

# SOCIAL MONITORING:

A powerful tool to improve public policies and programs on Sexual and Reproductive Health and Rights

Dominican Republic  
Mexico  
Colombia

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GLOBAL



REGIONAL



NATIONAL



COUNTY



VILLAGE



Bill & Melinda Gates Institute for  
Population and Reproductive Health



# OUTLINE

- Basic Concepts and their interdependency
- Social Monitoring
  - Who can do it?
  - How can we implement it?
  - What do we do with the results?
  - What benefits does it generate?
- Success Stories

# BASIC CONCEPTS

- Social Accountability
- Public Policy
- Community Participation
- Social Monitoring
- Advocacy
- Active Citizenship

# SOCIAL ACCOUNTABILITY

# *Social Accountability*

**Social accountability** is a broad category that refers to activities where communities and citizens hold officials responsible for meeting their obligations - this can often include increasing citizen's voices and shifting power relationships.

**Social audits** and **social monitoring** are different methodologies/tools for social accountability.

# PUBLIC POLICY

# *Public Policy*

Public policy can be generally defined as a system of laws, regulatory measures, courses of action, and funding priorities concerning a given topic promoted by a governmental entity and/or its citizens.

# SOCIAL PARTICIPATION

# *Social Participation/Political Participation*

- **It is a right of individuals and organizations**
- Impacts policies, programs, and courses of action
- Development, execution, and evaluation

# SOCIAL MONITORING

# *Social Monitoring*

- **Citizen initiative**
- Confirms that objectives are achieved
  - Monitors use of public funds
  - Changes and improves programs

# ADVOCACY

# Advocacy

- **Targeted action for change**

A sequence of actions that combines elements of planning, persuasion, and strategy, directed at modifying the status quo and the public policies that impact a specific population.

- **Direct advocacy**

Direct engagement with decisionmakers to encourage and influence the modification or creation of public policy with a focus on redistribution and/or social justice.

- **Citizen action advocacy/Citizen-centered advocacy**

Empower communities to engage in direct advocacy and active citizenship/political participation.

