

OneImpact CLM Implementation Process

To pilot test and to support OneImpact CLM scale-up OneImpact a 12-month period is required.

Steps	Details
Month 1: Feasibility and Needs Assessment	
1. Lead Community-based organization (CBO) conducts the needs and feasibility assessment (including legal landscape assessment)	<ul style="list-style-type: none"> The lead CBO works with multiple partners to conduct the assessment A lawyer conducts the legal landscape assessment The lead CBO synthesizes the information in the form of a OneImpact Action Plan
2. Lead CBO and National TB Programme (NTP) identify and mobilize the OneGroup	<ul style="list-style-type: none"> The lead CBO, in collaboration with the NTP, sends an email with Terms of Reference to the selected organizations to appoint focal people to the OneGroup. The lead CBO convenes and facilitates the first meeting of OneGroup to present the Conceptual Framework and using the OneImpact CLM Action Plan template and to agree on key components of the project.
3. Lead CBO convenes the OneGroup and prepares the multi-stakeholder / inception OneImpact CLM meeting.	<ul style="list-style-type: none"> The lead CBO convenes the OneGroup to prepare the multi-stakeholder / inception meeting. The lead CBO invites participants agreed upon and finalizes the agenda
Month 2 and 3: Adaptation Process, solution development and testing	
4. Lead CBO, with strategic guidance from the NTP, convenes the multi-stakeholder / inception meeting.	<ul style="list-style-type: none"> The lead CBO convenes the multi-stakeholder / inception meeting with strategic guidance from the NTP. Meeting goals include: <ul style="list-style-type: none"> Orienting participants to the concept of OneImpact CLM, presenting and discussing the results of the needs and feasibility assessment. Demonstrating OneImpact platform. Commencing the adaptation of OneImpact with people affected by TB leading the process. Seeking consensus on the OneImpact Action Plan, including project indicators, how data will be responded to local, community and programmatic levels.
5. Lead CBO secures approval from respective assessment sites.	<ul style="list-style-type: none"> The lead CBO shares OneImpact Action Plan with partners from respective sites to seek approval to conduct OneImpact CLM.
6. Lead CBO and OneGroup adapt OneImpact	<ul style="list-style-type: none"> The lead CBO manages the adaptation process, working with the SMART set up or with the developers (e.g., Dure Technologies or local developer). The oversight committee approves the content of OneImpact platform.
7. Lead CBO works with solution developers to test the solution incorporating feedback from test users	<ul style="list-style-type: none"> The lead CBO tests the solution with test users, updating the platform using the SMART set up or working with the developers (e.g. Dure Technologies or local developer)
8. Lead CBO and NTP host a meeting of OneGroup to share and seek validation of adapted platform	<ul style="list-style-type: none"> NTP and CBO finalize agenda for OneGroup CBO invites and hosts a meeting of OneGroup to share final solution and seek validation. Lead CBO facilitates the incorporation of any changes requested from the OneGroup using the SMART set up with the solution developer. Lead CBO and NTP finalize agenda for the multi-stakeholder group to share adapted product and plans for use.
9. Lead CBO and NTP organize a meeting of the multi-stakeholder group	<ul style="list-style-type: none"> Lead CBO and NTP invite and host a meeting of the multi-stakeholder group to share the final adapted product and plans for use.

Steps	Details
Month 4: Training	
10. Lead CBO trains OnelImpact users (People affected by TB, First Responders and Accountability Dashboard Users)	<ul style="list-style-type: none"> • Using the OnelImpact User Guides the lead CBO develops a training curriculum for OnelImpact Users. • The Lead CBO trains OnelImpact Users <ul style="list-style-type: none"> • People affected by TB • First responders who use data at individual and community levels • NTP staff among other partners who can access and use the aggregated data in the TB response. • Using the OnelImpact User Guides on data privacy and network security a lawyer trains the lead CBO on data privacy and network security.
Month 5: OnelImpact Launch	
11. Lead CBO and NTP publicly launch OnelImpact CLM	<ul style="list-style-type: none"> • The Lead CBO adapts communication materials (poster and video) to promote the use of OnelImpact among people affected by TB in different facilities and settings. • The NTP or other stakeholders can publicly launch the OnelImpact intervention.
Month 5-11: Data collection, analysis and reporting	
12. Lead CBO implements the baseline assessment	<ul style="list-style-type: none"> • The Lead CBO adapts the Stop TB Partnership OnelImpact baseline assessment and shares results with OneGroup.
13. Lead CBO monitors First Responder Dashboard to ensure that community responders are responsive to problems being reported.	<ul style="list-style-type: none"> • The Lead CBO monitors First Responder Inbox • First responders coordinate responses to each TB challenge reported • Depending on the outcome of the response the First Responder will register the TB challenge as resolve, declined, unresolvable.
14. Lead CBO works with users to identify technical problems and challenges implementing the CLM intervention.	<ul style="list-style-type: none"> • The Lead CBO implements the supervisory plan and works with user to identify and overcome challenges. All challenges should be documented. • The Lead CBO shares regular (monthly) reports on project indicators (1) Usability of the App 2) Efficiency of the First Responder Response 3) Resolution status of challenge reported and 4) CLM / programmatic indicators, based on the plan on how data is collected, analyzed and shared.
Month 12 Evaluation of the OnelImpact CBM intervention	
15. Lead CBO conducts the end of project evaluation	<ul style="list-style-type: none"> • The Lead CBO adapts the Stop TB Partnership OnelImpact end of project evaluation and shares these and monitoring results with NTP. • The NTP validates results. • Lead CBO develops action plan to address results to inform scale-up plans. • NTP validates the action plan.
16. Lead CBO and NTP organize a meeting of OneGroup.	<ul style="list-style-type: none"> • Lead CBO and NTP invites and hosts meeting of the OneGroup to share findings, action plan and scale up plan. • Lead CBO incorporates feedback from OneGroup into action and scale-up plan.
Month 12 OnelImpact CBM Scale up	

Steps	Details
17. NTP and Lead CBO host meeting of the multi-stakeholder group to discuss and prepare scale up plans.	<ul style="list-style-type: none">• The Lead CBO and NTP invite and host a meeting of the multi-stakeholder working group to present the scale up plan.• Actions required to scale up intervention are documented and validated.