ARQ Sex Worker (SW) Intervention Sheet

Purpose
A major purpose of PANCEA is to document intervention expenditures and outputs. We want to know how much it costs to provide selected HIV prevention services, and the factors determining efficiency (cost per output) and quality.

The ARQni focuses on facility characteristics and expenditures with limited specific reference to SW. The ARQsw sheet focuses on the SW activities in the facility during the last month and most recently completed fiscal year. It enumerates intervention outputs as well as the predictors of efficiency and indicators of quality.

Simply put, a SW intervention is an HIV prevention intervention that has SW as its main target population. Thus, a wide variety of intervention activities may be included within this rubric. Here is a definition of SW activities for our purposes: any activities targeted at sex workers for the purpose of preventing HIV and STI infection and transmission. Examples of activities include but are not limited to voluntary counseling and testing (VCT), HIV and STI education, treatment and/or prevention programs, vocational training, and peer support groups.

Data Collection Approach
In general, rely on written records, wherever possible. These may be formal summaries or reports, or raw records like log sheets. A number of questions in this instrument require data for each of the 12 months in the selected fiscal year. Let the respondent know this in advance so that the necessary records can be available. (See the manual section on Working with Facilities for more guidance on this.)

If records are unavailable, ask for the respondent's best estimate.

A few open-ended questions do not require reference to records. Otherwise, the preference on written records is for all questions.

In the “Data Sources” fields, note the source of data, as described in the Data Collection: Data Sources and below after question 6.

Question by Question

Time and Place

1. What "last month" is covered by the information provided on this sheet?
   - Format: Text, Month (mm/yyyy)
   - Purpose: To establish the time period for the “last month” or time frame within which the data will be collected. The “last month” is the most recent completed calendar month. We ask about this month because it provides the most recent data on the intervention, and because some questions require recall, which is most accurate for short recall periods (that is, recall for one month prior is more accurate than for 3 months prior).
- Reasonable answers: If today’s date is December 10th, 2002, the last completed month would be November 2002.

- Unreasonable answers: If today’s date is August 20th, 2002, an unreasonable answer would be July 15 – August 15th, 2002. While this may be a complete 30 day period, this is not a complete calendar month.

2. What "previous fiscal year" is covered by the information provided on this sheet? ("Previous fiscal year" is the most recent COMPLETED fiscal year for which records are available. This period may or may not be a calendar year.)

- Format: Text, Start Month (mm/yyyy), End Month (mm/yyyy)

- Purpose: To establish the “previous fiscal year” time frame within which the data will be collected. The “previous fiscal year” is the most recent completed fiscal year. The key elements to consider are 1) the fiscal year must be a consecutive 12 months, 2) the 12 month period may include the last month but usually won’t, and 3) the fiscal year must be a year for which the program has records. We ask for this time period because we believe the quality of data (over all instruments) may be better for this time period than for subsequent partial years.

- Reasonable answers: If today’s date is November 18, 2002, the last completed fiscal year might be January to December 2001.

  A 12 month period such as September 2000 – August 2001 is also acceptable.

- Unreasonable answers: If today’s date is November 18, 2002, the last completed fiscal year can not be January to December 2002 because the last month in the fiscal year occurs after the current month.

TIP: If the last fiscal year is January – December 2001 but records are not available, not substantially complete, or would otherwise not adequately represent the fiscal year activity, use the next previous fiscal year January – December 2000. The data collector must use his or her best judgment as to which option is preferable, using year 2001 data which is incomplete but more recent, or using year 2000 data which is more complete but less recent. In some cases, consultation with the in-country PANCEA Project Director will be warranted.

3. When did you begin providing SW services?

- Format: Text, Month (mm/yyyy)

- Purpose: To establish the time period or time frame when SW services started

- Reasonable answers: 07/1999
Outreach

Questions (4-6)

There are two parts to these questions. You must consider both parts of the questions for all the areas given.

Part 1 of the question asks for data for the last month. The “last month” was established in Question 1. The answer is “yes” or “no”.

Part 2 of the question asks the respondent to consider how often the activity occurred in the most recent fiscal year period. The “fiscal year” was established in Question 2. The drop down menu gives the respondent three possible answer choices, “never” or “sometimes” or “usually-always”. The respondent may select only one option for the answer.

In some questions, there is a line that refers to “other”, with an additional line for the respondent to specify what the “other” area is. Please use the space provided to enter your answer (in text).

- **Format:** Drop down menu with yes/no (for last month) or never/sometimes/usually-always (for last fiscal year).

- **Purpose:** These questions are important because outreach – to build demand for this program and sometimes to build demand for prevention generally – is a common part of intervention activities. These data will help us describe program “inputs” (what is required to generate demand for the services offered). When the outreach also builds demand for prevention in general or affects risk behavior, we will consider it as an “output”. The decision about when to analyze outreach as an input or an output is complicated and will be made later; regardless, we need these data.

- **Reasonable answers:** Selected from specified options.

- **Unreasonable answers:** An answer not among the options. If necessary, add explanation in the comments field.

**TIP:** “Sometimes” implies intermittent, more often **not** engaging in that outreach than engaging in it. In contrast, “**usually-always**” means always or very regularly doing that outreach.

4. **What kind(s) of outreach did you do in the last month?**

   **How often did you do this outreach in the most recent fiscal year?**

   ...Distribute flyers – posters
   ...Place advertisements in newspapers
   ...Broadcast messages over the radio
   ...Broadcast messages on TV
...Conduct street outreach. (Street outreach can also include street theater, contacts at concerts or fairs.)
...Conduct another type of outreach/publicity/marketing. If "yes", please specify.

