



USAID
FROM THE AMERICAN PEOPLE

CSH
Communications Support for Health

External Data Quality Audit Documents

First Quarter, January – March, 2013

INTRODUCTION

This report compiles documentation showing the communication that Communications Support for Health (CSH) had with civil society organizations (CSOs) in relation to the reporting and verification of project indicators in the first quarter (Q1) of 2013. The documentation consists of emails between the CSH Research, Monitoring and Evaluation staff and the CSOs.

The documents included in this report are:

1. Correspondence between CSH and Ms. Mwiya Murgatroyd, Ms. Chanda, and Ms. Kabwe from Afya Mzuri regarding scheduling a visit from CSH staff and the USAID Contracting Officer's Representative (COR).
2. Correspondence between CSH and Ms. Mutale from CHAMP regarding the submission of CHAMP's January 2013 data.
3. Correspondence between CSH and Ms. Mutale and Mr. Sapele from CHAMP regarding the submission of CHAMP's March 2013 data.
4. Correspondence between CSH and Ms. Mutale and Mr. Sapele from CHAMP regarding the submission of CHAMP's March 2013 data.

CORRESPONDENCE # 1: Between CSH and Ms. Mwiya Murgatroyd, Ms. Chanda, and Ms. Kabwe from Afya Mzuri.

From: Timothy Chiyende [mailto:tchiyende@cshzambia.com]
Sent: Monday, February 25, 2013 9:53 AM
To: Victoria Mwiya Murgatroyd; Kevin Chilemu
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Lillian Byers; Lizzy Chanda; Peter Nyirenda; Sylvia Kabwe
Subject: RE: Follow Up on HCRC Data

Dear Lizzy,

As discussed on phone, USAID COR will visit your organization on Wednesday 27th February at 16hrs. The agenda will be similar to the one we had with the immediate past COR. It will be good to prepare a 5min power point presentation outlining:

- Expansion of Dziwani Knowledge Centre for Health with support from CSH.

There after lead the team on a tour of the premises.

Thanks you in advance!

Timothy D. Chiyende
Grants Manager
Communications Support for Health (CSH)
USAID Contractor
Tel +260-211-250-743 | Cell +260-965-862-914 | Fax +260-211-250-745 | tchiyende@cshzambia.com

From: Victoria Mwiya Murgatroyd [mailto:vmurgatroyd@afyamzuri.org.zm]
Sent: Wednesday, February 20, 2013 9:31 PM
To: Kevin Chilemu
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Lillian Byers; Timothy Chiyende; Lizzy Chanda; Peter Nyirenda; Sylvia Kabwe
Subject: {Spam?} RE: Follow Up on HCRC Data

Kevin – this really is good news about the DQA – many thanks indeed, that’s a great relief.

And a site visit next Wednesday would be fine – I’ve just spoken to Lizzy and she’s suggested 1600 hours. Please let us know if that time suits you and USAID? And whether you have any specific requests of us as we prepare for your visit.

Thanks again,
Vicki

Victoria Mwiya Murgatroyd, Executive Director, Afya Mzuri
Mob: +260 971 584170 | +260 967 789792

Have you visited the new Dziwani web portal at www.afyamzuri.org?

From: Kevin Chilemu [mailto:KChilemu@cshzambia.com]

Sent: 20 February 2013 09:02

To: Victoria Mwiya Murgatroyd; Sylvia Kabwe; Timothy Chiyende

Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Lillian Byers; Lizzy Chanda

Subject: RE: Follow Up on HCRC Data

Dear Vicki,

Thank you for your email below. We completely appreciate the tight schedules. We have discussed with USAID and agreed that perhaps we should conduct a data quality audit in the next quarter at a time that is most convenient for all. This means we'll also have to postpone the prep meeting with Sylvia to a later date. However, USAID is still be interested in making a site visit of the HCRC on 27th February. Please let us know if that date works for you and what time USAID and CSH can pay a visit.

Many thanks,
Kevin.