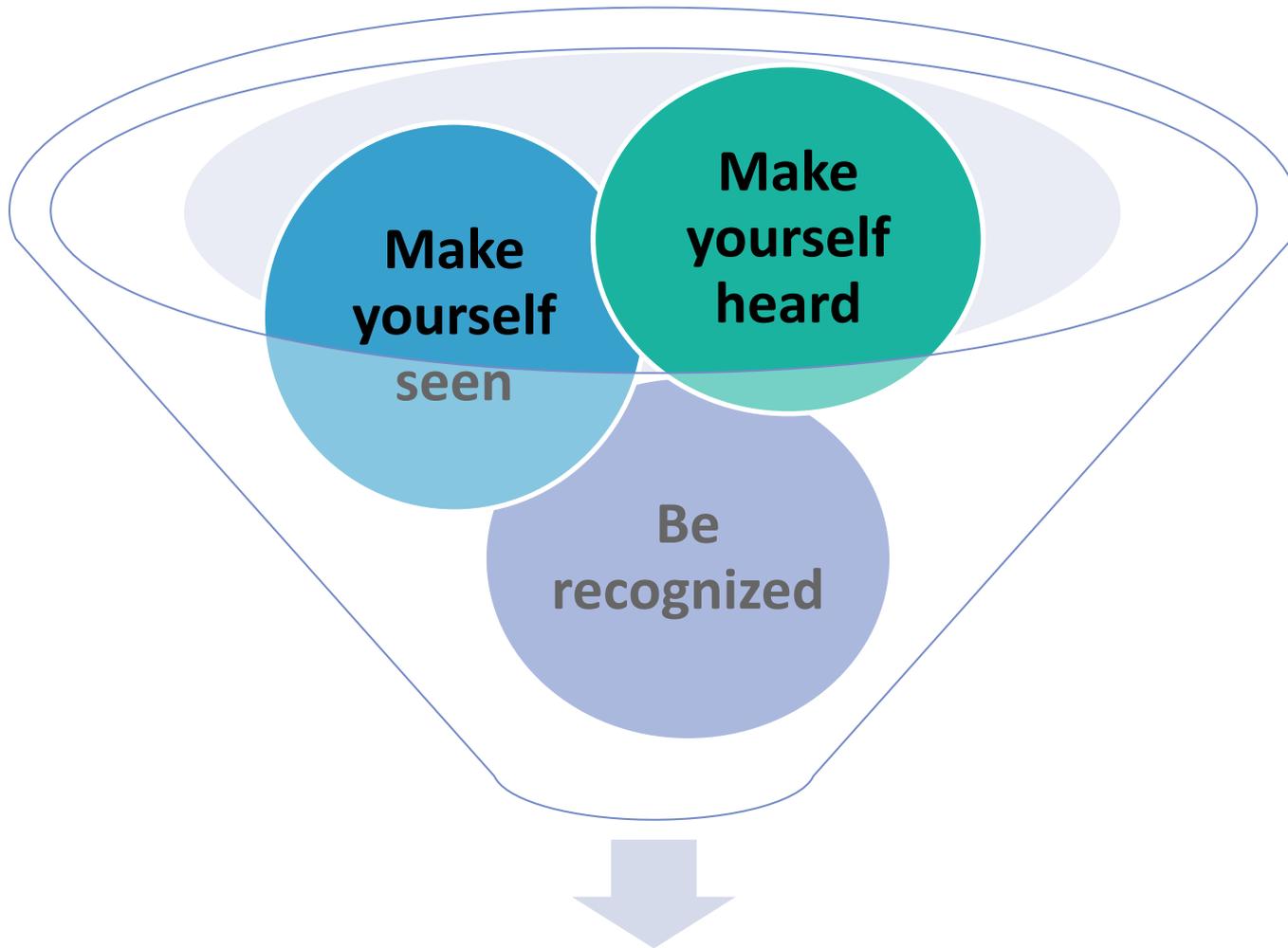
- **AFP SMART Approach**

# ACTIVE CITIZENSHIP

# *Active Citizenship*

Manifests at an individual level, as participation, responsibility, solidarity and cooperation within the public sphere; and publicly demands for transparent government fiscal audits and accountability.

