

STEPS TO VETTING AND GATHERING EVIDENCE TO REFINE DRAFT STANDARDS

Learning objectives:

1. How to vet the draft standards
2. How to gather evidence on draft standards

Content and resources: Facilitator's Guide, Road Map and the www.ovcsupport.net website

The steps:

1. Hold stakeholders workshop to share the standards with a broad range of stakeholders (this can and should be done on a regional basis since the operationalization of standards should include the participation of a range of stakeholders including other partners working in your area)
2. Share draft standards with all potential stakeholders - government officials/agencies, service providers (NGOs, CBOs and other partners), children, youth and caretakers
 - a. Make sure everyone understands the draft standards (this can be done through coaching and or workshops)
 - b. Ensure that all staff have a copy of the standards (e.g. PSS officer, M&E officer) as they will be involved in following up on the services
3. Develop consensus with stakeholders to test the standards (should be done on a regional basis)
 - a. Organize testing of standards in pilot sites and agree on timeframe for testing (recommend at least 6 months)
 - b. Identify and validate indicators to measure progress
NB: Testing the standards involves organizations implementing critical minimum activities that will ensure quality delivery of services and agreeing to document their progress towards this
4. Organize learning groups/QI teams at the point of service delivery and build their capacity to review actual performance in light of service standards
 - a. Hold meetings at regular intervals so that the groups can check in with each other to make sure that everything is on track
 - b. Gather data on a sample of children to capture possible changes in outcomes
NB: Ensure that those agreeing to test the standards have the skills to implement them and create the organizational contexts in which the standards can be applied (*Road map*)

5. Use appropriate tools to capture progress towards implementing standards. This could include volunteer job aids, supervision checklists and/or journals to allow those in the pilot to record necessary information.
6. Develop a documentation plan to capture progress on testing standards on an individual CBO level
 - a. Documentation should capture what service standards were being tested, what changes were made to operationalize the standards (address gaps) and what challenges and successes groups have had in their efforts to operationalize standards.
 - b. Documentation should enable individual CBOs to assess their progress on a regular basis. Therefore CBOs should agree on the methods being used for documenting their work
7. Synthesize outcomes from various partners for all service standards
 - a. A hub for all information being collected during the standards should be agreed upon at the beginning of this phase – it could be an umbrella NGO or another national body such as an OVC Taskforce
 - b. The synthesis should highlight information related to the feasibility of each of the service standards in order for all stakeholders to agree on which standards should remain and which need to be further refined
8. Finalize standards based on tested feasibility and communicate these standards to all stakeholders including government

3 key points

- Service delivery standards developed at a workshop are the first step, but not the final product
- We need to gather evidence that the standards are feasible and are making a measurable difference before rolling them out on a national scale. It is important to have clients and service providers be a part of this process
- Documentation during this process is key to ensure the final product makes sense and can be implemented by a broad range of stakeholders.