

Building Data Management Capacity To Support Monitoring & Evaluation

MNN Annual Conference 2017 | Framingham, MA



Facilitators

- Meryn Robinson, Project Manager, Dimagi
- Elizabeth Geoffroy, M&E Manager, GAIA
- Alan Guedes, Senior Consultant, Vera Solutions

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Agenda

- Tech for M&E: Stories from Practitioners & Tech Providers
- Breakout Session: What's the right tool for you?
- Discussion/Q&A

How We Built This...

Stories from Practitioners & Providers

Who We Are: GAIA

Mission:

Together with the communities that we serve, GAIA develops innovative, tested and replicable healthcare programs in resource-deprived regions in Africa, especially those most affected by HIV/AIDS, TB, and malaria. To ensure the broadest possible impact, we rigorously test our initiatives and promote the replication of successful models.

Annual Budget:

\$3.5 Million

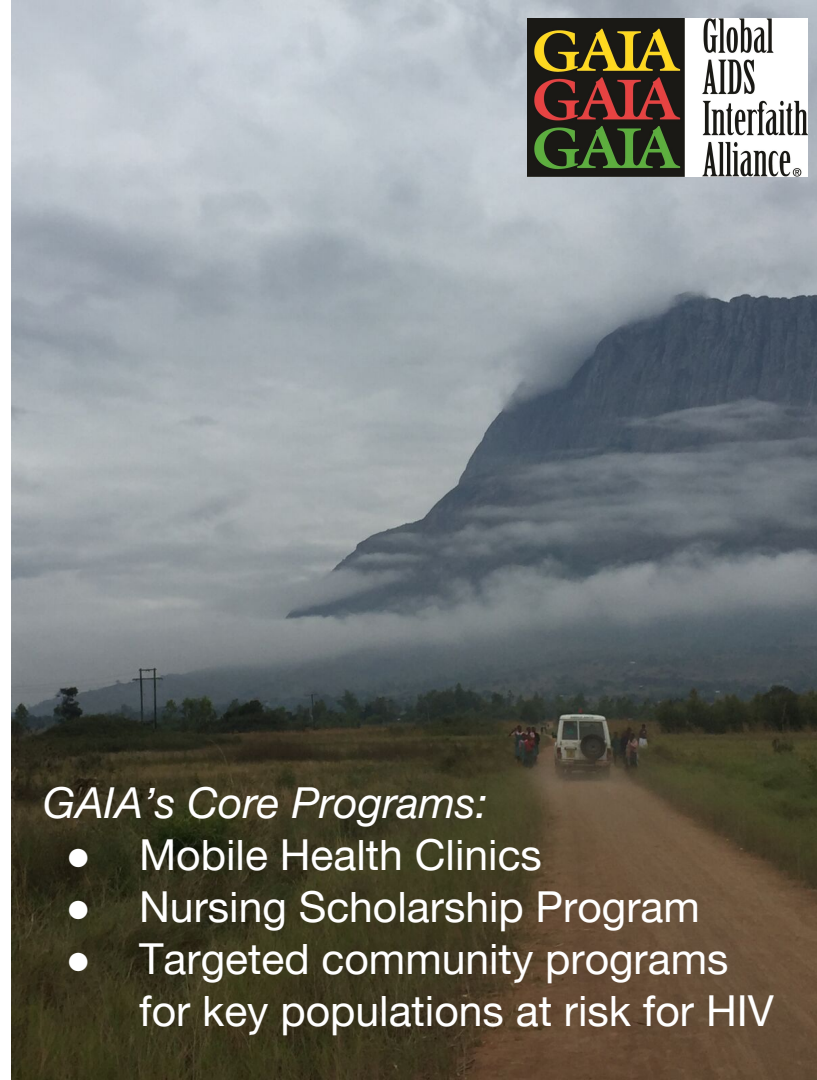
Staffing:

8 FTE in the US, 65 FTE in Malawi



GAIA's Core Programs:

- Mobile Health Clinics
- Nursing Scholarship Program
- Targeted community programs for key populations at risk for HIV



Data Management Systems

REAL WORLD

In the real world, project activities are implemented in the field. These activities are designed to produce results that are quantifiable.