5. In the last month, did you conduct outreach/publicity/marketing activities specifically for . . .

How often did you do this outreach in the most recent fiscal year?

...Women?
...Men?
...Pregnant women?
...Youth? *(Define age range in comments field)*
...IDU?
...MSM?
...Other?
...Specify?

6. Please estimate the percent of total program services provided to each of these demographic groups. (total may be >100%)

Of these, how many were . . .
...Women?
...Men?
...Pregnant women?
...Youth? *(Define age range in comments field)*
...IDU?
...MSM?
...Other?
...Other?
...Specify

**Question.** Data Source. This will be done for each section.

**What is the source of these data?**

- **Format:** Text

- **Purpose:** We want to know the source of our data as a quality-control check. We are the most confident of data coming directly from written records, and the least confident of estimates based on recall alone.

- **Reasonable Answers:** (See Tips below for explanation of abbreviations): “Types of outreach are SR, from a report done for a funder. Population reached is RO.”

- **Unreasonable Answers:** “Mix of records and recall.” (Too vague). “Population reached is RO.” (Incomplete).

- **Tips:** Complete this field immediately after you collect data for the section. It is not necessary to ask your interviewee for this information; rather, describe your process of obtaining the information.
The classification system is as follows:

**SR:** Written summaries or reports whose numbers are used directly. Examples: Recurrent spending from audited report; annual payroll reports used for salaries; reports to funder on number of HIV tests.

**SR-A:** Written summaries or reports adapted to our data needs: Example: Funding history translated to %s by type of funder.

**RR:** Raw written records whose numbers are used directly. Examples: Complete registers of salary or per diem payments; simple sum across 3 months to generate quarterly data; invoices for condom purchases, including number purchased; register of HIV tests completed.

**RR-R:** Raw written records informed by recall. Example: Incomplete registers of salary or per diem payments; invoices for condom purchases, with recall for number purchased and thus price.

**WP:** Written policies/protocols. Example: Counseling protocol.

**EE:** Estimation extrapolated from similar data. Example: Salary to hire someone to do volunteer’s work, based on a similar employee’s salary.

**RO:** Recall only. Example: Percent effort on 2 interventions; supply outages; STI follow-up return rates.

**Guess:** Really rough estimate. No basis in data.

Please try to classify all data sources into these categories. However if you encounter sources of data that don’t fit, do not try to make them fit. Instead, describe the data source you used with explanations describing its possible inaccuracies. We will improve this data classification system as we gain experience. The information you provide on the data sources you find is important to this process.

### Activity Output Grid

This grid is designed to allow for maximum flexibility in specifying SW intervention outputs. This is important since SW interventions can provide heterogeneous mixes of outputs (or activities, or services) that may vary substantially from one SW program to another. The grid also collects basic, essential information about the characteristics of each activity such as location, duration, staffing, and participation.

The spreadsheet has a completed example in Column R. This illustrates a plausible answer set for one SW activity.

7. **Please describe the activities that your program conducts with SWs (open-ended, then use prompt lists)**

- **Format:** Text

- **Purpose:** To establish the mix of specific activities provided by the program in the last month and most recent fiscal year. This is essential to understand the program’s approach, and to lay the groundwork for describing the resources used to provide activities.
8. Where does this activity take place?

- **Format:** Text

- **Purpose:** To establish the venue for each activity. This is essential to understand how the activity is delivered and possibly the kind of SWs that might be reached.

- **Reasonable answers:** A place, such as “program office,” “training center” or “street in red light district”

- **Unreasonable answers:** Not a location, e.g., “large table”. Vague, e.g., “Outside”. Implausible given activity, e.g., “Street” for “vocational training in sewing-machine use”

**TIPS**

More than one location may be entered if necessary.

9. What types of PROGRAM PERSONNEL (paid and volunteer) are involved in this activity?
10. In the last month (or when most recently done), how many PROGRAM PERSONNEL were usually involved in each episode of this activity?

- **Format:** Number
- **Purpose:** To establish the quantity of staffing for each activity. This is essential to understand how the activity is delivered, including the personnel resources required. It is asked for the last month and for the most recent fiscal year.
- **Reasonable answers:** 1. 2. Perhaps up to 5.
- **Unreasonable answers:** A number larger than 5 is a lot for a single episode of an activity. If so, explain in the Comments.

**TIPS**

If the number of staff involved in each episode of the activity varies widely, estimate the average number of staff involved and insert a comment to clarify.

This is one of four activity characteristics that the ARQsw tracks over time.

11. In the last month (or when most recently done), how many SEX WORKERS usually received services in each episode of this activity?

- **Format:** Number
- **Purpose:** To establish the number of SWs participating in each activity. This is essential to understanding how many people receive the activity, and also how the activity is delivered. It is asked for the last month and for the most recent fiscal year.
- **Reasonable answers:** 1. 5. Perhaps up to 10 or 20.
- **Unreasonable answers:** A number larger than 20 is a lot for a single episode of an activity. If so, explain in the Comments.
TIPS

If the number of sex workers receiving services in each episode of the activity varies widely, estimate the average number of sex workers involved and insert a comment to clarify.

This is the second of four activity characteristics that the ARQsw tracks over time.

12. Does this activity have a set or usual number of episodes for completion?

- **Format:** Text/Number
  
  IF NO: enter "NO"
  
  IF YES: Ask - How many episodes constitute "completion"?