**ACTIVE CITIZENSHIP**  
**CONTRIBUTES TO A BETTER**  
**GOVERNMENT**



# ACTIVE CITIZENSHIP

**PUBLIC POLICIES  
with accountability**

**POLITICAL  
CHANGE**

Results and evidence  
motivate political change

**SOCIAL/POLITICAL  
PARTICIPATION**

**SOCIAL  
MONITORING**

Sustainable public policies

**Exercising active citizenship and political rights**

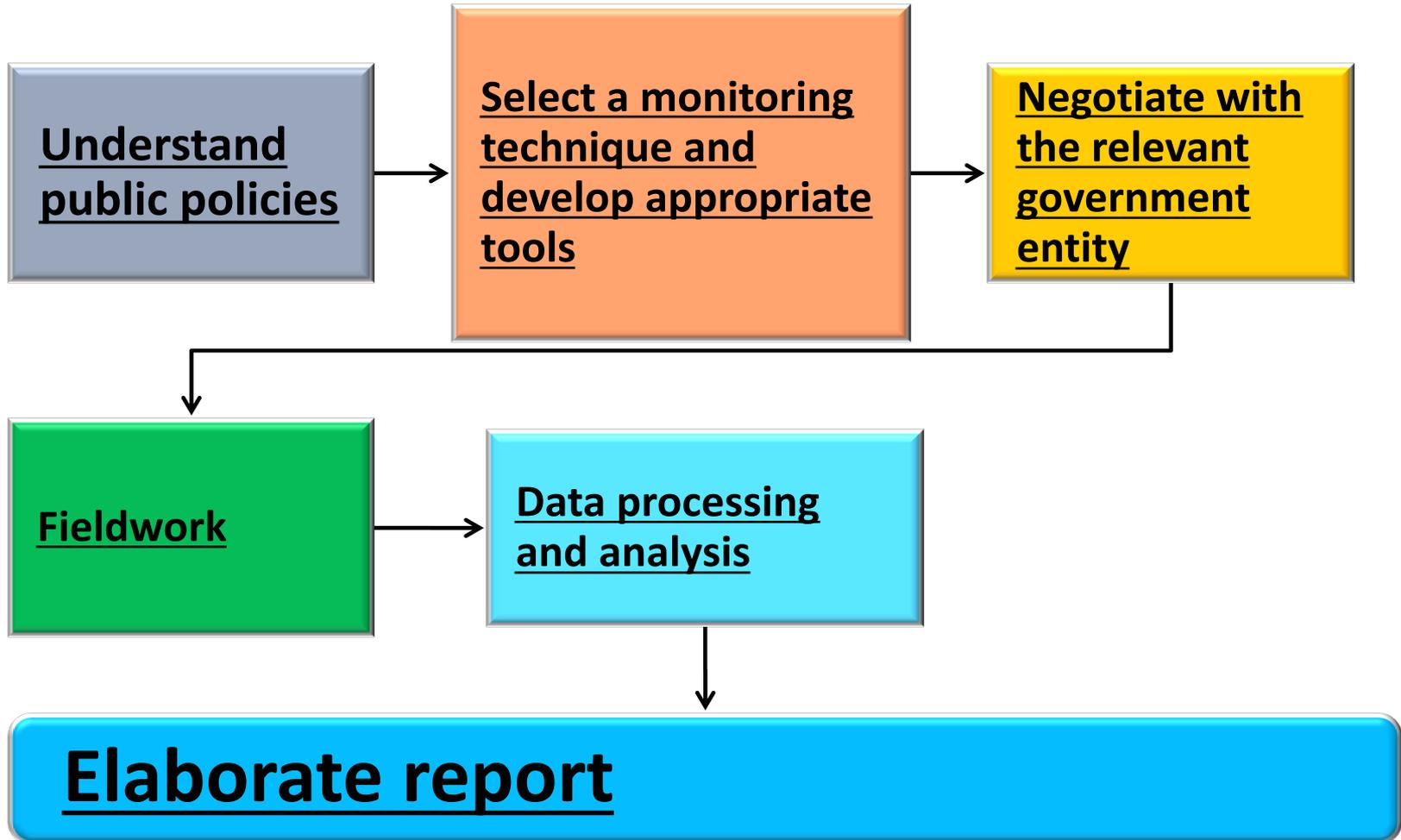
# Who can use Social Monitoring?

