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FIXED AMOUNT REIMBURSEMENT AGREEMENT (FARA) V2.0: VERIFICATION REPORT

QUARTER IV OF YEAR TWO (April -June 2018)

Draft: September 28, 2018

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ACRONYMS

CHO	County Health Officer
CHT	County Health Team
COR	Contracting Officer Representative
DHT	District Health Team
EMMP	Environmental Mitigation Monitoring Plan
FARA	Fixed Amount Reimbursement Agreement
FY	Fiscal Year
GoL	Government of Liberia
iHRIS	integrated Human Resource Information System
IP	Implementing Partner
IRC	International Rescue Committee
LSA	Liberia Strategic Analysis
M&E	Monitoring & Evaluation
MoH	Ministry of Health
NCE	No Cost Extension
NGO	Non-Governmental Organization
PBF	Performance Based Financing
PIDS	Performance Indicator Database System
RMNCHA/FP	Reproductive Maternal Neonatal Child Health Activities/Family Planning
SI	Social Impact, Inc.
SOW	Statement of Work
USAID	United States Agency for International Development

EXECUTIVE SUMMARY

In August 2018, USAID/Liberia requested the USAID's Liberia Strategic Analysis (LSA) to conduct the verification of five deliverables under the Fixed Amount Reimbursement Agreement (FARA v2.0). The purpose of the verification was to provide an independent and thorough examination of the selected FARA deliverables. The verification covered Quarter IV (April-June 2018) of Year Two. The LSA Team visited twenty-nine health facilities across the three FARA v2.0 counties (Bong, Lofa and Nimba) to perform the verification exercise over 15 days (August 23-Sept 8, 2018).

In preparation for the verification exercise, LSA had meetings with the USAID FARA Management Team and agreed on the scope of work for the verification. This led to have in-brief meetings with MOH FARA Management Team. It was agreed at these meetings that LSA would conduct the field exercise before meeting respective departments at the MOH because the FARA team was still compiling the Quarter Four Progress Report.

Following are key findings:

Deliverable #2: The Terms of Reference (TOR for the independent audit of FARA EPHS FY17/18 was developed and shared. This deliverable was met.

Deliverable #3: The Copy of the FY18/19 CHT Capacity Building Performance Monitoring County Action Plans, to include critical gaps/vulnerabilities, actions to be taken, responsible parties and timelines, for Bong, Lofa and Nimba, countersigned by the CHTs were available in all three counties. This deliverable was met.

Deliverable #4: Quarterly FARA Progress Report. FARA MOH submitted copy of the progress report to USAID within the required time frame. This deliverable was met.

Deliverable #9: Receipt of iHRIS Reports from MOH containing a list of at least 28 Supervisors and 288 healthcare workers from Bong, Lofa and Nimba, who received 2-day training on Interpersonal Communication, countersigned by CHTs and NGOs. This deliverable was not met.

Deliverable #15: Quarter IV Report outlining progress to accelerate focused RMNCHA/FP outcomes in Bong, Grand Bassa, Lofa, Margibi, Montserrado and Nimba. This deliverable was met.

The report includes other observations on progress and challenges health care workers experience in carrying out their daily work.

1.0 BACKGROUND

The Fixed Amount Reimbursement Agreement (FARA v2.0) is a \$59.1 million agreement signed between USAID, and the Government of Liberia, acting through Ministry of Health (MOH) for the implementation of Liberia's 2011-2021 National Health and Social Welfare Policy and Plan. FARA v2.0 provides critical support to the Liberian health sector to reduce maternal, neonatal and child mortality through integrated systems and service delivery investments, while strengthening MOH stewardship and capacity to improve accountability and oversight.

FARA v2.0 financially supports the provision of health services in Bong, Lofa, and Nimba counties. The Government of Liberia (GoL) pre-finances FARA v2.0 through the national budget with USAID reimbursing fixed amounts quarterly to the GoL for the achievement of predetermined outputs. The agreement period of performance is January 1, 2016, to December 31, 2020.

1.1 Objectives

The purpose of this verification was to gather data, conduct reviews/analysis of reports and verify evidence of training and health care services delivered as per the Ministry of Health & Social Welfare FARA plan for quarter four FY17/18.

The Mission selected five deliverables under the FARA Framework for this review to assure implementation compliance with the agreed standards and that services are managed fairly, efficiently and effectively. The verification collected evidence of the deliverables through field visits, interviews, observation and reviews of reports for Quarter IV of Year Two (April – June 2018); and validated the quality of the outputs reported to the Mission for the period assessed.

1.2 Methodology

The verification covered three counties (Bong, Lofa and Nimba). The data collection method used in this verification involved a desk view. The desk review was based on reports, documents and other materials from MoH and USAID FARA Management Teams.

Several meetings were held to finalize the verification plan. The verification process also used key informant interviews with CHTs and Implementing Partners, including focus group discussions, direct observations, data inspection and evidence gathering from health care workers and facilities. List of respondents interviewed, and locations can be found in Annex 9.