DATA MANAGEMENT SYSTEM

A data management system represents these activities by collecting the results that were produced and recording them.

Data Quality:

How well does the data management system represent the real world



Common M&E Challenges

- Multiple people accessing data simultaneously
- Data volume/complexity has outgrown current tools
- Moving from pen and paper to electronic data collection
- Need for automation
- Need for offline access
- Need for real-time data/feedback



Choosing & Implementing a Data Management Tool

Costs

- Tool/product
- Data prep and transition costs
- Ongoing running costs for a technology tool

Training staff on the new tool

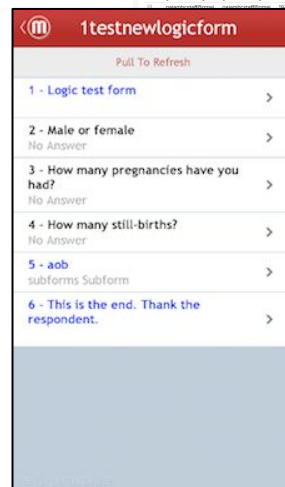
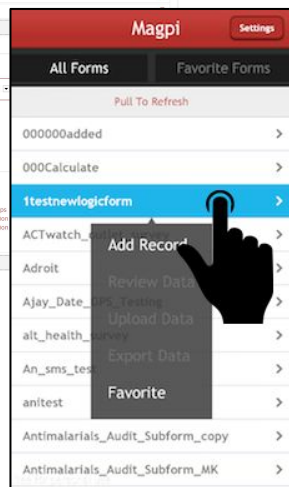
- Who will use the tool? Consider data collectors through management staff
- What training is needed for each staff member?
- Will staff need different access permissions?



Magpi



Global
AIDS
Interfaith
Alliance®



Tools We Use

Salesforce

- Relational database
- Specializes in data management
- Can use APIs to link to other software for collection/analysis

Nursing Scholars Data Tracking Database, 5.9.16, final version in excel - Excel

FILE	HOME	INSERT	PAGE LAYOUT	FORMULAS	DATA	REVIEW	VIEW
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O3B School							
F. ACADEMIC INFORMATION							
First Name	Last Name	Matriculation Number	Matriculation Year	Gender	Religion	Country	Level
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GAIA Global AIDS Interfaith Alliance

Search...

Elizabeth Geoffrey Setup Help & Training GAIA Scholar Connect

Home Accounts Contacts Individuals Enrollments Exam Updates Deployments Follow Ups Funding Payments Data Entry Interface Reports Dashboards Video Demos

Individual Ellen Kazembe

Customize Page | Edit Layout | Printable View | Help for this Page

Back to List: Individuals

Feed Details

Enrollments (12) | Academic Updates (15) | Exam Updates (12) | Deployment Updates (12) | Payments (2) | Follow Ups (12) | SMS Messages (12) | Dates & Attachments (1)

Individual Detail Edit Delete

Information

Photo

Active ☒

Unique ID Number INZ-0262

Individual Full Name Ellen Kazembe

First Name Ellen

Surname Kazembe

Alternate Name

Sex F

Date of Birth 10/21/1990

Age at Selection 19

Type Scholar

Selection Criteria Double Orphan

Trained in HTC? ☒

Trained in ART? ☒

Photo Consent Form Signed ☒

Photo URL <https://s3.amazonaws.com/content-force.com/visit/service...>

Name

About the Scholar

Home District Doda

Home Country Malawi

Primary Phone Number +26584428490

Secondary Phone Number

US Phone Number

Email elkazembe90@gmail.com

Shoe Size

Graduated During USAID Agreement During Agreement

Date Received Nursing Supplies

Upgraded Degree

Ministry of Health Funding

Bond completion letter sent? ☒

Counted for USAID ☒

Story Consent Form Signed ☒

Story Consent Type Full Use

Comments/Notes

Status Information (Automatic)

Current Status Graduated

Current Level Completed Bond

Level Detail In-Service

Educator Type

Most Recent Academic Information (Automatic)