# Who can use Social Monitoring?

- Citizens/program beneficiaries
  - Collectives
- Civil society organizations

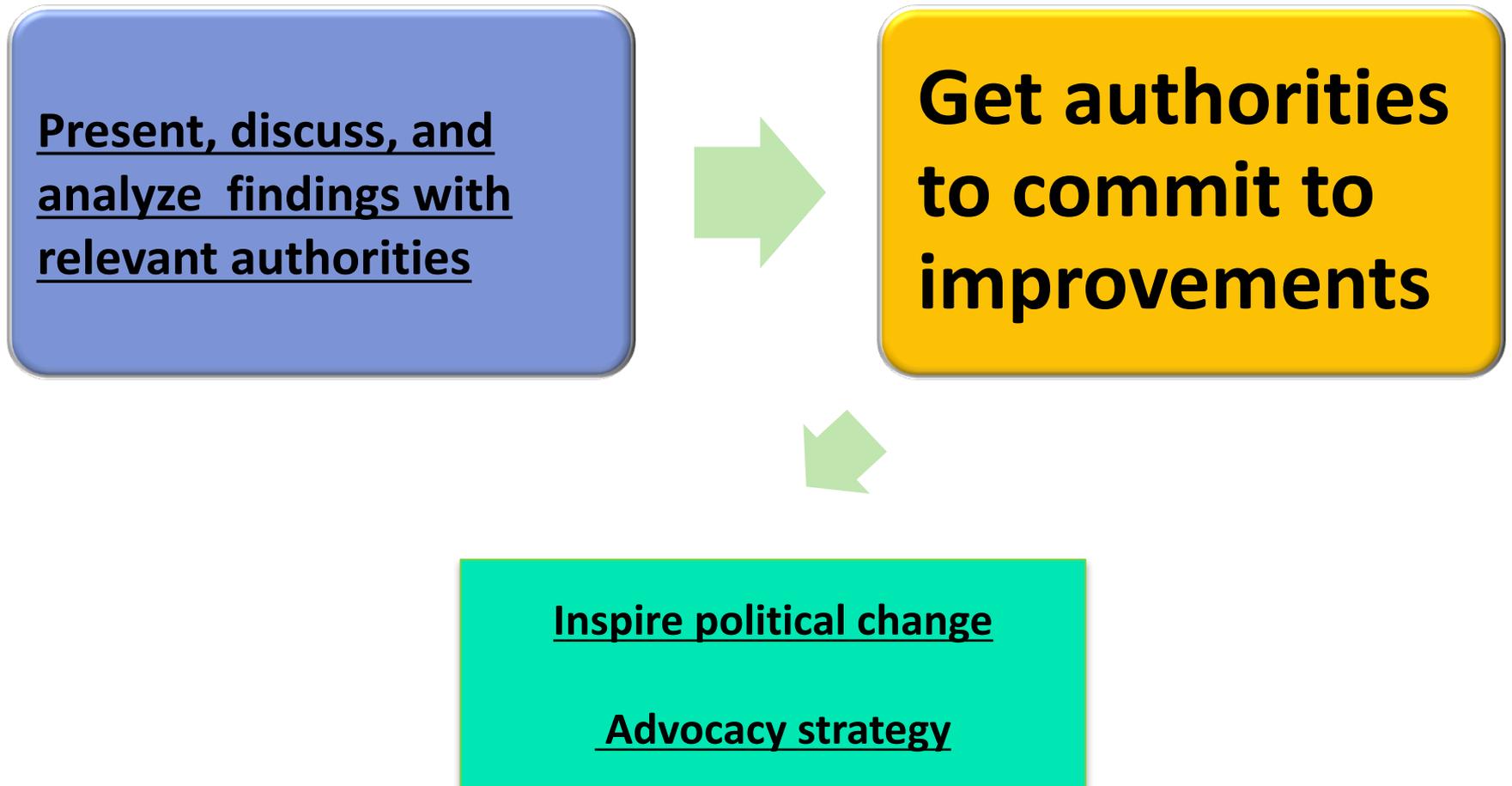
How do we implement it?

# How do we implement it?



# What do we do with the results?

# What do we do with the results?



What benefits does it have?