The MOH meetings were held after the field exercises based on an agreed schedule with the FARA MOH Management team. LSA agreed to conduct the verification with the MOH FARA management team as the MOH were consolidating progress reports for FARA Year 2 Quarter 4 (April to June FY 17/18) which was due for submission to USAID by August 31, 2018.

The verification field exercise lasted for 15 days and was undertaken from August 23 to September 8, 2018. After the field visit, the verification team had additional meetings with Africare, IRC and the MOH FARA teams to gather additional documents and conduct interviews between September 11 and 14. (Annex 6: List of LSA Team). The LSA Team split into two sub-teams. One Team focused on Bong and the second Team focused on Lofa over a period of one week. Both teams converged in Nimba to finalize the verification for additional one week.

Pre-verification in-briefing and debriefing meetings were held with the FARA Management Team at the Ministry of Health prior to the LSA team setting out to the counties for the FARA verification. In each County an in-brief and debrief meeting was held with the CHTs on the intent and findings of the verification.

USAID selected five out of the ten deliverables implemented for LSA to verify. LSA selected thirty health facilities in three counties for the verification but conducted the verification in twenty-nine facilities. The team could not conduct the verification in Burnadin due to the session of the traditional bush school.

LSA compiled information and held in-brief and de-brief meetings with the CHTs in the three counties visited. Adequate and proper procedures were adapted to support evidence and accuracy of data, observations and conclusions contained in this report.

2.0 Findings, Recommendations and Conclusions

I. Deliverable #2: Copy of the Terms of Reference (TOR) for the independent audit of the FY17/18 FARA EPHS Contracts with NGOs and MOUs in Counties

Deliverable # 2 was met. The LSA verification team held discussions with the CHTS, FARA PMU, IRC and Africare on deliverable #2 and the below information was verified.

The FARA PMU held discussions with IRC and Africare on the development of a Term of Reference (TOR) for the conduct of an independent audit of FY17/18 FARA EPHS and Contract with NGOs and MOUs in the three counties.

IRC and Africare confirmed that the MOH discussed the development of a TOR for an independent audit of FARA EPHS FY17/18. IRC confirmed receiving an agreed TOR from the MOH and that the IRC has advertised a request for proposal (RFP) to hire a firm that will conduct the audit. The procurement process for an independent audit is ongoing with IRC during the verification.

Africare stated that it has not received any written TOR from the MOH/FARA for the proposed independent audit. However, the MoH and Africare confirmed a “No Cost Extension-(NCE)” for Africare implementation in Nimba County thus the TOR for an independent audit of Africare implementation is hinged to the end of the NCE period.

See annex I for TOR from the MoH/FARA to IRC.

Deliverable # 2 has a second part with a phrase that reads: “*and MOUs in the Counties*”. This second part is not addressed. The FARA Leads’ along with the counties Community Health Departments directors (CHD) reported that they are not aware of any MoU that should have been signed with the IPs at county level. The FARA Lead at MoH also confirmed the statements of the CHD directors and stated that “all agreements” with implementing partners are signed at the Ministry of Health & Social Welfare.

Observation

Both CHTs and FARA MoH management teams did not understand that the MOUs signed with IPs (IRC and Africare) should have had copies at the CHTs.

Recommendations:

The verification team recommends that:

- a) Key terms or phrases in the FARA Project Deliverables and relevant terms be defined and the information shared with respective contract holders and implementing staff.

Conclusion:

The verification team concludes this deliverable was achieved.

2. Deliverable #3: Copy of the FY18/19 CHT Capacity Building Performance Monitoring County Action Plans, to include critical gaps/vulnerabilities, actions to be taken, responsible parties and timelines, for Bong, Lofa and Nimba, countersigned by the CHTs

Deliverable # 3 was fully met. LSA observed that County Health Services (CHS) Division of the MOH conducted a capacity needs assessment of the CHTs and the findings were shared with each county team. The capacity assessment was followed up with the development of County Capacity Building Performance Monitoring Action Plan by each CHT. The LSA team observed that predefined criteria were set and used to assess each CHT capacity. Thematic management areas considered by the assessment, included; the generality of the CHT management practices and readiness of each CHT to take on added contractual responsibilities. The capacity assessment focused on the following project management areas:

Financial Management

The financial management assessment in each county focused on the accounting system and practices that included: internal control, application, financial reporting practices and qualifications and competence of finance staff. County staff that directly work in finance or handle cash were interviewed as well as staff that interact with or has links to cash handling.

Procurement/Inventory/Handling & Storage

The assessment analyzed each CHT procurement procedure, handling and storage practices as well as assets, goods and supplies documentation. Observations made on the procurement process show that each county has a dedicated procurement officer whose responsibility is to lead on the purchase of goods, works and services. On inventory and documentation, the capacity assessment determined that the CHTs did not have schedules and updated records for assets, nor an inventory and asset committee within the CHT. The assessment made recommendations to the CHTs on actions that could improve processes on documentation and reporting on procurement, goods, services and works management.

