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**Summary:** As the pilot implementation period was over at the end of August, the month of September 2013 was mainly focused on field activities that included the post-assessment and the monthly rotation of visits from the Monitoring and Troubleshooting Officers (MTOs). By the end of September, the number of MTOs was reduced from eight to four –two for each district. For more detailed information, please contact the pilot point person whose contact information is given in this report.

## Post-Assessment of Mothers with Children under Two Years

### Sylhet

- 6 Upazilas
- 12 Unions
- 24 Villages
- 337 Interviews with mothers with at least one child age 0-24 months

### Chittagong

- 6 Upazilas
- 12 Unions
- 24 Villages
- 337 Interviews with mothers with at least one child age 0-24 months

This month the pilot started with the community-level post-assessment. This involved collecting information from mothers of children under two years to understand their current behaviors concerning MNCH, family planning, and nutrition. Information was collected from a household listing that took place in mid-March. As per the research plan used in the household listing and pre-assessment, two unions were randomly selected within each upazila. These unions were the primary sampling unit for the study area. Then from each union, two villages were randomly selected. Then each household of that particular village was listed and any household having at least one child age 0-24 months was marked with “BKMI” at their doorstep. A total of six upazilas, 12 unions, and 24 villages were covered in each of the pilot districts. Households were then randomly selected using a mutually agreed method. A total of 674 (337 from Sylhet and 337 from Chittagong) interviews with mothers were carried out from 17 – 30 September. Details of the findings from this post-assessment can be found upon request from Eminence.

## Post-Assessment of Field Workers

In September 2013, the field workers (FWs) were post-assessed to understand their current knowledge and skill level about family planning (FP), maternal, newborn and child health (MNCH) and nutrition in comparison with the pre-assessment. A total of 329 interviews were conducted in Sylhet and Chittagong among which 303 were Health Assistants (HA) and Family Welfare Assistants (FWAs) and the rest were Health Inspectors (HIs), Family Planning Inspectors (FPIs) and Management Information Systems (MIS) personnel. Details of the findings from this post-assessment can be found upon request from Eminence.

## Monitoring and Troubleshooting

During this month's rotation, the group of Monitoring and Troubleshooting Officers (MTOs) visited 303 FWs. During the whole month of September 39 (12 in Sylhet and rest in Chittagong) troubleshooting services were provided to the FWs. The types of problems reported included i) eToolkit icon missing on desktop, ii) Keyboard not working, iii) Taskbar went upside down; and iv) One of the PDF files was not opening fast enough. All these problems were solved in the field by i) Reinstalling the eToolkit; ii) Restarting the netbook using the main power button (solved over the phone); iii) Installing the relevant supporting software for faster PDF file loading; iv) Setting the keypad setting from "Control Panel"; and v) Readjusting the display setting from "Control Panel." In addition, total five (5) netbooks had to be brought back to Dhaka to give to the vendor for repair. The problem was due to the function of the operating system. Both were covered by the manufacturer's warranty and were delivered back to the FWs within five (5) working days. While netbooks were being repaired, FWs were provided with a backup netbook to make sure that they could continue their counseling activities.

## Key Challenges

The key challenge faced by the team during this month was the tendency of the workers to use the netbooks on personal occasions.

## Next Steps

The next steps of this pilot includes the following:

- Provide basic troubleshooting and maintenance service