# What benefits does it have?

**A**

**Monitors fund allocated**

**B**

**Achieve immediate commitments**

**C**

**Holds governments accountable**

**D**

**Encourages political engagement**

# Mexico: Social Monitoring of Contraceptive Supplies



**Scope: NATIONAL**  
**Implementation:**  
**SUBNATIONAL**

*Proyecto "Ampliando el acceso"*

 *San Luis Potosí*

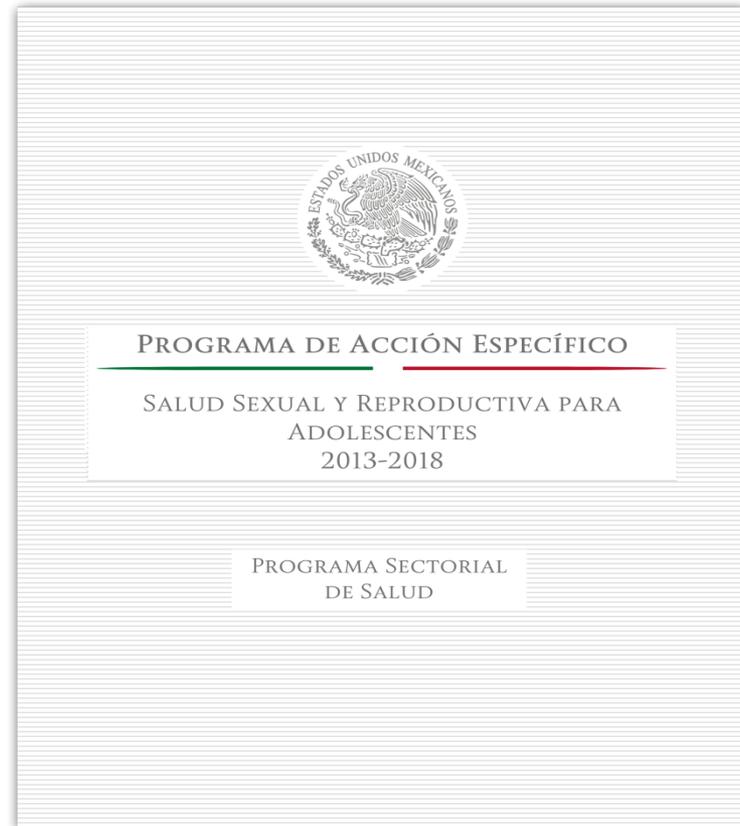
 *Oaxaca*

# Understand public policies



Adolescent Sexual and  
Reproductive Health Plan of  
Action

**Section:**  
Contraceptive care and services  
for adolescents



# Select a monitoring method and develop appropriate instruments

Youth promoters received technical training on active citizenship and advocacy



# Select a monitoring technique and develop appropriate instruments

Questionnaires and interview guides were created

## Health care providers

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*Construimos bienestar social desde la persona*

FORMATO 1 FOLIO \_\_\_\_\_

CONTRALORÍA SOCIAL DE LOS SERVICIOS PARA ADOLESCENTES

Questionario para Proveedores(as) de Servicios de Salud

ENTIDAD FEDERATIVA: CENTRO OPERATIVO:

SAN LUIS POTOSÍ.....1 San Luis Potosí.....1

OAXACA.....2 Ixtaltepec.....2

HIDALGO.....3 Tepeji del Río.....3

## Stock Manager

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*Construimos bienestar social desde la persona*

FORMATO 4 FOLIO \_\_\_\_\_

CONTRALORÍA SOCIAL DE LOS SERVICIOS DE SALUD PARA ADOLESCENTES

Questionario para el Responsable de Almacén

ENTIDAD FEDERATIVA: CENTRO OPERATIVO:

SAN LUIS POTOSÍ.....1 San Luis Potosí.....1

OAXACA.....2 Ixtaltepec.....2

HIDALGO.....3 Tepeji del Río.....3

## Adolescent contraceptive users

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FORMATO 5 FOLIO \_\_\_\_\_

MONITOREO SOCIAL DE LOS SERVICIOS AMIGABLES PARA ADOLESCENTES

Questionario para adolescentes de 10 a 19 años de edad

ENTIDAD FEDERATIVA: CIUDAD:

SAN LUIS POTOSÍ.....1 San Luis Potosí.....1

OAXACA.....2 Ixtaltepec.....2

HIDALGO.....3 Tepeji del Río.....3

## Program Manager

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CONTRALORÍA SOCIAL DE LOS SERVICIOS DE SALUD PARA ADOLESCENTES

Guía de entrevista para responsables estatales y jurisdiccionales del programa de Planificación Familiar/Adolescentes

Objetivo general:  
Explorar las características del acceso a los servicios anticonceptivos para adolescentes.

Objetivos específicos:

- 1) Identificar las características y aspectos relevantes del sistema de adquisición centralizada.
- 2) Supervisión a los procesos de distribución de métodos anticonceptivos.
- 3) Supervisión en los procesos de almacenamiento de los métodos anticonceptivos.
- 4) Estimación y satisfacción de la compra centralizada.

## Health center Directors

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*Construimos bienestar social desde la persona*

CONTRALORÍA SOCIAL DE LOS SERVICIOS DE SALUD PARA ADOLESCENTES

Guía de entrevista para directores de las unidades de salud

Objetivo general:  
Explorar las características del acceso a los servicios anticonceptivos para adolescentes.