- **Purpose:** To establish how the activity is delivered and how likely an individual SW is to be counted as participating in multiple episodes. This is essential to understanding how many SWs receive the activity, and also how the activity is delivered.

- **Reasonable answers:** 1. 5. 30.

- **Unreasonable answers:** “Yes.” If yes, the NUMBER of episodes should be entered.

TIPS

If the respondent distinguishes between the suggested or required number of episodes, versus the number typically done, note in the Comments.

13. In the last month (or when most recently done), what was the average DURATION of each episode of this activity? (in minutes)

- **Format:** Number

- **Purpose:** To establish the duration of each activity. This is essential to understanding the staff resources required, and also how the activity is delivered. It is asked for the last month and for the most recent fiscal year.

- **Reasonable answers:** 10. 20. Perhaps up to 60.

- **Unreasonable answers:** A number larger than 60 minutes is a lot for a single episode of an activity. If so, explain in the Comments.

TIPS

This is the third of four activity characteristics that the ARQsw tracks over time.

14. How many episodes of this activity occurred in the last month?

*** LINK TO LAST FY GRID Q16 ***

- **Format:** Number
• **Purpose:** To establish the frequency of each activity. This is essential to understanding the staff resources required, how the activity is delivered, and the number of SWs reach. It is asked for the last month and for the most recent fiscal year.

• **Reasonable answers:** Variable; depends on the activity.

• **Unreasonable answers:**

**TIPS**

This is the fourth of four activity characteristics that the ARQsw tracks over time.

The “LAST FY GRID” starting in Row 73 asks for the same information for time periods in the last fiscal year.

Between question 14 and 15, there are several rows of calculated values for staff hours and participating SWs that should be read to the respondent as feedback for verification. These values are calculated automatically. For example, the total staff hours for each activity and overall (Grand Total Staff Hours) are calculated.

These should be read to and verified with the respondent. For example, “From what you’ve told me, we calculated that the Vocational training used 8 staff-hours in the last month. Is that correct?” If he or she responds “No” or “That seems wrong”, then review the factors that determine staff hours (e.g., number of staff per episode, duration, and number of episodes), and change them to corrected values and re-verify the total staff time.

Also check “Grand Total Staff Hours”, and adjust inputs as needed.

Use the same process for the “Estimated SWs participating last month”. For example, “From what you’ve told me, the Vocational training had 40 SWs participating in the last month. Is that correct? Do we need to adjust for SWs participating in this activity more than once last month?” Depending on the respondent’s answer, review the factors that determine number of SWs (number receiving services per episode and number of episodes). Prior responses can be corrected. Also, question 15 can be completed to explain SWs participating more than once per month.

**15. Estimated SWs participating, last month**

• **Format:** Number

• **Purpose:** This allows the respondent to estimate the number of individual SWs participating in each activity, if they did not agree with the values calculated.

• **Reasonable answers:** Variable; depends on the activity.

• **Unreasonable answers:** A number that is significantly outside the range of number of SWs participating in other activities may indicate a problem. The data collector should review the factors that the respondent gives that
determine the number of SWs (e.g., number receiving services per episode and extent of repetition across episodes).

**TIPS**

If the value differs from the values calculated from previous responses (shaded in gray), discuss in Comments field.

16. How many episodes of this activity occurred in the most recent fiscal year?  
(This question is linked to question 14 that asks for episodes for the last month)

- **Format:** Number

| Last month fiscal year detail: Enter data into the table next to the columns that give the month and year. The question asks for data for the fiscal year by monthly or quarterly total. The “fiscal year” was established in Question 2. |

- **Purpose:** To establish the frequency of each activity. This is essential to understanding the staff resources required, how the activity is delivered, and the number of SWs reach.

- **Reasonable answers:** Variable; depends on the activity.

- **Unreasonable answers:** Unlikely to be less than last month. If so, explain in comments.

**TIPS**

This is the fourth of four activity characteristics that the ARQsw tracks over time.

**Questions 17 – 19**

There are up to three parts to each question corresponding to each activity listed in the activity grid.

**Part 1** Most recent fiscal year: Were there changes in the (duration, number of personnel, number of SWs) of the activity episode? Yes/No

**Part 2** Change date: If yes in Part 1, enter the month and year that the change was made.

**Part 3** Prior value: If yes in Part 1, enter the value that occurred before the change (prior duration, prior number of personnel, prior number of SWs.)

- **Format:** Yes/no, date mm/yyyy, minutes

- **Purpose:** The purpose of these questions is to capture fluctuations in outputs that may affect efficiency of the activities conducted.

- **Reasonable answers:** No, n/a, n/a
Unreasonable answers: Yes, 02/2002, blank. There is no answer indicating the value prior to the change. By answering “Yes” in part 1, that indicated that there was a change. We would expect a prior value to be within 20% of the current value. If a greater than 20% change is indicated, note the reason for this level of change in the comments field.

17. In the most recent fiscal year, were there changes to the duration of the activity episode compared to the last month?

Change?
Change date.
Duration prior value

18. In the most recent fiscal year, were there changes to the number of personnel per episode compared to the last month?

Change?
Change date.
Number of personnel prior value

19. In the most recent fiscal year, were there changes to the number of SWs per episode compared to the last month?

Change?
Change date.
Number of SWs prior value

Questions 20 – 23 STI & VCT services

There two parts to each question, data for the last month, and data for the most recent fiscal year.