Current Site Program Kamuzu College of Nursing - Longwe Bachelors in Nursing and Midwifery

First Enrollment Date 1/1/2016

Current Enrollment Start Date 1/1/2016

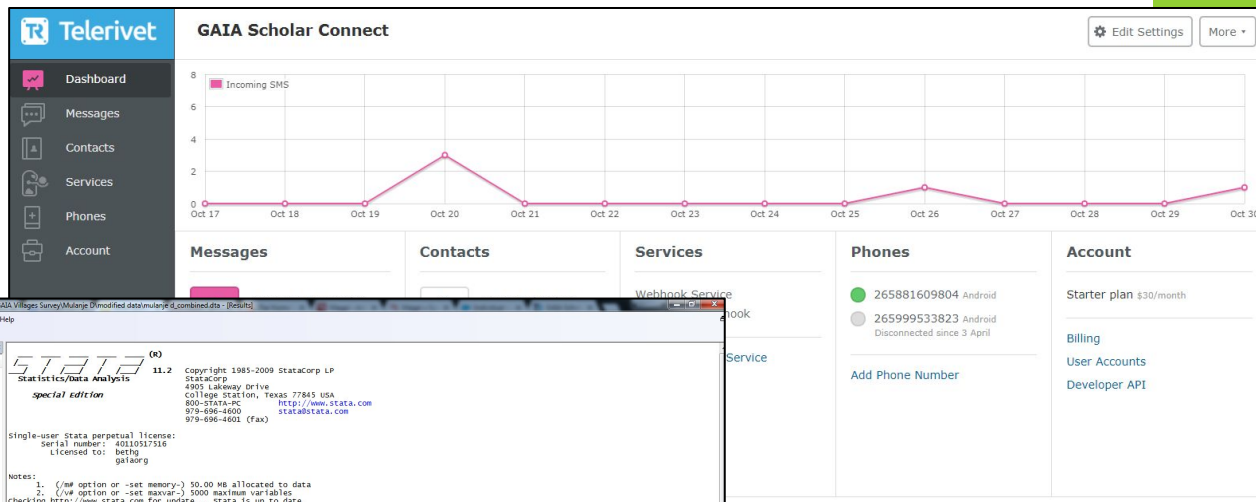
Actual Graduation Date 12/1/2013



Tools We Use

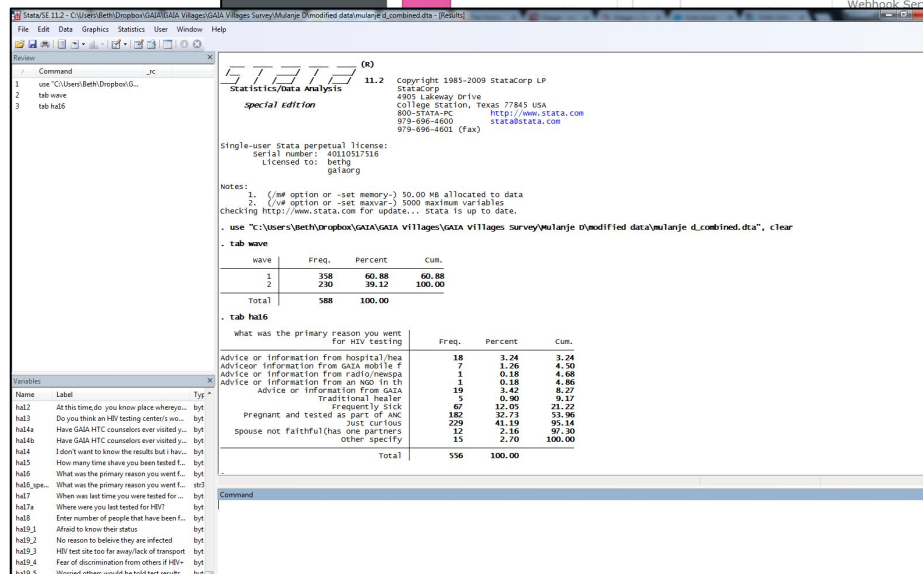
Telerivet

Data collection
through SMS



STATA

Data
analysis



Tools We Use

Google docs

- Data management
- Sheets, forms, slides, docs (basically everything in the Microsoft suite online)
- Able to view edits docs simultaneously, see changes in real time