Objetivos específicos:

- 1) Identificar las características y aspectos relevantes del sistema de adquisición centralizada.
- 2) Estimación y satisfacción de la compra centralizada.
- 3) Oferta y demanda de métodos anticonceptivos para adolescentes.

# DR: Selection of social monitoring methods and instrument development



Capacity building and training on social audit methodology/tools of youth health promoters



# Colombia: Monitoring youth friendly services



- Training of 23 youth leaders on SRHR, and mechanisms of active citizenship, social accountability, and advocacy



# Negotiate with the relevant government entity

Approval of the social monitoring project and its respective tools and instruments



**Quick Win:** The Ministry of Health in three states made 13 health centers available for social monitoring

# Dominican Republic: Negotiate with the relevant government entity

Approval of the social monitoring project and its respective tools and instruments



# Colombia: Monitoring youth friendly services

- Achieved a political change: youth friendly services were adopted and incorporated in the Rionegro municipality
- Sustainability of youth friendly services



# Fieldwork

3 weeks, 371 adolescents interviewed, 39 actors, 13 health centers



# Dominican Republic: Social Monitoring Projects



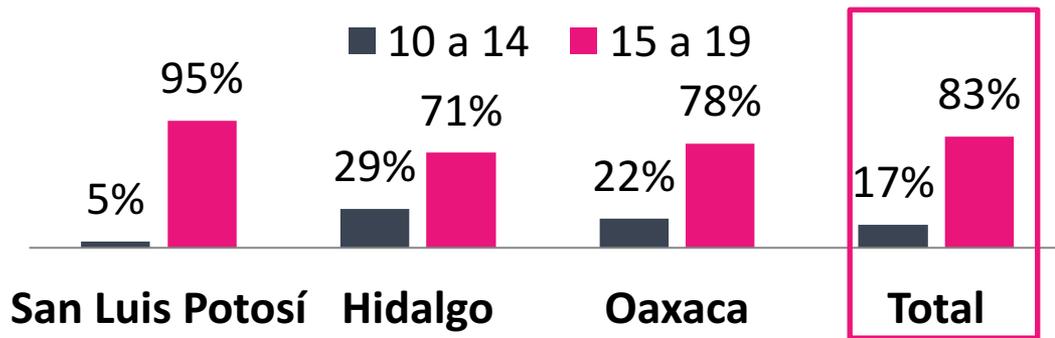


# Colombia: Social Monitoring of Youth-friendly Health Services

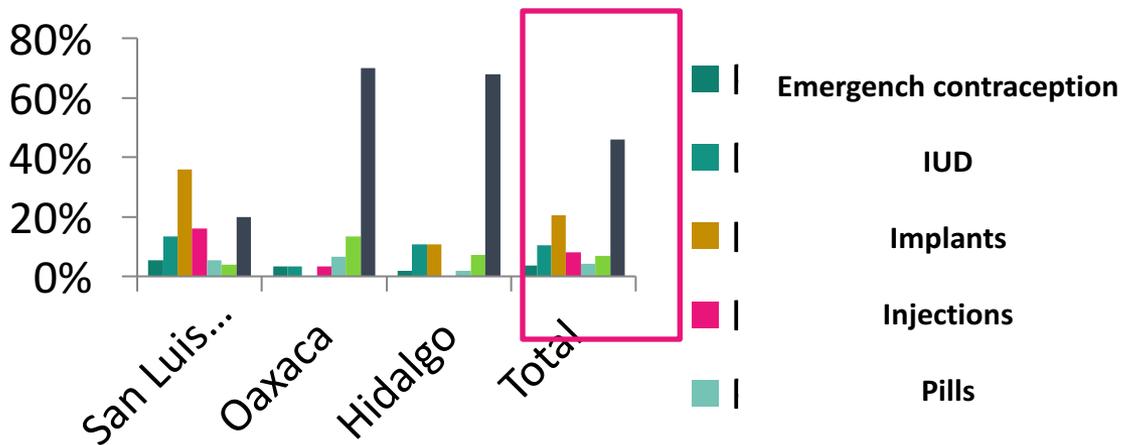
- Young people led the advocacy efforts, designing the social monitoring instruments and conducted interviews and visits to 4 health service delivery centers
- Results were presented to the Secretary of Health (Audit Report)