Part 1 Last month: asks for total outputs for the last month. The “last month” was established in Question 1.

Part 2 Data for the most recent fiscal year. The “most recent fiscal year” was established in Question 2. This part of the question requires providing a value for the total year. See the answer spaces provided and fill in the information accordingly.

- Format: Number

- Purpose: In this section we collect outputs that are the intermediate step between the intervention and the number of HIV infections averted. This is a key step in measuring efficiency (cost per output) and in estimating effect on risk behaviors (each output has an effect in reducing risk behaviors).

We ask questions about STI and VCT in the SW sheet because these services may be provided as a small part of the SW activity. It’s worthwhile (important!) to collect these data, and we do so efficiently with just a few questions. If STI or VCT constitutes a substantial (>10%) portion of the SW program, it may be worthwhile to
complete an entire ARQ intervention sheet; please consult with the PANCEA SF team.

TIPS: We anticipate that the totals data for these questions will be available in a combination of summary reports; lab records; and appointment and treatment logs.

20. If your intervention provides STI services, how many cases did you detect of each of the following in the last month? (If STI services are not provided, go to question #21)

During all of the most recent fiscal year?

NOTE this is the most essential output for STI services.

The following question includes a list of etiologic diagnoses (Gonorrhea through Bacterial vaginosis) and syndromes (Urethral discharge through Genital ulcers). Depending on the management approach used at the facility (syndromic or etiologic), some rows may be empty or nearly so.

- Gonorrhea
- Syphilis
- Chlamydia
- Herpes
- Chancroid
- Trichomonas
- Bacterial vaginosis
- Urethral discharge - men
- Vaginal discharge or genito-urinary complaint - women
- Lower abdominal pain - women
- Genital ulcers - men or women
- Other
- Specify

- Format: Number
- Purpose: This is an important output. The best predictor of the impact of STI services on HIV transmission is the number of cases detected (and treated). This information will be used in calculations of efficiency (cost per case detected and treated) and in estimating HIV epidemic impact. The mix of different diagnoses is important because of different effects on HIV transmission.
- Reasonable answer: Depending upon the size of the program and the diagnostic method used, these numbers will vary.
21. To how many individual clients did you provide HIV pre-test counseling in the last month?

During all of the most recent fiscal year?

- **Format:** Number
- **Purpose:** We ask this to understand how many SWs get this part of the VCT service, and to allow us to calculate attrition across the remaining steps of the VCT process. This affects the efficiency of delivering the full set of VCT services and is an indicator of quality (reflected in ability to get clients to complete the sequence of steps in VCT).
- **Reasonable answers:** 25, 3. This should be the total for the last month.
- **Unreasonable answers:** Unlikely (but not impossible) answers for the last month total would be 0 or a number equal to or greater than the total for the fiscal year. The number entered here would not be less than the number of HIV-positive clients who received post-test counseling (Question 23) unless there is large fluctuation in number of individuals tested per month (i.e., many testers finishing up from VCT started previously, but few new test-seekers in the last month).
- **Tips:** In situations where more than one person is pre-test counseled at a time, be sure to enter the number of individuals participating and not the number of sessions.

22. To how many individual clients did you provide an HIV test in the last month?

During all of the most recent fiscal year?

- **Format:** Number
- **Purpose:** This is a key output. It is in the middle of the VCT cascade from pre-test counseling, to testing, to post-test counseling. It also is a direct predictor of a key recurrent expense – HIV test kits.
- **Reasonable answers:** This number should be close to the number of people receiving HIV pre-test counseling, or slightly less.
- **Unreasonable answers:** Normally not more than the number of individuals getting pre-test counseling, or not less than the number of HIV tests positive or clients receiving results.
23. To how many HIV-positive clients did you provide HIV post-test counseling in the last month?

During all of the most recent fiscal year?

- **Format:** Number
- **Purpose:** This is a key indicator of the population diagnosed with HIV, a key outcome of VCT. It indicates efficiency in achieving the full VCT, and helps predict the impact of the intervention on the epidemic.
- **Reasonable answers:** This number should be less than the number of people receiving HIV pre-test counseling (Question 21) or receiving HIV tests (Question 22), except potentially if there is large month-to-month variation in VCT volume.
- **Unreasonable answers:** The number is usually not more than the number of post-test counseling sessions, number of HIV tests or number of clients receiving results.

24. [If month to month variation ≥ 20%]

I see that the number of episodes of your primary activity varied by month. The highest was [#] in [month], and the lowest was [#] in [month]. What factors do you think explain this variation? (List the “primary activity” used for this question.)

(Prompt, only if necessary)

[If month to month variation < 20%]

Many programs have a wide variation in their outputs. Please tell me what you think accounts for this stability, given all the factors that could affect your services.

- **Format:** Text
- **Purpose:** To capture main factors that have influence on high and low levels of outputs, which may affect efficiency.
- **Reasonable answers:** We expect answers to be things like transportation or travel difficulties due to rainy season; a funding delay due to an administrative issue such as money was released to the program late; or a shortage of key staff or supplies, or a planned service interruption to allow staff to do training. Other possible answers could be external program issues such as police harassment.

  “Don’t know” is also reasonable.

- **Unreasonable answers:** “It varied because some months are busier” is just repeating the question. Any answer that does not
appear to explain the actual pattern is also unreasonable.

