

## ANNEX 9: MONITORING AND EVALUATION MATRIX

Monitoring Activity	Measuring: (Logframe Reference)	Timing	Responsibility
Detailed M&E Plan	Overall Framework for Project M&E	Q1	PFHAB Project Manager Support of International M&E Adviser
Baseline and Endline Survey	Changes in Target Population Knowledge (Output 2), Public and Private Sector Knowledge (Output 5) and behaviours (Purpose Statement)	Q2, Year 1 Q3, Year 5	PFHAB Project Manager Support of the International M&E Adviser, Project Officer, local baseline and endline research team
Customer Satisfaction Exit Questionnaires	Client perception of the quality of MSI services (Output 1)	Ongoing with Quarterly review	Field teams responsible for collecting the questionnaires. Project Management Team review on Quarterly Basis.
Mystery Client Assessments	Project Management tool to verify the quality (technical and client friendliness) of MSI services (Output 1)	Every 6 months in all sites	Project Management Team responsible for organising Mystery Clients. CTTT and Project Management Team responsible for briefing mystery clients. Feedback from Mystery Clients assessed every 6 months by Project Management Team
On-site Staff Competency Assessments	Quality of MSI services - clinical and counselling staff capacity. (Output 1)	Annual for all staff. Q4 Years 1-5.	Clinical Trainer Supported by other members of the CTTT
Participation in MoH/DoH National External Quality Assurance Scheme Laboratory tests	Quality of MSI laboratory services (Output 3)	Q2 & Q4 Years 1-5	MSIM Country Program Director (all MSI centres) in coordination with PFHAB Project Manager for PFHAB sites.
MSIM Core Monitoring Information System	Uptake rates of MSI services by target populations (Output 3)	Monthly provision of data from township to centre.	Centre in Charge of each clinic provides data to the PFHAB Project Manager monthly. PFHAB Project Manager summarise monthly for internal review and for inclusion in monthly report to MSIA Program Support Manager. Data provided to donor in quarterly progress reports.
Quarterly Narrative and Financial Project Reports	Summary of progress against workplan (all outputs) including progress on Output 4- building a more supportive operating environment.	Quarterly	PFHAB Project Manager Signed off by MSIM Country Program Director and MSIA Program Support Manager
Annual Project Reports	Summary of progress against annual workplan, resourced workplan for following year, updated risk matrix, annual audit results and updated family planning checklist	Q4 Years 1-5	PFHAB Project Manager Signed off by MSIM Country Program Director and MSIA Program Support Manager