Health Service Management and General Coordination

The capacity assessment identified general health management and coordination issues. For example, limited supervision, lack of written and approved localized internal controls or guidelines and low enforcement of existing control measures in delivering services at the district level. District staff complained about inadequate resources to facilitate routine activities; such as transportation, availability of basic stationery to support regular and schedule supervision and mentorship.

Observation:

The structure of the questions used in the capacity and readiness needs assessment of the CHTs were too general and open ended leaving opportunity for multiple responses. Analysing responses from such questionnaire can lead to varying interpretation for a given tool or question.

Recommendation:

LSA recommends that future capacity assessment of the CHTs should be designed with predetermined questions that capture specific health management system information. This will be important to capture trend, pattern and produce consistent analysis that can be easily replicated, modified and could serve as reference for research and other purposes.

Conclusion:

This deliverable was achieved.

- 3. Deliverable #4: Quarterly FARA Progress Report includes the following:**
 - a) **An executive summary of key activities, and successes and challenges encountered in Quarter 4, to be shared with Senior Management in the MOH and USAID**
 - b) **Screenshot to confirm that the quarterly FARA Performance Monitoring Plan indicators were loaded into PIDS**
 - c) **EMMP annual progress report submitted to USAID for approval**

The MOH FARA/PMU presented its Quarterly Progress Report (April to June 2018) to USAID within the required reporting period. The last quarterly report recommended that USAID provides FARA/PMU a reporting template or format. It is not clear whether the reporting format MOH FARA used for this reporting period meets the Mission standard. LSA determined that this deliverable was met.

Below is LSA feedback on FARA Year Two, Quarter Four Progress Report:

- a) The FARA Year two, Quarter four progress report is presented as an executive summary in a matrix (table) on five pages with all deliverables for the quarter stated as met or partially met. However, it should be noted that deliverable # 4, Bullet A, requires an executive summary of key achievements, successes and challenges encountered. The matrix neither provided explanation on the quality of success nor stated what were the implementation challenges. Thus, the LSA verification team cannot judge content and quality of the executive summary.
- b) FARA MoH team entered in PIDS data for the quarter under review. These were in line with the screen shots provided in the progress report.
- c) The FARA-quarterly Environmental Mitigation Monitoring Plan (EMMP) report is embedded within the Year-two Quarter four progress report. The EMMP plan instructs that a quarterly EMMP review is conducted at the county level and reported upon with technical guidance from the FARA Environmental Compliance Officer, on a quarterly basis, and indicators from the monitoring plan are reported and counter verified by compliance officer.

d)

Observation:

Progress made on identified issues in the quarterly EMMP could get forgotten amongst the long list of recommendations that are made in the general quarterly progress report. The EMMP progress report should be published as a separate report so that it is easy to follow up on issues that are critical to project success and management decision making.

Recommendations:

The Mission should agree on a modified FARA progress reporting template or format for the FARA Report. Other reports that should have an agreed format are: EMMP and Performance Base Financing (PBF).

Conclusion:

LSA Team concludes that MOH achieved this deliverable. However, the MOH needs to improve on the presentation and format of the FARA quarterly progress report.

- 4. Deliverable #9: Receipt of iHRIS Reports from MOH containing a list of at least 28 Supervisors and 288 healthcare workers from Bong, Lofa and Nimba, who received 2-day training on Interpersonal Communication, countersigned by CHTs and NGOs.**

The CHTs confirmed the attendance of supervisors to a staff training on interpersonal communication in the County Health Services Offices at Phebe Hospital, Bong County. The names of supervisors that attended the training was verified in the three counties.

The roll down training on interpersonal communications for other health care workers was carried out separately in Nimba and Lofa Counties. The Nimba roll down training was decentralised to two locations: Saclepea and Sanniquellie while the Lofa County roll down training was conducted in Voinjama, Foya and Zorzor.

The verification team met and confirmed the roll down training with some health care workers at their respective health facilities. Health care service providers gave examples of skills and knowledge learned during the training. Ms Wenwu Zayzay, RM of Zebay clinic shared her experience saying “ I learned better ways on how to talk better with people that I meet and treat. I also learn how to control my emotions when under pressure”.

Observation:

The Lofa, Bong and Nimba CHTs reported that they all conducted roll down training in inter personal communication for health care workers in the three counties, however the iHRIS report from the MOH reports 152 participants completing the interpersonal community training as compared to the targeted 288 health care workers. No explanation is given from the MOH FARA quarterly report as to why the interpersonal communication training (IPC) was conducted outside the quarter in Nimba and Bong Counties.

The HR Manager in each of the three counties were not involved fully in the following:

- a) In the planning of health workers training,
- b) In the collection, recording and reporting of data on health workers competencies and the
- c) Maintenance of records on pre and post test for competence based training.

Recommendation:

The CHT teams should align their data collection and record keeping of all training with the MOH Central iHRIS data collection system.

CHT HR departments be active participants in the collection, record keeping for all knowledge and skills training that are formal or semi-formal for all health care workers. This will help provide basis for appraisal of health workers competencies annually and service quality.

Conclusion:

This deliverable was not achieved as nearly half of the target beneficiaries were not trained within the project schedule time.

5. Deliverable #15: Quarter IV Report outlining progress to accelerate focused RMNCHA/FP outcomes in Bong, Grand Bassa, Lofa, Margibi, Montserrado and Nimba, against the achievement of the following

Maternal and Newborn Death Reports

The MOH FARA quarterly report presented 28 maternal deaths and 48 neonatal deaths for the quarter under review. The verification team reviewed both maternal and neonatal death records from the FARA report and the FHD report for the quarter. A review of these reports shows that the Family Health Division (FHD) report presented 30 maternal deaths and 33 neonatal deaths. The verification team would think that both FARA and FHD reports should be consistent on the progress of the RMNCHA/FP data outcomes. However, these reports presented different data on maternal and deaths. Reports on maternal and neonatal deaths from Margibi, Montserrado and Grand Bassa were not reviewed as the verification cover only Bong, Lofa and Nimba Counties. The neonatal deaths reported from Bong, Lofa and Nimba Counties are consistent with the FHD and FARA reports.

Observation: Maternal and Neonatal Deaths

- a) Field tracking and recording of maternal death in the counties are reported within the framework of the death reporting protocol.
- b) The quality of documentation (diction or words use to describe events) will require improvement to help give clear and concise information surrounding the death reported.
- c) The FARA and FHD quarterly report has discrepancies in maternal death reported. See below summary.

- i) FARA Progress report has a total of 28 maternal death reported
- ii) FHD report shows 30 deaths
- iii) Lofa RMNCH/A report says four deaths while the actual recorded field data reports 20 deaths with one reported missing death file.

The total combined maternal deaths recorded during the verification in the three counties based on actual field files are 45 deaths. However, FARA progress report and FHD report 28 and 30 deaths, respectively. Seventeen maternal deaths were not reported.

RMNCHA/FP

A review and comparison of the FARA quarterly progress report and the FHD on Family Planning (FP) show consistency of the data for clients reached with the various FP products in all counties.

Field data shows that the figures reported were collected during the reporting period

Weekend bonus

Weekend deliveries were reviewed in the twenty-nine health facilities. All the health facilities visited had on duty a trained health care staff every weekend to support expectant mothers before, during and after labor. Health workers interviewed confirmed receiving weekend delivery bonus payments. The team observed that weekend delivery bonus payments was completed in Lofa County while payments were ongoing at some health facilities in Bong and Nimba Counties.

Health staff also reported that there are other bonuses that have not been paid during the past two quarters. The bonuses expected or pending are: Community Meeting Support Bonus and Facility Bonus

Observation:

- a) Weekend deliveries records in most clinics throughout the three counties are not systemically and chronologically recorded. Some records of deliveries dates are not consistent with the dates in the registries and on the pathographs. In addition, staff do not make notation or sign off on the document to indicate corrections made on errors in the delivery registries to align with the pathographs recordings.
- b) Some health care workers (e.g. Registered Nurse, Registered Midwives, Certified Midwives) are not oriented on how to complete the various clinical forms. For example, delivery registry, pathographs, death tracking form, etc.
- c) Most health workers are not informed or aware of the schedule for incentives payment for the various health and community activities.

Conclusion

The deliverable was achieved.

ANNEX I: DELIVERABLES AND OUTPUTS

IR I
<p>1. Deliverable # 2: Copy of the Terms of Reference (TOR) for the independent audit of the FY17/18 FARA EPHS Contracts with NGOs and MOUs in Counties</p> <p>a) Copy of the Terms of Reference (TOR) for the independent audit b) The FY17/18 FARA EPHS Contracts with NGOs and MOUs in Counties</p>
<p>2. Deliverable #3: Copy of the FY18/19 CHT Capacity Building Performance Monitoring County Action Plans, to include critical gaps/vulnerabilities, actions to be taken, responsible parties and timelines, for Bong, Lofa and Nimba, countersigned by the CHTs</p> <p>a) Signed Copies of the FY18/19 CHT Capacity Building Performance Monitoring County Action Plans for Bong, Lofa and Nimba, countersigned by the CHTs</p>
<p>3. Deliverable # 4: to include</p> <p>a) An executive summary of key activities achieved, and successes and challenges encountered in Quarter 4, to be shared with Senior Management in the MOH and USAID b) Screenshot to confirm that the quarterly FARA Performance Monitoring Plan indicators were loaded into PIDS c) EMMP annual progress report submitted to USAID for approval</p>
<p>4. Deliverable 9 # Receipt of iHRIS Reports from MOH containing a list of at least 28 Supervisors and 288 healthcare workers from Bong, Lofa and Nimba, who received 2-day training on Interpersonal Communication, countersigned by CHTs and NGOs.</p> <p>a) IHRIS Reports from MoH containing list of 28 supervisors and 288 health care workers that received interpersonal communication training counter signed by CHTs and NGOs.</p>
<p>5. Deliverable #15: Quarter 4 Report outlining progress to accelerate focused RMNCHA/FP outcomes in Bong, Grand Bassa, Lofa, Margibi, Montserrado and Nimba, against the achievement of the following:</p> <p>a) Analysis of all Maternal and Newborn Death Reports and Reviews, conducted as per Ministry policy and protocols, and evidence of follow up b) Report on district contraceptive outreach days conducted in each district for that quarter, indicating the number of beneficiaries reached per district population c) \$5 weekend bonus for midwives or healthcare worker that keep at least 190 facilities open and operational over the weekend to assist with facility-based delivery</p>

ANNEX 2: FIELD WORK SCHEDULE

August 2018 FARA 2.0 Year two Quarter Four April to June 2018 Verification Schedule

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12	13	14	15	16	17 Request Verification document from FARA MOH & Share Schedule for verification	18
19	20 Review of background document and preparatory work continue	21 Review of background document and preparatory work continue	22 Visit MOH as a start of the verification process	23 Two teams Travel of three persons each travel to Bong and Lofa Counties. Meet with the Bong CHT	24 Two teams of three persons each work at separate locations in Bong and Lofa Counties	25 Two teams of three persons each work at separate locations in Bong and Lofa Counties
26	27 Two teams of three persons each work at separate locations in Bong and Lofa Counties	28 Two teams of three persons each work at separate locations in Bong and Lofa Counties	29 Two teams of three persons each work at separate locations in Bong and Lofa Counties	30 Two teams of three persons each work at separate locations in Bong and Lofa Counties	31 Two teams of three persons each work at separate locations in Bong and Lofa Counties	1 Both Team One and Two travel to Nimba County
Sept 2018						
2	3 Both Teams conduct an in brief meeting with the Nimba CHT	4 Both teams visit separate health facilities and conduct verification	5 Both teams visit separate health facilities and conduct verification	6 Both teams visit separate health facilities and conduct verification	7 Both teams visit separate health facilities, conduct verification. and hold debrief meeting with the Nimba CHT	8 Team returns to Monrovia
9	10 Confirm Central MOH Meetings	11 Meeting with FARA PMU and other departments	12 Sort field data and plan meeting to complete data collection at MOH & NGOs	13 Meeting with IRC and Africare and MoH Departments	14 Begin draft of report	15

16	17	18	19	20	21	22
	Draft preliminary findings in PPT and narrative	Prepare / draft report	Present PPT and share draft report with Mission	Debrief FARA MoH presentation	Submit Report to Mission	

ANNEX 3: LIST OF HEALTH FACILITIES VISITED

No.	FACILITY NAME	Unique ID	HF TYPE	DISTRICT
Nimba County				
1	Vayenglay Clinic	LR33-000047	Clinic	Gbehlageh
2	Zorgowee Clinic	LR33-000030	Clinic	Gbehlageh
3	Bunadin Clinic	LR33-000048	Clinic	Saclepea
4	Duo Clinic	LR33-000045	Clinic	Saclepea
5	Flumpa Com. Clinic	LR33-000002	Clinic	Saclepea
6	Karnwee Clinic	LR33-000001	Clinic	Saclepea
7	Kpaytuo Clinic	LR33-000059	Clinic	Saclepea
8	Kpein Clinic	LR33-000010	Clinic	Saclepea
9	St. Mary's Clinic	LR33-000019	Clinic	Saniquelleh
10	Gbeivonwea Clinic	LR33-000035	Clinic	Twan River
Bong County				
1.	Belefanai Clinic	LR06-100002	Clinic	Zota
2.	Gbalatuah Clinic	LR06100011	Clinic	Zota
3.	Gbanla Community Clinic	LR06-100012	Clinic	Suakoko
4.	Janyea Clinic	LR06-100018	Clinic	Jorquelleh
5.	Palala Clinic	LR06-100022	Clinic	Panta-Kpaai
6.	Garmue	LR06-100010	Clinic	Panta-Kpaai
7.	Sanoyea Clinic	LR06-100026	Clinic	Sanoyea
8.	Samay Clinic	LR06-100025	Clinic	Jorquelleh
9.	Kelebei Clinic	LR06-100037	Clinic	Sanoyea
10.	Zebay	LR06-100032	Clinic	Panta-Kpaai
Lofa County				
1.	Yeala Clinic	LR21-000014	Clinic	Zorzor
2.	Zolowo Clinic	LR21-000022	Clinic	Zorzor
3.	Balagwalazu Clinic	LR21-000054	Clinic	Zorzor
4.	SalayeaCom. Clinic	LR21-000020	Clinic	Salayea
5.	Gorlu Clinic	LR21-000048	Clinic	Salayea
6.	FoyaTengia Clinic	LR21-000023	Clinic	Foya
7.	Warsonga Clinic	LR21-000042	Clinic	Foya
8.	Sarkonedu Clinic	LR21-000030	Clinic	QuarduGboni
9.	Barkedu Clinic	LR21-000035	Clinic	QuarduGboni
10.	Lawalazu Clinic	LR21-000033	Clinic	Voinjama

ANNEX 4: TEAM COMPOSITION

1. Jeff Juaquellie, M&E specialist
2. Susan Kleeme, M&E Specialist
3. Nyan Zikeh M&E Specialist
4. Malay Taylor M&E Specialist

Team 1 (Travel to Bong and Nimba)

1. Jeff Juaquellie, M&E Specialist-Lead
2. Nyan Zikeh M&E Specialist

Team 2 (Travel to Lofa and Nimba)

1. Susan Kleeme, M&E Specialist
2. Malay Taylor, M&E Specialist

ANNEX 5: LIST OF DOCUMENTS REVIEWED
MoH/CHTs and IPs (Africare, IRC) documents

1. OG225 MOH EPHS Audit TOR. PDF: Term of Reference for the independent audit of FARA Year II FY17/18 FARA EPHS Contracts with NGOs and MOUs in Counties
2. FARA Progress Report (April-June 2018) Aug 28, 2018.pdf
3. FHD Q42018 del. Report
4. Bong-RMNCH April-June 2018
5. Lofa RH Comprehensive Report April - June 2018
6. Bong-Maternal Death Analysis for April-June 2018
7. Nimba Maternal death review data
8. LCHT capacity building plan (I)
9. Nimba Capacity building plan
10. Bong Capacity building plan
11. Final Readiness-assessment Report for Bong, Lofa and Nimba
12. Lofa Y2 DIP 2017-2018
13. Environmental Monitoring and Mitigation Report (I)
14. Lofa-FDHT Interpersonal Communication Training Report
15. Zorzor-Interpersonal Communication Training Report
16. Nimba EPHS report for April to June
17. IRC & LCHT combined progress report (I)
18. IRC-Lofa-PBF Invoices.pdf
19. Lofa Detail Implementation Plan
20. Bong Detail Implementation Plan
21. Nimba Detail Implementation Plan

ANNEX: 6 QUESTIONS GUIDE: KEY INFORMANT AND/OR FOCUS GROUP / MOH/CHTS AND IPS

CENTRAL LEVEL and COUNTY LEVEL

▪ FARA Manager/County Health Services Director/IP Directors

1. Are you aware of the FARA Deliverable for an independent audit of FARA?
2. Have you held discussions with the IP on the development of a TOR? If yes, where are minutes?
3. What type of audit is the Term of Reference focus? (Check for a TOR for an independent audit for the FY 17/18 FARA EPHS contracts and MOU with NGOs)
4. Are copies of the EPHS MoU available and maintained in the county?

▪ Capacity Building Performance Monitoring County Action Plan

1. Did the MoH FARA/PMU set up a capacity needs assessment team to work with for the CHTs?
2. Were critical gaps/ system vulnerable points and needs identified in the counties?
3. Did MoH/CHTs prepare or develop Capacity Building Performance Monitoring Plans?
4. Were the Capacity Building Performance Monitoring County Action Plans signed off in the counties?
5. How are health facility level staff involve in the development of the performance plan at the facility level?

Quarterly FARA Progress Report

1. Has the FARA PMU prepared the quarterly progress report?
2. Does the report have an executive summary?
3. To whom the FARA PMU share the quarterly progress:
4. Has FARA /PMU uploaded the Quarterly Performance Monitoring Indicators in PIDS?
5. Does the PIDS screen shot reflect the progress?
6. Has the annual EMMP progress report been submitted?

Receipt of iHRIS Reports from MOH containing a list of at least 28 Supervisors and 288 healthcare workers from Bong, Lofa and Nimba, who received 2-day training on Interpersonal Communication, countersigned by CHTs and NGOs.

1. Did the MoH/CHT conduct training in interpersonal communication skills for health workers
2. What was the type and level of interpersonal communication skills training?
3. Who were the beneficiaries or participants for the training?
4. Who records and keep records of the training?
5. Are reports and results of training certified or signed off by the CHTs and NGOs?

▪ Family Health Division Director

1. Does the CHTs members keep updated with the Maternal /Neonatal death tracking protocol?
2. Is there a tracker for maternal and neonatal death for the quarter with each CHT?
3. Are maternal /neonatal deaths tracked and records completed within the reporting time?
4. Did the CHTs develop plans for improvement and prevention of challenges? If yes, can CHT share the plans
5. Did the CHT plan districts contraceptive days and per district?
6. Were beneficiaries number capture and disaggregated by sex and age groups?
7. Did the CHTs paid weekend delivery bonus to health workers?
8. How many health facilities were kept open during weekends?