Tips: When asking the question, review with the respondent the high and low months and the difference between these two numbers. Give the respondent time to think about the possible answers. If after a few minutes they do not have any ideas, then you can prompt them with possible factors. However, do not suggest what you think the answer might be; the aim is to capture what factors the respondent thinks explains the variation.

25. How many condoms did clients obtain from you in the last month?

During ALL of the most recent fiscal year?

- Format: Number; Number
- Purpose: This question is intended to measure another important output of prevention programs – condoms. This can be used to estimate epidemic impact. It also can be checked against recurrent supplies to help estimate costs.
- Reasonable answer: 2500
- Unreasonable answers: We would not expect the number for the last month to be greater than the total for the entire fiscal year. Exceptions to this are if the intervention was in a start up period, which would account for low outputs in the fiscal year, and is now operating at high volume.

26. What percent of these condoms were purchased?

During ALL of the most recent fiscal year?

- Format: Percent; Percent
- Purpose: Condoms that are purchased are more likely to be used than those obtained free.
- Reasonable answers: Any percent – all condoms may be handed out for free (0% purchased) or all may be sold by the program to the clients (100% purchased).
- Unreasonable answer: 1200. This is a number and not a percent

Timing of services: hours, wait time

Questions (27 - 30)

- Format: Drop down menu, text and date in mm/yyyy.
- Purpose: The following questions provide important information about access to services. Providing longer hours, and evenings and/or weekends, may improve
access (and perceived quality) but may also increase costs. This information will be used in predictors of efficiency of services.

These are 4 part questions.

Part 1 of the question asks you to select an option from the pull down menu for the last month. The “last month” was established in Question 1.

Part 2 of the question asks the respondent to consider if the answer in Part 1 was true for the entire fiscal year period. If so, the answer in part 2 would be “yes”. If the answer in part one was not true for the entire fiscal year, the answer in part 2 would be “no”.

Part 3 of the question is asked if the respondent answered “no” in part 2, indicating that a change occurred during the fiscal year. It asks what was the situation prior to the change that occurred?

Part 4 of the question asks if you answered “no” in part 2, (which would indicate that a change occurred during the fiscal year), when did the change occur? If you answered “yes” in part 2, you would enter “n/a” in part 4.

27. How many hours per week did you offer SW services in the last month? Include all hours when at least one of your services was available.

Was this the same for ALL of the most recent fiscal year?

(If "no") How many hours per week did you offer SW services previously?

(If no to prior question) When did you make this change?

- **Reasonable answers**: 60 hours – seems high for weekly, make sure respondent was not reporting monthly.

- **Unreasonable answers**: 20 hours per week; Yes, 10 hours per week, 05/2000. In this example, Part 2 should be “no” since the activity changed during the fiscal year.

28. Did you offer these services in the evenings and on weekends in the last month? Include all hours when at least one of your services was available.

Was this the same for ALL of the most recent fiscal year?

(If "no") When did you offer these services previously?

(If no to prior question) When did you make this change?

- **Reasonable answers**: The drop down menu allows gives you the choice of “both evenings and weekends, evenings only, weekends only, neither”

  Both evening and weekends, No, neither, 05/2001.

- **Unreasonable answers**: Evening only; Yes; Both; N/A – The answer “Yes” to the second part should mean “n/a” is the correct response for the third part.
Tip: “Weekends” are defined as any part of either Saturday and/or Sunday. “Evenings” are the hours after normal business closes, usually after 5 pm.

29. In the last month, how long did clients wait in the facility before receiving your services? (average minutes across all services delivered in your facility)

- **Format:** Minutes
- **Purpose:** The clients’ experience is an important measure of perceived quality. Shorter wait times are preferable. This may affect demand for SW at this facility. This is used in regression equations to predict output and efficiency.
- **Reasonable answers:** 1 hour, or 3 hours.
- **Unreasonable answers:** 10 minutes – verify (and so note in the comments) how the system works to keep waits so short. 7 hours – verify (and so note in the comments) if clients really waited all day.

30. If there is a waiting area: Three times during the day (morning, mid-day, and evening or close to closing time), look at your watch, write down the time of day and the number of people in the waiting room.

- **Format:** Time, Number
- **Purpose:** This may serve as an important independent verification of the previous question on waiting time, though data from only one point in time.

This is a two part question that occurs at three time intervals

Record the time of day.

Directly observe the number of people who are physically present in the waiting area for SW services. Count the number of people apparently awaiting services and record that number. Do not count small children who are accompanying adults.

- **Reasonable answers:** 8:00 am, 38; 1:30 pm, 18; 4 p.m. 2.
- **Unreasonable answers:** 8:00 am, 5; 1:30 pm, 18; 4 p.m. 50. This answer may not make sense -- unless there is an evening session.

Contacts and Reporting

31. What did you do to notify partners of STI-infected clients in the last month? ("yes" or "no" for each)

...Telephone partners
...Visit partners
...Encourage clients to notify their partners
...Other? Specify.
32. **To what services did you refer your clients in the last month?**

Was this the same for ALL of the most recent fiscal year?

(If "no") To what services did you refer your clients previously?

(If no to prior question) When did you make this change?

- **Format:** Drop down menu, text and date in mm/yyyy.
- **Purpose:** The following questions provide important information about access to services. This information will be use in predictors of efficiency of services.
- **Reasonable answers:** VCT, vocational training; no; VCT, vocational training, peer support groups; March 2002
- **Unreasonable answers:** Primary health care services; Yes, VCT services, 05/2000. In this example Part 2 should be “no” since the activity changed throughout the fiscal year.

**Fees: posted**

33. **Do you charge one inclusive price for all services or separately for each component of your services?**

- **Format:** Drop down menu- Inclusive, separate, or n/a
- **Purpose:** To establish the structure of charges for services. One inclusive price for all services means that there a client would pay one price and receive all components of SW services for that price. This is important both for how the questionnaire is administered, and for how clients use services (perhaps less likely to drop out after paying the full price).
(If "inclusive", use the "all services" section of question 34 only; if "separate", use all sections of question 34 except for "all services")

Questions 34- 36

These are 4 part questions.

Part 1 of the question asks you to give the amount or select an option for the last month. The “last month” was established in Question 1.

Part 2 of the question asks the respondent to consider if the answer in Part 1 was true for the entire fiscal year period. If so, the answer in part 2 would be “yes”. If the answer in part one was not true for the entire fiscal year, the answer in part 2 would be “no”.

Part 3 of the question is asked if the respondent answered “no” in part 2, indicating that a change occurred during the fiscal year. It asks what was the situation prior to the change that occurred? If you answered “yes” in part 2, you would enter “n/a” in part 3.

Part 4 of the question is asked if the respondent answered “no” in part 2, indicating that a change occurred during the fiscal year. It asks when did the change occur? If you answered “yes” in part 2, you would enter “n/a” in part 4.

34. In the last month, what was your POSTED FEE for . . .

...All services?
...Activity #1 - #10?
...An HIV VCT?
...STI services?
...Condoms?
...Other?

Was this the same for ALL of the most recent fiscal year?

(If "no") What price did you charge previously?

When did you make this change?

- **Format:** Number, currency, yes/no, date mm/yyyy.

- **Purpose:** Fees charged for goods or services are important because of their effects on demand (higher charges usually result in lower demand). This will be used in regression equations to predict output and efficiency. It also should match up with data on client income.

- **Reasonable answers:** 20, pesos, yes

- **Unreasonable answers:** Responses that do not fit the logic outlined in boxed text.

35. Among those who paid for VCT services in the last month, what was the average amount paid for:
Complete this question only if some clients pay a reduced price for services.
(If "inclusive" was given as the answer to question 33, use the "all services" section of this question only; if "separate", use all sections of this question except for "all services").

...All services?
...Activity #1 - #10?
...An HIV VCT?
...STI services?
...Condoms?
...Other?

Was this the same for ALL of the most recent fiscal year?

(If "no") What was the average amount paid previously? Currency

When did you make this change?

- **Purpose**: This question is the last part of understanding what clients have to pay to receive services. It predicts demand – outputs, and efficiency.

- **Reasonable answers**: Less than charges (Question 34), since this question is asked only if some clients received reduced prices.

- **Unreasonable answers**: More than or equal to charges (Question 34), since this question is asked only if some clients received reduced prices. Also, if charges are for "all services" should have n/a for charges for specific services.

36. What percentage of your clients received services for free in the last month?

Was this the same for ALL of the most recent fiscal year?

(If "no") What percentage of your clients received services for free previously?

When did you make this change?

- **Format**: %, yes/no, %, mm/yyyy

- **Purpose**: This question helps in understanding what clients have to pay to receive services. It is especially important for understanding if client can avoid financial barriers to care. It predicts demand – outputs, and efficiency.

- **Reasonable answers**: 20%, no, 50, 04/2001

- **Unreasonable answers**: Responses that do not fit the logic outlined in boxed text.

For questions (37-42)

These are 3 part-questions.

Part 1 of the question asks for data for the last month. The “last month” was established in Question 1.
37. Did you monitor the number of clients seen by each staff member in the last month?

Was this the same for ALL of the most recent fiscal year?

(If no to prior question) When did you make this change?

- **Format:** Yes/no, yes/no, mm/yyyy

- **Purpose:** This question and following questions assess incentives to staff. The first few questions determine what performance is measured. The last two questions ask how that information is used for rewards and penalties. This information is potentially an important predictor of outputs and efficiency, to be used in econometric regressions.

- **Reasonable answer:** Yes, yes, n/a

- **Unreasonable answers:** Responses that do not fit the logic outlined for this question.

**Tip:**

By “monitor” we mean some regular, quantitative measure of the number of clients seen. This could be a running register or samples on certain days, or reviews of counseling lists, or some other measure.

38. Did you monitor how polite staff members are to clients in the last month?

- **Format:** Yes/no, yes/no, mm/yyyy

- **Purpose:** This information is potentially an important predictor of outputs, quality, and efficiency.

- **Reasonable answer:** Yes, yes, n/a

- **Unreasonable answers:** Responses that do not fit the logic outlined for this question.

**Tip:**

By “monitor” we mean some regular, systematic measure of politeness appropriate to the local setting. This might be observations by a supervisor.
39. Did you monitor whether individual staff members followed protocol in the last month?

- **Format:** Yes/no, yes/no, mm/yyyy

- **Purpose:** This set of questions assess incentives to staff. This information is potentially an important predictor of outputs, quality, and efficiency, to be used in econometric regressions.

- **Reasonable answer:** Yes, no, 02/2002

- **Unreasonable answers:** Responses that do not fit the logic outlined for this question.

**Tip:** By “monitor” we mean some measure of following protocol(s) for interacting with clients. This might be observations by a supervisor, or completion of a checklist by the staff person.

40. Did you monitor the performance of facility staff in any other way in the last month?

...Specify (text)

- **Format:** yes/no, yes/no, mm/yyyy

- **Purpose:** This information is potentially an important predictor of outputs, quality, and efficiency.