Excel

- Excellent analysis and reporting capabilities
- User friendly
- Commonly used



Making the Switch

- Think critically about your **end goal**
- Plan for collection, management and analysis
 - Some tools specialize in one, some integrate all three functions
- Ensure data being transferred is of **high quality**
- Use **free trial versions** of tools before investing
- Look for **nonprofit pricing**
- **Fundraise** specifically for enhanced data management capacity

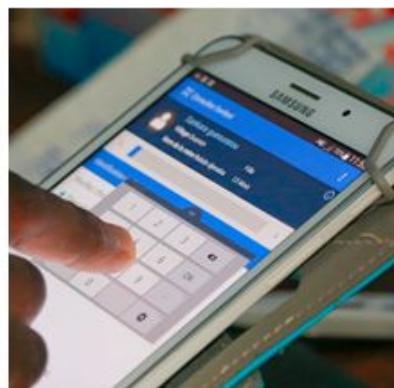
Harnessing the Power of Your Data

- How will you use your data?
 - Monitor, assess, and improve program performance
 - Drive future program planning
- Operations research – harness the power of routine, process monitoring data
 - Routine data can be published
 - Processing/monitoring data and program results are valuable for practitioners, implementers (and impress funders)





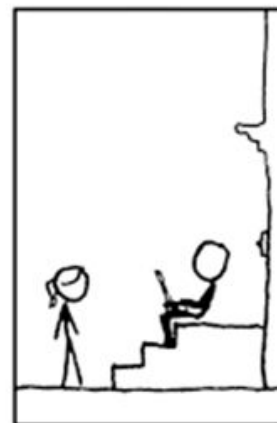
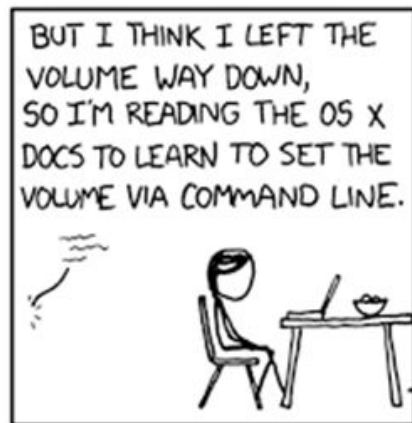
- Socially conscious software company created in 2002 out of Harvard and MIT
- Experience implementing hundreds of projects in 60+ countries
- Team of 120+ engineers, scientists, agriculture and public health experts, and project implementation staff
 - Offices in the United States (HQ), Senegal, India, Guatemala & South Africa
- Makers of CommCare (www.commcarehq.org), a leading open-source mobile platform for the last mile