ANNEX 7: LIST OF PERSONS CONSULTED AND INTERVIEWED

No	Name	Position	Telephone Number
Ministry of Health & Social Welfare			
1	Mrs. Louise T Mapleh	FARA Manager -MoH	
2	Gametta Brown	FARA Project Assistant	0886424671
3	Patience Cooper Togba	Deputy Director-PBF	0886450160
4	K. Tendra Tenwah-Gweh	Coordinator-FHD	0886409020
5	Mardea F Zaway	Admin Assistant PBF	0886518426
6	Theophile NIEZIRYAYO	TA-PBF	0881357772
7	Martha J Dennis	PBF Officer	0886550220
8	Ishmeal N Belleh	PBF Officer	0886612110
Implementing Partners			
9	Faith Cooper	Country Director-Africare	0778509749
10	Grace Mwangi	Acting Country Director-IRC	077794995
Bong County			
11	Alphanso Kofa	CHDD/Acting CHO- Bong CHT	08880598859
12	Macdella M Bruce	FARA Focal Point Bong County	0770769135
13	John G Gleekiah	Clinic Coordinator- Bong CHT	0886483172
14	Barsee Y. Zogbaye	Head RH Unit - Bong CHT	0886421062
No	Name	Position	Telephone Number
15	Jerries L Walker	HR-Bong CHT	0886577239
16	George Watson	ACCF FARA- Bong CHT	0775248256
17	Daniel T Mulbah	Dispenser- Gbarnla Clinic	0880004980
18	Jerry B. King	Vaccinator-Gbarnla Clinic	0886841638
19	Rufus G. Kollie	Registrar- Gbarnla Clinic	0886655593

No	Name	Position	Telephone Number
20	Abraham B. Kerkulah	Vaccinator- Gbarnla Clinic	0886976575
21	Yankai B. Mulbah	OIC- Gbarnla Clinic	0886441398
22	Joe Sulonteh	Security- Gbarnla Clinic	
23	Quita Bina	Cleaner- Gbarnla Clinic	
24	Kebeh M. Beyan	RN/OIC - Zebay Clinic	0886829038
25	Washington Paye	Lab Assistant - Zebay Clinic	0880648217
26	Andrew T. Llyod	Dispenser - Zebay Clinic	077800795/ 0886968563
27	Moses D Nyahn	Registrar - Zebay Clinic	0881860551
28	Precious G Bryant	Cleaner - Zebay Clinic	08886965787
29	Adema Jalibah	Security- Zebay Clinic	
30	Whenmu Zayzay	RM- Zebay Clinic	0776800953
31	John N Kermue	Vaccinator - Zebay Clinic	0886638379
32	Mulbah A. Paye	Vaccinator - Zebay Clinic	0888148671
No	Name	Position	Telephone Number
33	S. Orando Boye	HIV Counsellor - Zebay Clinic	0886487039
34	Joseph K. Gbaenjah	LPN/Screenener - Zebay Clinic	0886820080
35	Solomane K Swaray	OIC -Samay Clinic	08866547115
36	Sarah F Woyea	RM -Samay Clinic	0886204315
37	Obadiah Kermue	OIC -Samay Clinic	07774347492
38	Exodus Klemee Jr	Vaccinator/NA -Samay Clinic	0777668423
39	Esther Folokulah	RM -Samay Clinic	0770309845
40	Patricia D. Johnson	RM -Samay Clinic	077701122
41	Kollienyman Cooper	RN -Samay Clinic	0770155369
42	Victor A Gbanyan	Volunteer -Samay Clinic	0770155368
43	Gabriel Mulbah	NA-Samay Clinic	077831835
44	William K. Cmmue	Vaccinator -Samay Clinic	0778444018
45	Osayo N. Garyem	Dispenser -Samay Clinic	0778815364

No	Name	Position	Telephone Number
46	Rebecca D. Vesselee	OIC – Garmu Clinic	0880379063
47	Massa Dukuly	CM- Garmu Clinic	0880538130
48	Frances C Dennis	CM Garmu Clinic	0880482465
49	Grace M woah	Dispenser Garmu Clinic	0886982218
40	Moses N. Warmeli	Vaccinator Garmu Clinic	0880387253
41	Omiford W. Vanwolo	Vaccinator Garmu Clinic	0555062040
42	Wilmot D Darwolo	Registrar Garmu Clinic	0886958821
43	Annie D Kerkula	Janitor – Garmu Clinic	0886926722
44	Saye M. Wonmei	DSO Panta District	0886898207
45	Esther Wolobah	RN-Screener -- Palala Clinic	0886602924
46	Elizabeth G. Kerkulah	CM-- Palala Clinic	0886460455
47	Eva M. Bartuah	CM -- Palala Clinic	0886839708
48	Ruth K. Vesseelee	RM -- Palala Clinic	0886125773
49	Garmai S. Browne	DHO -- Palala Clinic	0886421184
50	Sam T. Kollie	Dispenser --Kelebei Clinic	0886944373
51	Gabriel G Barclay	Registrar--Kelebei Clinic	0881335690
52	Fatu Nelson	Cleaner--Kelebei Clinic	0881729746
53	Moses Kamah	Security--Kelebei Clinic	0881729745
54	Fred P Walawulu	Vaccinator--Kelebei Clinic	0881269229
55	Hannah Paye	NA/Vaccinator--Kelebei Clinic	08805117796
56	Lorpu B. Sarmu	OIC --Kelebei Clinic	0886572299
57	Victor T Gwenigale	CHSS --Kelebei Clinic	0881063698
58	Amos B Rennie	Administrator- Sanoyea Clinic	0888980036
59	Solomon G Zwenah	CHSS--Sanoyea Clinic	0886123045
60	Sumo Binda	Cleaner --Sanoyea Clinic	0881024635
61	Miatta M Karkollie	OIC--Sanoyea Clinic	0886301454