- **Reasonable answer:** no, yes, n/a

- **Unreasonable answers:** Responses that do not fit the logic outlined for this question.

41. Did you reward staff members for exceptionally good performance in the last month?

- **Format:** Yes/no, yes/no, mm/yyyy

- **Purpose:** This set of questions assesses incentives to staff. Incentives provided for good performance is potentially an important predictor of outputs, quality, and efficiency.

- **Reasonable answer:** Yes, yes, n/a

- **Unreasonable answers:** Responses that do not fit the logic outlined for this question.

**Tip:** By “reward” we mean any meaningful positive incentive – financial such as bonuses or raises; promotions; gifts;
added days off with pay; favorable evaluations; public notice such as awards; a nicer workspace; etc.

42. Did you penalize any staff members for exceptionally poor performance in the last month?

- **Format**: Yes/no, yes/no, mm/yyyy
- **Purpose**: Penalties provided for poor performance is potentially an important predictor of outputs, quality, and efficiency.
- **Reasonable answer**: Yes, yes, n/a
- **Unreasonable answer**: Responses that do not fit the logic outlined for this question.

Tip:
By “penalty” we mean any meaningful negative incentive – financial such as docked pay; delayed promotions; days off without pay; unfavorable evaluations; public criticism of any type; a less desirable work space; etc.

43. Has an evaluation by an external agency ever been conducted for this intervention, where the purpose of the evaluation is to improve the functioning of this intervention?

If yes: How many such evaluations have been conducted? (In the comments note who the evaluators were)

If yes: What did the evaluation(s) look at? (Indicate all that apply)
1 Finances  2 Operations;  3 Effects on HIV risk behavior?  4 Other, (specify

- **Format**: Yes/no, number, number(s)
- **Purpose**: This question assesses how a facility is evaluated. An evaluation by an outside agency may provide less biased feedback which could lead to better quality of services
- **Reasonable answer**: Yes, 1, 4.Finances
- **Unreasonable answer**: Yes, 1, 4.Finances. Who the evaluators were was not noted. In the comments field, enter the name of the evaluator, e.g.FHI.

**Service and stock interruption**

Questions 44 - 46 ask about interruptions to supplies and staff.

These are 4 part questions

- **How many times** they ran out in the last month.
- **How many times** they ran out in the most recent fiscal year.
- **Total days** they were out during the last month.
- **Total days** they were out during the most recent fiscal year.
44. How many times did you run out of any crucial item in the last month?

…How many total days were you out of crucial items in the last month?

During ALL of the most recent fiscal year . . .

- Format: number

- Purpose: This question assesses the frequency of shortages in a key input. It is used along with the other questions in this section as a predictor of the efficiency of operation.

- Reasonable answer: 2 times, 10 times, 15 days, 60 days. Running out is typically more common for a year than for a month. Days out (duration) are almost always more than times out (number of separate occasions).

- Unreasonable answer: 2 times, 10 times, 1 day, 5 days. It is highly unlikely that the supply interruptions lasted less than a day on average.

TIP: “Crucial items” are inputs without which providing SW services is difficult or impossible.

45. How many times was key staff absent when you expected them to be present in the last month?

…How many total days was key staff absent in the last month?

During ALL of the most recent fiscal year . . .

- Format: number

- Purpose: This question assesses the frequency of shortages in key staff. It is used along with the other questions in this section as a predictor of the efficiency of operation.

- Reasonable answer: see previous question

- Unreasonable answer: see previous question

TIP: “Key staff” are staff members who are essential to providing SW services.

46. TOTAL: How many total days did you lack supplies (of any kind) or key staff in the last month?

During ALL of the most recent fiscal year . . .

- Format: Number
**Purpose:** This question asks the respondent to summarize the number of times and days for shortages in any of the following: HIV test kits, supplies and/or key staff. It is used along with the other questions in this section as a predictor of the efficiency of operation.

**Reasonable answer:** Less than the sum of the answers to the prior questions, since lack of any two categories (HIV test kits, supplies, or key staff) on the same day counts as just one episode and one day.

**Unreasonable answer:** A value higher than the sum of the answers to prior questions. If equal to the sum, be sure there are no overlapping days of shortage.

**Tip:** This question is similar to the prior questions except it asks about *any* lack of inputs (supplies, staff). It focuses only on the last month.

### Similar Services in Community

The following questions (47 - 52) establish from what area(s) clients who travel from afar come from to obtain SW services at this program, and if and what other SW services are in the vicinity. This is important as a measure of competition for clients among providers of SW.

**47. Please describe the area from which most of your clients came last month (mark on map).** (Part 1)

Please also mark the general location of other organizations that provide SW services for people in this area. (Part 2)

**Format:** Map of the area printed on a separate full sheet of paper.

**Purpose:** This question establishes from what area(s) clients come from to obtain SW services at this program. It is used to interpret the following questions on other SW providers, and to describe the area/population in the programs catchment area.

**Tips:**

- The respondent should outline the geographic area(s) where most clients come from.
- Make sure the respondent knows how to properly read the map. If necessary, orient and help them by pointing out landmarks and verifying the locations they mark.

**48. How many other organizations provided SW for people in this area in the last month?**

**Format:** Number

**Purpose:** This is a measure of competition for SW services that are accessible to clients in the same catchment area. This can affect the quality of service provided and the cost if fees are charged to clients.
- 49. Please name up to three of these facilities.

