening