



**USAID**  
FROM THE AMERICAN PEOPLE

**CSH**  
Communications Support for Health

## External Data Quality Audit Documents

Third Quarter, July – September, 2012

## **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 third quarter (Q3) of 2012. 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 Mr. Ben Miti from Latkings regarding the submission of the Quarter Two report and upcoming onsite visit from CSH.
2. Correspondence between CSH and a group of CSOs (Latkings, Pride Health Community, SAfAIDS, ASDF, and LSG) regarding a schedule and preparation of documentation and reports for upcoming visits from CSH staff.
3. Correspondence between CSH and Mr. Cornelius Yanda from Pride Health Community regarding the submission of a report in preparation for an upcoming visit from CSH staff.
4. Correspondence between CSH staff members including notes on a meeting with ASDF regarding data quality audits and collection requirements.

**CORRESPONDENCE #1: Between CSH and Mr. Miti from Latkings.**

**From:** Kevin Chilemu  
**Sent:** Tuesday, July 10, 2012 4:37 AM  
**To:** ben miti  
**Subject:** RE: {Spam?} Re: Data Quality Assessment

Thank you so much Mr Miti. If I have any questions, I'll call (is it Jack?).

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**From:** ben miti [mailto:benmiti3@yahoo.com]  
**Sent:** 10 July 2012 10:32  
**To:** Kevin Chilemu  
**Subject:** {Spam?} Re: Data Quality Assessment

Dear Kevin,  
Please find attached copy of indicators. I noticed that in some areas the formula was not picking figures. I have corrected.

Regards

Ben

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**From:** Kevin Chilemu <KChilemu@cshzambia.com>  
**To:** "benmiti3@yahoo.com" <benmiti3@yahoo.com>  
**Sent:** Monday, July 9, 2012 2:40 PM  
**Subject:** RE: Data Quality Assessment

Good afternoon Mr. Miti,  
Thank you for your monthly activity report received today. However, I note that the template I attached to my email last week is omitted. Please pass it on to the M&E person to fill in data for the period April - June as per indicators outlined.

Thanks and regards,  
Kevin

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**From:** benmiti3@yahoo.com [mailto:benmiti3@yahoo.com]  
**Sent:** 05 July 2012 16:41  
**To:** Kevin Chilemu  
**Subject:** Re: Data Quality Assessment

Many thanks. You will receive both the hard and soft copy of June report. We await your visit meantime.

Regards

Ben miti  
Sent from my BlackBerry® smartphone provided by Airtel Zambia.

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**From:** Kevin Chilemu <KChilemu@cshzambia.com>

**Date:** Thu, 5 Jul 2012 14:40:33 +0000

**To:** asdf1993org@yahoo.com<asdf1993org@yahoo.com>; arnoldk04@ymail.com<arnoldk04@ymail.com>; edah.kalumba6@gmail.com<edah.kalumba6@gmail.com>; aaronmutakela@yahoo.co.uk<aaronmutakela@yahoo.co.uk>; benmiti3@yahoo.com<benmiti3@yahoo.com>; chrispin@safaidz.co.zm<chrispin@safaidz.co.zm>; matilda@safaidz.co.zm<matilda@safaidz.co.zm>; masausokenan@yahoo.com<masausokenan@yahoo.com>; choolwek@hotmail.com<choolwek@hotmail.com>  
**Cc:** Lovemore Mwanza<LMwanza@cshzambia.com>; Alexander Nkosi<ANKosi@cshzambia.com>  
**Subject:** Data Quality Assessment

Dear all,

CSH is planning to conduct a data quality assessment of all HIV and AIDS CSOs that received contractual support in the last six months. In preparation for this exercise please fill in the attached template for the months that your organisation received support from CSH per indicator outlined. ONLY fill in the white spaces provided.

Please also note that reports for June are due for submission depending on your last month of contractual operation. Please send us the data as soon as possible.

As part of the assessment we will also do a data trail by visiting all the sites in the next two weeks. Actual dates of visits will be confirmed together with each individual organisation.

Please do not hesitate to call me or send me an email if you have any questions.