From: Victoria Mwiya Murgatroyd [mailto:vmurgatroyd@afyamzuri.org.zm]

Sent: Tuesday, February 19, 2013 6:25 PM

To: Kevin Chilemu; Sylvia Kabwe; Timothy Chiyende

Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Lillian Byers; Lizzy Chanda

Subject: {Spam?} RE: Follow Up on HCRC Data

Kevin,

Please be aware that Sylvia will be on leave and out of the country from Thursday this week until the end of next week. It would be helpful if your M&E specialists are able to provide her with exactly what you will require for next Wednesday's meeting with USAID, when they meeting tomorrow, so that we are fully informed ahead of time and are able to put contingency plans in place. As you may be aware, the delay in our Phase II funding has meant we are significantly under-resourced in M&E right now – Sylvia is also Acting Resource Centre Manager at the moment until the end of March. We'd appreciate as much support from you as possible right now with this important DQA. Is there any chance it could be moved to the following week?

Vicki

Victoria Mwiya Murgatroyd, Executive Director, Afya Mzuri

Mob: +260 971 584170 | +260 967 789792

Have you visited the new Dziwani web portal at www.afyamzuri.org?

From: Kevin Chilemu [mailto:KChilemu@cshzambia.com]
Sent: 19 February 2013 13:53
To: Sylvia Kabwe; Victoria Mwiya Murgatroyd; Timothy Chiyende
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Lillian Byers; Lizzy Chanda
Subject: RE: Follow Up on HCRC Data

Hi Sylvia,
Our M&E Specialists can meet with you tomorrow over lunch to prepare, and then have the full DQA with USAID on 27th February.

Thanks,
Kevin.

From: Sylvia Kabwe [mailto:skabwe@afyamzuri.org.zm]
Sent: Tuesday, February 19, 2013 1:27 PM
To: Kevin Chilemu; Victoria Mwiya Murgatroyd; Timothy Chiyende
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Lillian Byers; Lizzy Chanda
Subject: RE: Follow Up on HCRC Data

Great, thanks.

Sylvia.

Sylvia Kasonde Kabwe, Monitoring and Evaluation Manager, Afya Mzuri
Mob: +260 978 404674 | +260 966 747755

Have you visited the new Dziwani web portal at www.afyamzuri.org?

From: Kevin Chilemu [mailto:KChilemu@cshzambia.com]
Sent: 19 February 2013 13:24
To: Sylvia Kabwe; Victoria Mwiya Murgatroyd; Timothy Chiyende
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Lillian Byers; Lizzy Chanda
Subject: RE: Follow Up on HCRC Data

Our two M&E Specialists can meet you tomorrow over lunch.
Thanks,
Kevin.

From: Sylvia Kabwe [mailto:skabwe@afyamzuri.org.zm]
Sent: Tuesday, February 19, 2013 1:20 PM
To: Kevin Chilemu; Victoria Mwiya Murgatroyd; Timothy Chiyende
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Lillian Byers; Lizzy Chanda
Subject: RE: Follow Up on HCRC Data

Thanks for the explanation and I fully understand. Have you made any decision based on my suggestions?

Sylvia Kasonde Kabwe, Monitoring and Evaluation Manager, Afya Mzuri
Mob: +260 978 404674 | +260 966 747755

Have you visited the new Dziwani web portal at www.afyamzuri.org?

From: Kevin Chilemu [mailto:KChilemu@cshzambia.com]
Sent: 19 February 2013 13:07
To: Sylvia Kabwe; Victoria Mwiya Murgatroyd; Timothy Chiyende
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Lillian Byers; Lizzy Chanda
Subject: RE: Follow Up on HCRC Data

Hi Sylvia,

We appreciate your tight schedule, just as we also have tight schedules. For your information, this is a request from USAID and not CSH. PEPFAR reporting is due March. It is in our mutual interest that we prepare for the DQA well in advance to meet the reporting deadline. USAID attaches a lot of importance to verifying results of PEPFAR. USAID want to trace and verify the numbers being generated hence their request to conduct a DQA in the next couple of weeks. These requests do not always happen at our convenience, so compliance is only way out to ensure continued funding.

Thanks,
Kevin.

From: Sylvia Kabwe [mailto:skabwe@afyamzuri.org.zm]
Sent: Tuesday, February 19, 2013 11:18 AM
To: Victoria Mwiya Murgatroyd; Timothy Chiyende
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Kevin Chilemu; Lillian Byers; Lizzy Chanda
Subject: RE: Follow Up on HCRC Data

Hi Kevin,

I have called your office twice this morning and you were not on your desk, anyway, Afya Mzuri is having a meeting/workshop up-to Thursday, 22nd Feb, 2013, from 08:30 to 17:00 hours daily, my suggestion is we have a preparations meeting for the DQA at 17:00 hours today or tomorrow at 17:00 hours, better still, we can have a working lunch tomorrow, the venue for the meeting will be Afya Mzuri. My schedule/calendar is pretty tight at the moment. We can agree as in when the actual DQA

can be conducted by your organization at this very meeting. Your quick response to this email will be highly appreciated.

Thanks,

Sylvia.

Sylvia Kasonde Kabwe, Monitoring and Evaluation Manager, Afya Mzuri
Mob: +260 978 404674 | +260 966 747755

Have you visited the new Dziwani web portal at www.afyamzuri.org?

From: Victoria Mwiya Murgatroyd
Sent: 18 February 2013 17:37
To: Timothy Chiyende
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Kevin Chilemu; Lillian Byers; Lizzy Chanda; Sylvia Kabwe
Subject: RE: Follow Up on HCRC Data

Hi Timothy,

I believe Lizzy responded to Kevin on this (with copy to you last week or the week before) – both she and Sylvia are out of the office this week and then I understand Sylvia will be out on leave for a week or so. Please can I suggest that you or Kevin calls Lizzy and/or Sylvia to align on mutually convenient dates.

Thanks,
Vicki

Victoria Mwiya Murgatroyd, Executive Director, Afya Mzuri
Mob: +260 971 584170 | +260 967 789792

Have you visited the new Dziwani web portal at www.afyamzuri.org?

From: Timothy Chiyende [mailto:tchiyende@cshzambia.com]
Sent: 16 February 2013 11:05
To: Victoria Mwiya Murgatroyd
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Florence Mulenga; Kevin Chilemu; Lillian Byers; Lizzy Chanda; Sylvia Kabwe
Subject: FW: Follow Up on HCRC Data

Hi Vicki,

Hope you've had a good week.

I am writing in connection with Kevin's email below with regard dates for preps and actual DQA by

USAID. Initially Monday 18th February was proposed for the DQA but unfortunately Monday is an American holiday so the CO and her team will not be available. We would like to propose an afternoon within week of 18 to 22nd for Preps and Wednesday 27th February for the DQA. Kindly confirm if these days are workable then we can re-plan from there.

Thank you in advance.

Best
Timothy

From: Kevin Chilemu [mailto:KChilemu@cshzambia.com]
Sent: 16 January 2013 15:09
To: Sylvia Kabwe
Cc: Lillian Byers; Timothy Chiyende; Lizzy Chanda
Subject: Follow Up on HCRC Data

Hi Sylvia and Lizzy,

Happy new year!

I'm following up your December 2012 quantitative report. Not sure if you already submitted through my colleagues. I wish to also give you a heads up that USAID will in March 2013 conduct a CSH data quality audit and do a site visit of the HCRC to trace and verify your numbers reported to us. In view of this, I would like to schedule an appointment with you for first week of February to go over your data and discuss the data collection tool with a view of revising it to make more adaptable. Therefore, do you think you will available to meet first week of Feb?

Regards,
Kevin

CORRESPONDENCE # 2: Between CSH and Ms. Mutale from CHAMP.

From: Kevin Chilemu
Sent: Tuesday, February 19, 2013 8:07 AM
To: 'Christina Mutale'
Cc: Lillian Byers; Florence Mulenga; Timothy Chiyende; Crispin Sapele; Oscar Mwansa; Rosanna Price-Nyendwa
Subject: RE: January 2013 - CSH raw data.xlsx

Hi Christina,
Thank you for the spreadsheet. We will reach out to you should we have questions.

Kevin.

From: Christina Mutale [mailto:christina.mutale@champ.org.zm]
Sent: Friday, February 15, 2013 5:10 PM
To: Kevin Chilemu
Cc: Lillian Byers; Florence Mulenga; Timothy Chiyende; Crispin Sapele; Oscar Mwansa; Rosanna Price-Nyendwa
Subject: January 2013 - CSH raw data.xlsx

Dear Kevin,
Please find attached 990 January 2013 raw data.
Thank you,
Christina

CORRESPONDENCE # 3: Between CSH and Ms. Mutale and Mr. Sapele from CHAMP.

From: Christina Mutale [mailto:christina.mutale@champ.org.zm]
Sent: Thursday, April 04, 2013 2:56 AM
To: Kevin Chilemu
Cc: Timothy Chiyende; Crispin Sapele
Subject: {Spam?} RE: CHAMP DQA

Dear Kevin,

Thanks for the mail below. We are in the process of preparing March 2013 report which is due on 10th April 2013 as for February quantitative report Mr. Sapale sent it to you.

Regards,
Christina

From: Kevin Chilemu [mailto:KChilemu@cshzambia.com]
Sent: 03 April 2013 18:15
To: Christina Mutale
Cc: Timothy Chiyende; Crispin Sapele
Subject: RE: CHAMP DQA
Importance: High

Hi Christina,

We have not received your February and March quantitative data report. Please submit these outstanding reports.

Thanks,
Kevin

From: Crispin Sapele [mailto:crispin.sapele@champ.org.zm]
Sent: Monday, February 18, 2013 10:48 AM
To: Timothy Chiyende
Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Kevin Chilemu; Florence Mulenga; Lillian Byers; Rosanna Price-Nyendwa; Christina Mutale
Subject: RE: CHAMP DQA

Noted with thanks.

Regards

Crispin

From: Timothy Chiyende [mailto:tchiyende@cshzambia.com]

Sent: Saturday, February 16, 2013 11:07 AM

To: Crispin Sapele

Cc: Anne Fiedler; Linda Nonde; Patricia Nawa; Kevin Chilemu; Florence Mulenga; Lillian Byers; Rosanna Price-Nyendwa; Christina Mutale

Subject: CHAMP DQA

Hi Crispin,

Hope you have had a good week. As discussed on Wednesday this is to confirm that the USAID DQA will be conducted on Tuesday 26th February as per earlier emails sent by Kevin.

best

Timothy D. Chiyende

Grants Manager

Communications Support for Health (CSH)

USAID Contractor

Tel +260-211-250-743 | Cell +260-965-862-914 | Fax +260-211-250-745 | tchiyende@cshzambia.com

CORRESPONDENCE # 4: Between CSH and Ms. Mutale and Mr. Sapele from CHAMP.

From: Kevin Chilemu
Sent: Tuesday, April 09, 2013 4:38 AM
To: 'Christina Mutale'
Cc: Crispin Sapele; Timothy Chiyende
Subject: RE: March 2013 CSH Reports

Many thanks, Christina. We will review and get back if we have questions.
Kevin.

From: Christina Mutale [mailto:christina.mutale@champ.org.zm]
Sent: Tuesday, April 09, 2013 9:36 AM
To: Kevin Chilemu
Cc: Crispin Sapele; Timothy Chiyende
Subject: {Spam?} FW: March 2013 CSH Reports

Dear Kevin,
Please find attached march 2013 reports
Regards,
Christina

From: Crispin Sapele
Sent: 08 April 2013 23:48
To: tchiyende@cshzambia.com
Cc: LNonde@cshzambia.com; LByers@cshzambia.com; Rosanna Price-Nyendwa; Oscar Mwansa;
Christina Mutale
Subject: March 2013 CSH Reports

Dear Timothy

Please find attached March 2013 reports including data reports . Please share with CSH M&E team.

Regards

Crispin