No	Name	Position	Telephone Number
62	Korpo Akoi	CHSS--Sanoyea Clinic	0886888791
63	Rommina T. Yah	OIC--Sanoyea Clinic	0886564573
64	Adella Lee	RM--Sanoyea Clinic	0886271023
65	Joana Gardner	RM--Sanoyea Clinic	0886750667
66	Philomena J Flomo	CM--Sanoyea Clinic	0886268354
67	Rebecca Y Morris	DHW--Sanoyea Clinic	0886491474
68	Berry T Kaine	Dispenser--Sanoyea Clinic	0886545860
69	Bendou Yah	Registrar--Sanoyea Clinic	0888197014
70	Gbarbea Tesheler	Cleaner--Sanoyea Clinic	0886540274
71	Steward McGill	Vaccinator--Sanoyea Clinic	0888701716
72	James S Gbarnjah	Vaccinator--Sanoyea Clinic	0886433802
73	Rosetta K Smith	DRHS Sanoyea District	0886493316
Nimba County			
74	Prince K Sesay	CHSA --Nimba CHT	
75	Dr. Philip K SAHR	CHO --Nimba CHT	
76	Emmanuel L. Boyah	CFP --Nimba CHT	
77	C. Paul Nyanzee	CHDD --Nimba CHT	
78	Prince Z Woloway	HR / Assistant --Nimba CHT	
79	Rufus G Saye	CHSA Assistant --Nimba CHT	
80	Alexander Kesselly	M&E Officer --Nimba CHT	
81	Karntay Deemie	Clinical Supervisor --Nimba CHT	
82	Genevie K Zorh	Flumpa Clinic	0778100928 / 0776547388
83	Esther B. Yeanay	Vaccinator--Duo Clinic	0880701541
84	Audrick W. Karpoteh	Screeener--Duo Clinic	0886964600
85	Albert S. Quoi	Registrar--Duo Clinic	0886593655

No	Name	Position	Telephone Number
86	Cooper Karmah	Vaccinator--Duo Clinic	0888939005
86	Wilson S. Makehyor	Dispenser--Duo Clinic	0886662868
87	Zazay N. Quoi	Lab Aid--Duo Clinic	0888262042
88	James Buhmean	DCHV --Duo Clinic	0881857330
89	Jacqueline Paypay	RN/MCH Head --Mehnlah Clinic	0776672328 /0886672328
90	Arhtur Waie	Dispenser --Mehnlah Clinic	0886609603
91	Joseph Lankar	Lab Assistant --Mehnlah Clinic	0770584192
92	Amos Flomo	Cleaner --Mehnlah Clinic	0886323221
93	Markson Flomo	Security --Mehnlah Clinic	0881027633
94	Peter Yeanay	Registrar --Mehnlah Clinic	0886931199
95	Augustine Siafa	Vaccinator --Mehnlah Clinic	0881244606
96	Edwin S Tarr	Vaccinator --Mehnlah Clinic	0886255796
97	Wehye L. Yengan	OIC-- Karnwee CLinic	0886458663
98	Clarence Vaye	Registrar-- Karnwee CLinic	0776033716
99	Alex Yardolo	Cleaner -- Karnwee CLinic	0776388910
100	Princess C Guen	CM -- Karnwee CLinic	0776755024
101	Peter Q Moimuh	Lab Assistant- Karnwee CLinic	0770242680
102	Massa M. Dukuly	RN/OIC Kpien Clinic	0886593539
103	Comfort Kpokor	Vaccinator Kpien CLiinc	0886613127
104	Oliver D Mandien	RN/CHSS Kpien Clinic	0886702029 / 0777935364
105	Paul S.G Lawhyee	Dispenser Kpien Clinic	0886498910
Lofa County			
106	James Kollie	OIC/ Sarkonnedu Clinic	/0770015830
107	Nancy Thompson	CM Sarkonnedu Clinic	/0777992549
108	Loleyah Kollie	Lawalazu Clinic	0770177343

No	Name	Position	Telephone Number
109	Korpo Lewis	OIC-Barkedu Clinic	0777820809
110	Sonnie Guzesh	RM- Barkedu Clinic	0776423727
111	Wilhilmina Dixon Momo	RM- Barkedu Clinic	0777700693
112	Sienah Korzebah	RM --Foya Tenga	0770467363
113	Alhaji Kromah	OIC --Worsonga Clinic	0770452260
115	Tina Fiamahn	OIC --Gorlu Clinic	0776375621
116	Saybah T. Konnie	RM --Gorlu Clinic	0777619997
117	David K. Gbakpaku	OIC -Zolowo Clinic	0886648800
118	Zogbo W. Kpayieli	RM --Zolowo Clinic	0886893207
119	Yassah A. Johnson	RM --Zolowo Clinic	0886768287
120	Kebeh Flomo	RM--Yeala	0777688496
121	Korpo Gayflor	RM --Balawalazu	0776461322
122	William Koiwn	OIC --Balawalazu	0777245897
124	Celia Cyrus	RM --Salayea	0886433466