Thanks,

Kevin Chilemu  
Monitoring and Evaluation Specialist  
ICF International /Communications Support for Health  
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Mobile: +260 965843337  
Email: [kchilemu@cshzambia.com](mailto:kchilemu@cshzambia.com) / [kchilemu@gmail.com](mailto:kchilemu@gmail.com)

**CORRESPONDENCE #2: Between CSH and a group of CSOs (Latkings, Pride Health Community, SAfAIDS, ASDF, and LSG)**

**From:** Kevin Chilemu  
**Sent:** Monday, July 16, 2012 11:10 AM  
**To:** Aaron Mutakela (aaronmutakela@yahoo.co.uk); ben miti (benmiti3@yahoo.com); arnold yombwe (asdf1993org@yahoo.com); chrispin@saf aids.co.zm; cornelius yanda (cyanda@hotmail.co.uk)  
**4Cc:** Lovemore Mwanza; Kevin Chilemu  
**Subject:** FW: Data Quality Audit Programme  
**Importance:** High

Dear all,

Please be informed that as the CSH team visits your organisations as planned, It is very necessary that you arrange all the necessary documentation including the original reports received from community facilitators or partners reporting to you before you aggregate and in turn report to CSH. These have to be in place to enable tracking of the data backwards.

Please don't hesitate to email or call us if you have any questions.

Please pass this message to the Programs or M&E persons in readiness for the DQA.

Thank you,  
Kevin.

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**From:** Kevin Chilemu  
**Sent:** 12 July 2012 10:11  
**To:** Aaron Mutakela (aaronmutakela@yahoo.co.uk); ben miti (benmiti3@yahoo.com); arnold yombwe (asdf1993org@yahoo.com); chrispin@saf aids.co.zm; cornelius yanda (cyanda@hotmail.co.uk)  
**Cc:** Lovemore Mwanza  
**Subject:** FW: Data Quality Audit Programme  
**Importance:** High

Dear all,

Sorry for not clarifying yesterday and boggling your mail boxes, kindly also fill in the attached template in preparation for the upcoming DQA mission. If you can send us this data in advance, that will be great. However, when I send you the end of contract report template tomorrow morning, this is one of the table that will be included and required.

Thank you for your cooperation, Kevin.

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**From:** Kevin Chilemu

**Sent:** 11 July 2012 16:12

**To:** Aaron Mutakela (aaronmutakela@yahoo.co.uk); ben miti (benmiti3@yahoo.com); arnold yombwe (asdf1993org@yahoo.com); 'chrispin@safaidz.co.zm'; 'masausokenan@yahoo.com'; cornelius yanda (cyanda@hotmail.co.uk)

**Cc:** Lovemore Mwanza

**Subject:** Data Quality Audit Programme

**Importance:** High

Dear all,

Following the email I sent last week concerning CSH's planned data quality audit, please find attached the proposed program for conducting the audit. It is essential M&E /programs persons arrange all the necessary documentation including completed data collection forms prior to the arrival of the CSH team. Please **note** that this activity is essential as consideration is made to award new contracts.

Date (2012)	Organisation Visited	Location
18 <sup>th</sup> July	Latkings	Lusaka
19 <sup>th</sup> July	Pride Health Community	Kafue
23 <sup>rd</sup> July	SAfAIDS, ASDF	Kabwe, Mansa
24 <sup>th</sup> July	SAfAIDS, ASDF	Ndola, Kawambwa
25 <sup>th</sup> July	LSG, ASDF	Luanshya, Samfya
26 <sup>th</sup> July	SAfAIDS, LSG and ASDF	Feedback arrangements*
27 <sup>th</sup> July	Report writing	

\*Actual arrangements will vary per location and as guided by the CSH team.

Please let us know if you have any questions or whether you have some areas of concern. Telephone calls will follow this notice. Thank you for your support.

Kevin Chilemu

Monitoring and Evaluation Specialist

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Email: [kchilemu@cshzambia.com](mailto:kchilemu@cshzambia.com) / [kchilemu@gmail.com](mailto:kchilemu@gmail.com)

**CORRESPONDENCE #3: Between CSH and Mr. Cornelius Yanda from Pride Health Community**

**From:** Kevin Chilemu  
**Sent:** Thursday, July 12, 2012 5:31 AM  
**To:** cornelius yanda  
**Subject:** RE: Product tracking form

Great work! Thanks  
Kevin

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**From:** cornelius yanda [mailto:cyanda@hotmail.co.uk]  
**Sent:** 12 July 2012 11:24  
**To:** Kevin Chilemu  
**Subject:** Product tracking form  
**Importance:** High

Kevin,

Find attached is the product tracking form for the 2012, from pride community health organisation.

regards,

Cornelius.

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**From:** KChilemu@cshzambia.com  
**To:** aaronmutakela@yahoo.co.uk; benmiti3@yahoo.com; asdf1993org@yahoo.com; chrispin@safaid.co.zm; cyanda@hotmail.co.uk  
**CC:** LMwanza@cshzambia.com  
**Subject:** FW: Data Quality Audit Programme  
**Date:** Thu, 12 Jul 2012 08:11:20 +0000

Dear all,  
Sorry for not clarifying yesterday and bogging your mail boxes, kindly also fill in the attached template in preparation for the upcoming DQA mission. If you can send us this data in advance, that will be great. However, when I send you the end of contract report template tomorrow morning, this is one of the table that will be included and required.

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Please let us know if you have any questions or whether you have some areas of concern. Telephone calls will follow this notice. Thank you for your support.

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## **CORRESPONDENCE #4: Between CSH staff members including notes of a DQA meeting with ASDF**

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**From:** Answell Chipukuma

**Sent:** Thursday, September 27, 2012 5:16 PM

**To:** Kevin Chilemu; Phaniel Mandevu; Elizabeth M. Maliwa; Lillian Byers; Anock Kapira

**Cc:** Florence Mulenga; Christina Wakefield

**Subject:** Notes from the Quality Assessment Feedback for ASDF

In attendance were;

1. Daniel Yombwe	M&E officer	Action for Social Development Foundation (ASDF)
2. Arnord Kunda	CEO	ASDF
3. Phaniel mandevu	SAF manager	CSH
4. Answell Chipukuma	BCC Advisor	CSH
5. Elizabeth Maliwa	HIV Specialist	CSH
6. Aguilar Marcela	ICF macro Washington	

The meeting was called to order by Phaniel Mandevu at about 10.45hrs and the visitors were welcomed and made to feel at home.

Elizabeth made a presentation highlighting the following components of the Data Quality assessment Feedback for ASDF;

- An overview on Data quality Assessment Feedback (what is involved, objectives, what data quality audit and what is looked for in data quality audit)
- ASDF reporting requirements
- Results on data collection
- Results on data storage
- Results data reporting and
- Recommendations

The chairperson then congratulated ASDF for the good work observed and opened the discussion and the following issues came up:

1. ASDF thanked USAID for the support through CSH
2. ASDF acknowledged the feedback in that the gaps identified from field were highlighted and that the gaps provided a basis for improving performance (particularly on completeness and correctness of data)
3. On the inconsistency in data, ASDF informed the meeting that they had put in place;
  - Periodic meeting with community facilitators where they would compare notes and
  - emphasize on working together as a team.
  - Introduction of club registers which would be easy to enter as opposed to narrative reports
4. The following were brought out as challenges faced by ASDF in implementing Safe love community activities.
  - Vast distances which have to be covered between districts of Samfya, Mansa and Kawambwa
  - Low educational levels of community facilitators which influence how they comprehend issues
  - Staff turnover which forces ASDF to engage new community facilitators who do not have formal orientation

Low computer literacy leading to failure in retrieving soft copies of information from the computer

- ASDF has had requests from the DATF to include MC and alcohol abuse in their communication activities with the community.
5. Way forward for improvement:
    - CSH should give regular feedback on monthly basis instead of waiting until end of contract.
    - Continue team meetings
    - Continue use of registers for documenting all community activities
    - Reduce on narrative reports and concentrate on use of registers

- There should continuous training the new and old community facilitators on data collection and entries.
- ASDF was assured that **if they** sign the next contracts, MC and alcohol abuse will be included in contracts. The

meeting was closed at about 11.30hrs after the chairperson thanked the ASDF for coming all the way from Mansa. Best,

Answell Chipukuma

BCC Advisor

Communications Support for Health (CSH) Program

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