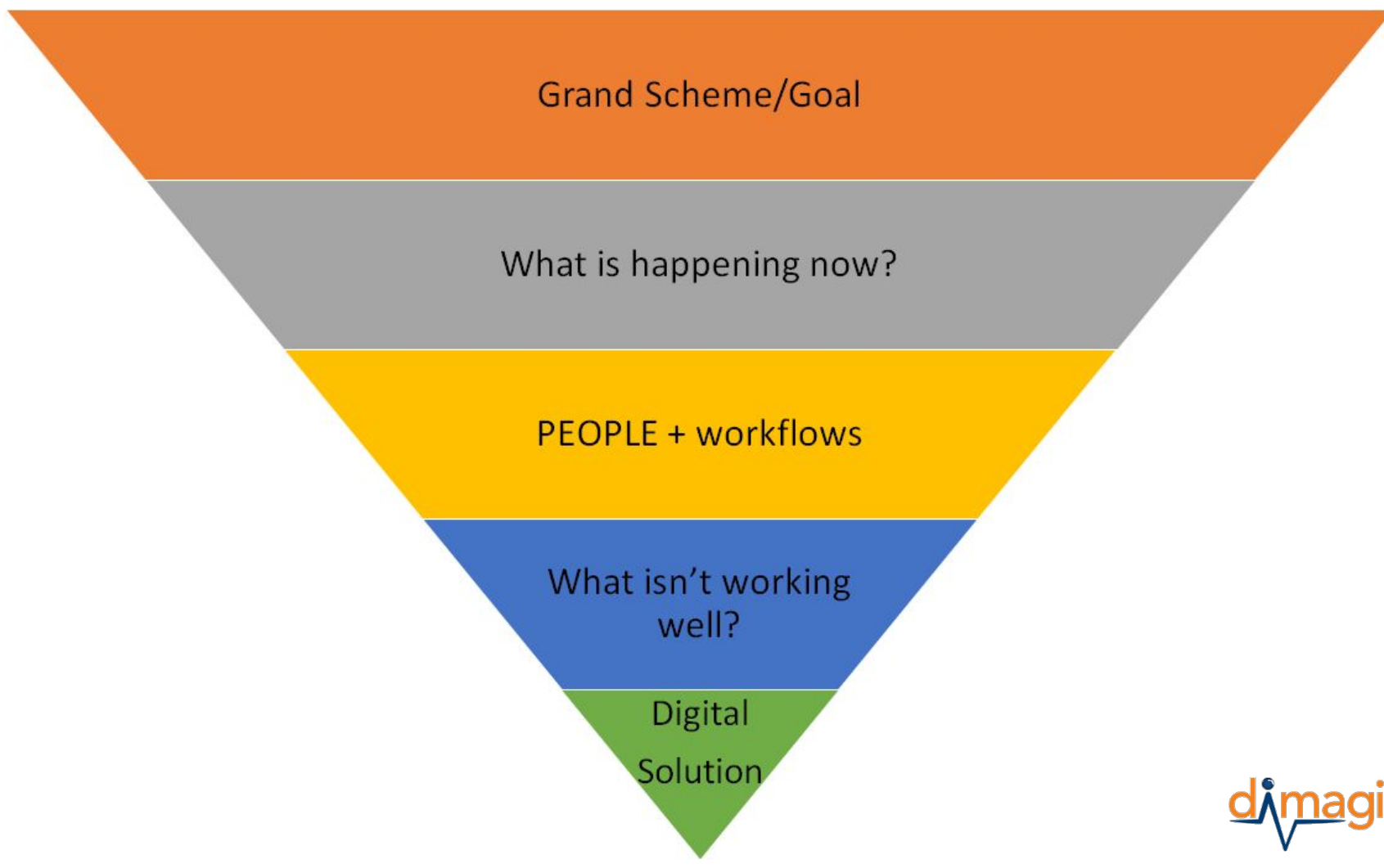




*Active in 60+ countries,
across hundreds of projects.*







Grand Scheme/Goal

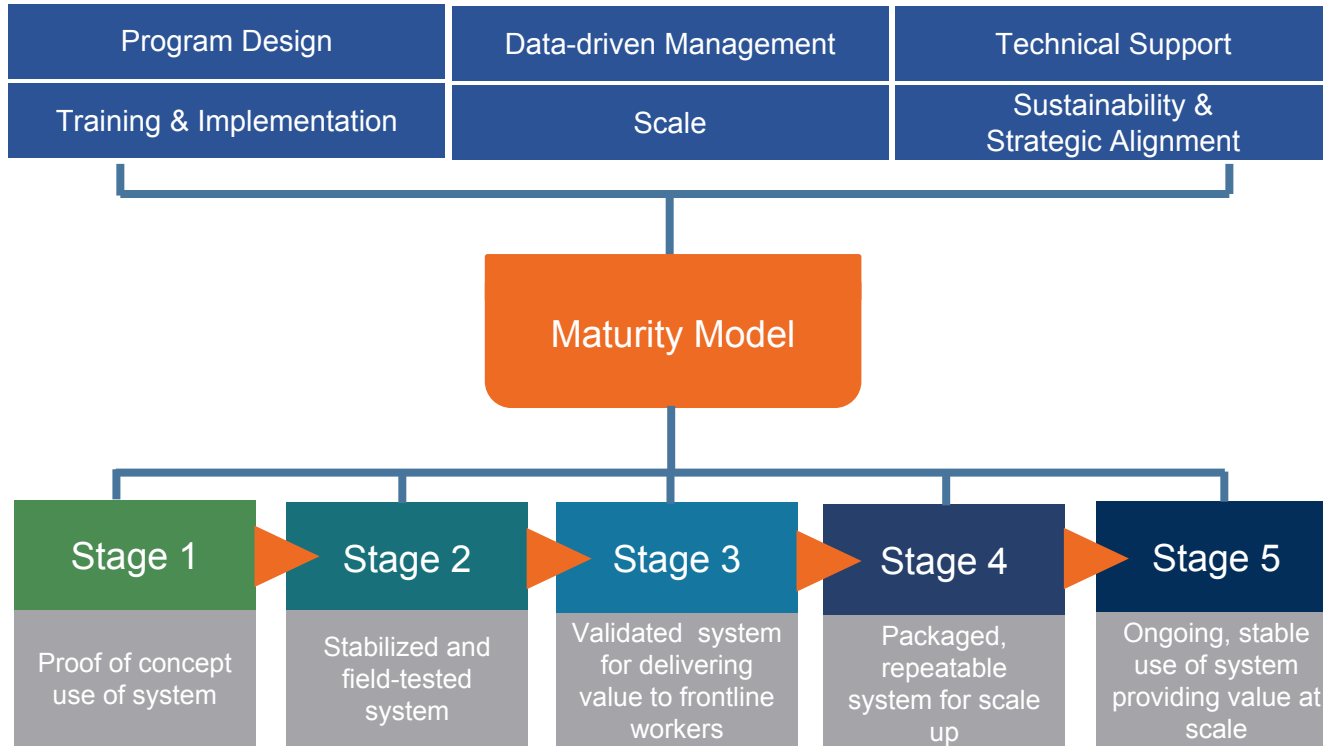
What is happening now?

PEOPLE + workflows

What isn't working
well?

Digital
Solution

From Implementation Area to Maturity Stages



The Full Maturity Model

	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
Program Design	New content, small number of use cases	Refined content based on field iteration	Validated Content used by frontline workers	Frontline worker content stable. New supervisor content created and iterated.	Additional use cases added to technology platform
Data Driven Management	Data collected but not used to improve workforce	Data accessed, but rarely applied	Data periodically used for performance improvement or evaluation	Data regularly used for performance or evaluation	Data used to improve program design. Increasing levels of automation for data-driven management.
Technical Support	Limited technical capacity among program staff	Technical resources existing and trained, starting to use training in the field	Technical resources certified and regularly conducting basic support	Technical resources fully capable, but still needing limited external support	Technical resources fully capable of managing program independently of external support
Training and Implementation	Training and implementation policies not yet modified for mobile tech.	Adapted training and implementation policies to mobile tech.	Training and implementation policies for mobile tech used in practice	Training and implementation practices replicable under a cascaded approach	Training and implementation practices institutionalized and improvements can be rolled out iteratively
Scale	Designing and demonstrating with small number of users	Increasing adoption with frontline workers	Fully deployed with specific target users (or deployment experience). Users demonstrating value	All processes documented and expanding to additional users	Fully deployed to target userbase
Sustainability and Strategic Alignment	Focus within single organization with single source of funding	Building awareness, buy in and support of the program. Aligning to national strategy.	Seeking additional funding based on demonstrated value. Program aligned with national strategy.	Expansion funding secured. Expanding inline with national strategy	Core solution in national strategy receiving core programmatic funding