When did this facility begin providing SW services?

- **Format:** Text, date (mm/yyyy)
- **Purpose:** By listing the name of three organizations that provide SW services in the same area, we can estimate the relative impact that each of these organizations may have on competition for clients, service quality and cost.

- **Reasonable answer:** The Venus Center, 06/2001.

- **Unreasonable answer:** Vocational training. This is the type of service provided and not necessarily the name of the organization providing the services. We will need the name of the organization and the date or estimated date that they began providing services. If the date is unknown and you are not able to provide an estimate, enter DK.

- 50. Were the same facilities providing SW services in this area for ALL of the most recent fiscal year?

- **Format:** Yes/No
- **Purpose:** To determine if there was a change in the number of facilities providing services. This increases the number of data point we have because we will know that 2 facilities existed for a certain number of months, and then 5 facilities existed for a certain number of months. This increases the number of data points in the econometric analysis.

- **Reasonable answer:** Yes

- **Unreasonable answer:** Blank. If the answer is not known or you are not certain, provide an explanation in the comments field.

- 51. If “no”, how many organizations provided SW services in the most recent fiscal year, in addition to those already mentioned?

- **Format:** Number
- **Purpose:** To determine if there was a change in the number of facilities providing services. This increases the number of data point we have because we will know that 2 facilities existed for a certain number of months, and then 5 facilities existed for a certain number of months. This increases the number of data points in the econometric analysis.
52. Please name up to three of these OTHER facilities.

When did this facility begin providing SW services?
When did this facility stop providing SW services?

- **Format**: Text, date (mm/yyyy)
- **Purpose**: By listing the name of three organizations that provide SW services in the same area, we can estimate the relative impact that each of these organizations may have on competition for clients, service quality and cost.

- **Reasonable answer**: The Venus Center, 06/2002, 10/2002
- **Unreasonable answer**: Vocational training. This is the type of service provided and not necessarily the name of the organization providing the services. We will need the name of the organization and the date or estimated date that they began and stopped providing services. If the date in unknown and you are not able to provide an estimate, enter DK.

Supply and demand

53. In the last month, did you have more clients than you could serve, even when you had adequate supplies and staff?

Was this the same for ALL of the most recent fiscal year?

(If "no") What was the situation previously?

When did you make this change?

- **Format**: yes/no, DK, N/A
- **Purpose**: This question is intended to identify “excess demand”, as distinguished from shortages in particular inputs (supplies or staff). By doing so, it helps determine into which econometric analysis to place this facility.

This is a 4 part question.

The last month. The “last month” was established in Question 1.

Part 2 of the question asks you to consider if the answer in Part 1 was true for the entire fiscal year period. If so, the answer in part 2 would be “yes”. If the answer in part one was not true for the entire fiscal year, the answer in part 2 would be “no”.

- **Reasonable answer**: 5
- **Unreasonable answer**: 2 . If this number is as the same number given in question 44, while it may be correct, verify that in fact the organizations are different than those in the first part of the most recent fiscal year and note this in the comments field.
Part 3 of the question is asked if the respondent answered “no” in part 2, indicating that a change occurred during the fiscal year. It asks what was the situation prior to the change that occurred? Select from the responses given in the pull down menu.

Part 4 of the question asks if you answered “no” in part 2, (which would indicate that a change occurred during the fiscal year), when did the change occur? If you answered “yes” in part 2, you would enter “n/a” in part 4.

...On how many days did this happen? Ask the respondent to give the number of days that they had more clients than they could serve even when they weren’t out of supplies or short of staff

54. Did you experience high demand on certain day(s) in the last month? (If “no”, skip to the next question)

...If “yes”, which days?

- **Format:** yes/no, text

- **Purpose:** This two-part question is intended to detect variation in demand. It is also useful in indicating in which analysis the facility should be examined.

- **Reasonable answers:** yes, Mondays; no, n/a; or yes, the 15th of the month.

- **Unreasonable answers:** Any response pair that defies the logic of the question.

55. How did the number of individuals seeking SW services vary by day of the week in the last month?

- **Format:** text

- **Purpose:** This question is intended to detect weekly patterns in demand. These may affect efficiency and output.

- **Reasonable answers:** Mondays highest Fridays lowest. Wednesdays slow.

- **Unreasonable answers:** “First week of month highest.” This is not a day of the week pattern.

56. What was the most important factor limiting the number of clients you saw in the last month? (Select one)

...If "other", please specify:

- **Format:** Drop down menu text –
  - Inadequate demand,
  - Inadequate availability of key staff,
  - Inadequate availability of supplies,
  - Inadequate funding,
  - Other specify,
  - DK,
  - N/A..
- Purpose: This question is another approach to classify the facility according to supply/demand relationship. It helps guide the econometric analyses, and interpret the accounting analyses.

- Reasonable answers: Any of the drop-down options or specified "other."

Tip:

If the respondent offers another factor, please report it in the comments.

57. What was the second most important factor limiting the number of clients you saw in the last month? (Select one.)

...If "other", please specify:

- Format: Drop down menu text - Inadequate demand, inadequate availability of key staff, inadequate availability of supplies, inadequate funding, other specify, DK, N/A. Text if “other” is selected.

- Purpose: This question is meant to more finely classify the facility according to supply/demand relationship.

- Reasonable answers: Any of the drop-down options or specified “other.”

- Unreasonable answers: This response should be different from the response for Question 56.

Tip:

If the respondent offers a third factor, please report it in the comments.