# Data processing and analysis



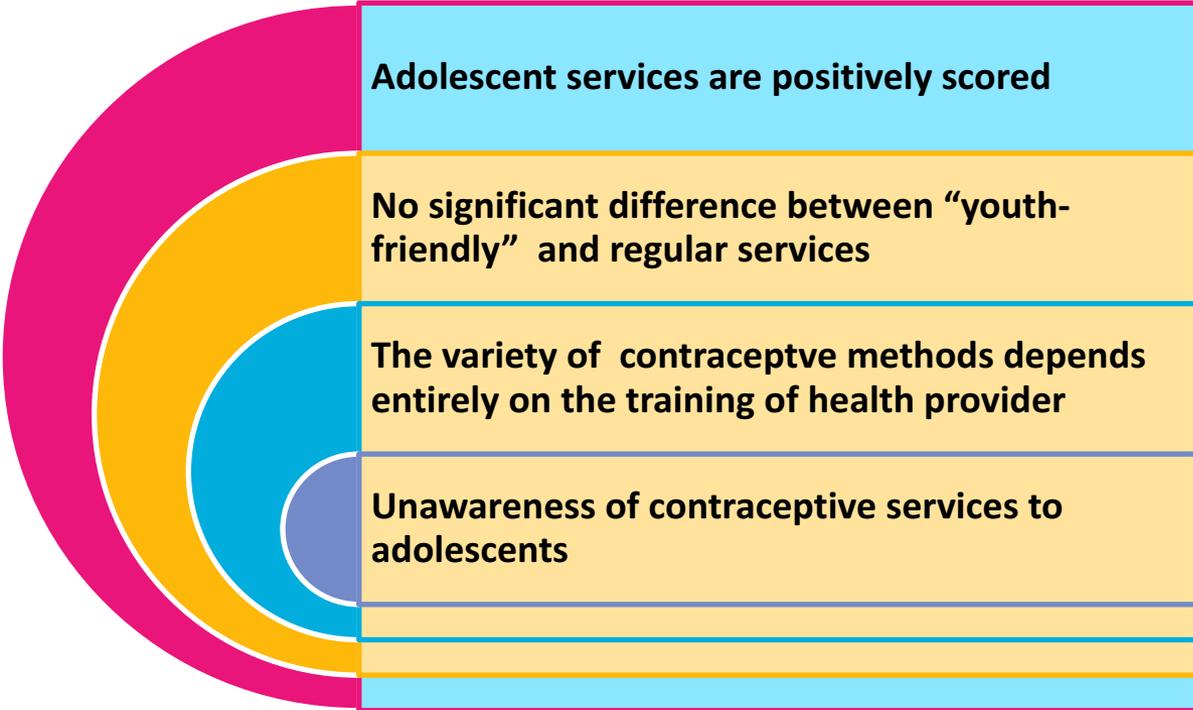
Percentage of adolescents by age group, state, and total



Percentage of adolescents by method requested, state, and total



# Elaborating report that will lead to results



**Adolescent services are positively scored**

**No significant difference between “youth-friendly” and regular services**

**The variety of contraceptive methods depends entirely on the training of health provider**

**Unawareness of contraceptive services to adolescents**



# Present, discuss, and analyze the findings with the relevant authorities

## Outcomes:

- Social monitoring is **recognized** as an accurate tool
- Health care providers will be **trained** on modern contraceptive methods
- Contraceptive services for adolescents will be **promoted** locally
- **Increased analysis** of the relevance of youth-friendly services



# Dominican Republic: social monitoring experiences

- **Systematizing de Social Audit process**
- **Presentation of results to the Ministry of Health's authorities and civil society**
- **Follow-up on the actions taken on recomendations made based on the social audit findings**



# Impact on political advocacy



## In 2017, the National and Subnational Ministries of Health:

- Will integrate the recommendations into their anual SRH workplan
- Approved ongoing social monitoring activities co-financed by Mexfam