The Full Maturity Model

1st Assessment

Timeline: 3 years

Project maturity:
stage 1 – 2

Avg maturity:
score: 1.5

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Goal Maturity

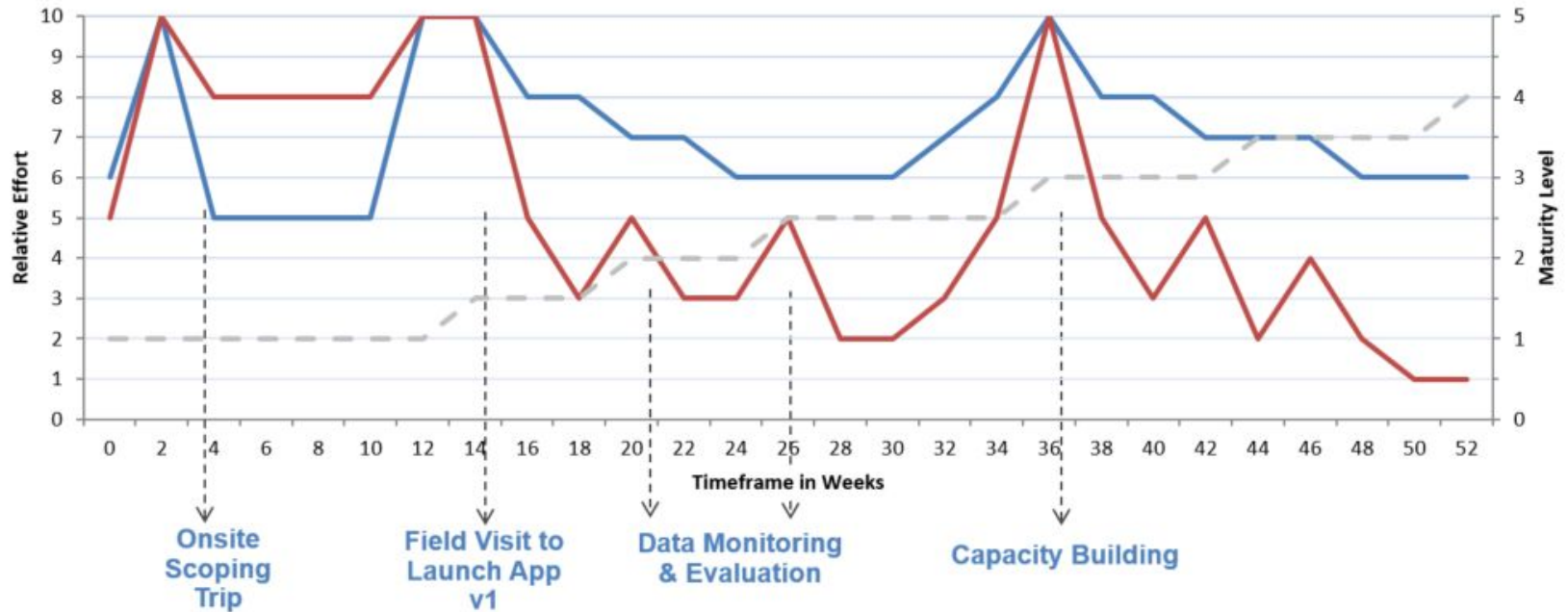
Timeline: 3 year project

Project maturity:
stage 4 – 5

Avg maturity:
score: 4.5

Deployment Effort and Maturity stages

— Partner Effort — Dimagi Effort — Maturity Level



What kind of data? How will you use it?



From Implementation Area to Maturity Stages



Program Design	Data-driven Management	Technical Support
Training & Implementation	Scale	Sustainability & Strategic Alignment

Vera Solutions uses cloud and mobile technology to help social impact organizations better track impact and streamline operations.

Certified



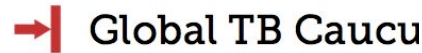
Corporation™

bcorporation.net



Some of Our Partners

More than 200 NGOs, foundations, social enterprises, and academic institutions



AGA KHAN FOUNDATION
An agency of the Aga Khan Development Network



TECHNOSERVE





Systems and Tools

- Powerful features
- Flexible architecture
- User-friendly design

Strong Data

- Appropriate indicators
- Appropriate methods
- Consistency

Methodology



- Capable person-hours
- Availability
- Skills

People





Systems and Tools



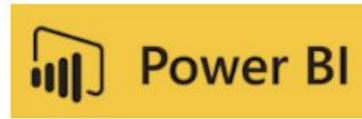




Google Drive



Manage &
Store



What's the Right Tool for You?

Collect & Capture | Manage & Store | Analyze & Visualize

Discussion | Q&A

Contact Us

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