Interview Guide for Implementing Partners

Interview date	
Duration of interview	
Interviewer's name	
Setting of interview: phone, computer or in-person (specify location, e.g. office)	
Gender of respondent	
Level of education of respondent	
Position held by respondent	
Name of organization or facility	
Years of experience in MNCH service delivery and OR current position (choose the biggest numbers of years)	

1. Does your implementing organization provide support to MNCH and FP service delivery?
   - If yes, which type of service does it provide support to?
   - **If no, end the interview**

2. Which of the following operational areas is your organization involved in as an implementing partner?
   - Service delivery
   - Human resource and capacity building
   - Providing supplies and commodities
   - Issuance of guidelines for service delivery
   - Support supervision
   - Advocacy
   - Any other roles?

SECTION A: DEMAND: Utilization, Accessibility and Availability

Utilization and Changes to Service Provision

3. How has COVID affected the delivery of FP and other RH services by your organization?

4. How has the client volume for the reproductive health services been during the COVID19 pandemic relative to the pre-COVID period?
   - How has client volume been like for MNCH services (ANC, deliveries, PNC and child immunization)?
   - How has client volume been like for FP services (FP information and commodities)?

- ***If client volume has changed:*** Are there interventions that your organisation has undertaken to respond to this change? Please explain.
- How well have they worked?

5. What FP activities have been most affected by COVID19 in this district where you serve?
    - How have they been affected?
    - How has delivery of FP services been affected at the health facilities that you support?
    - How has delivery of FP services been affected in the community where you support community distribution?
    - How has demand for FP services been affected? How has client volume been like for FP services? What has affected these volumes?
    - In what ways have you adapted services to address these changes? What has worked well? What has not worked well? What more do you think should be done?

6. Are there any gaps in youth reproductive health interventions that have resulted from the COVD-19 pandemic in this district? Please explain?
    - ***Probe***: What challenges have young people faced in accessing RH services (including information, tests and commodities)?
    - How have these challenges been addressed?

Accessibility

7. Were there any specific challenges for pregnant women in this district, who try to access ANC services during the COVID19 period beyond the regular challenges in the normal period before?
    - Would say that the ANC services by pregnant teenagers in this district have been affected differently from other women? How
    - What challenges are faced by mothers trying to access PNC services?
    - What challenges are faced by pregnant women trying to access delivery care services?
    - What challenges are faced by mothers trying to access immunization and child health services?
    - What adaptations have been put in place to address these challenges?
    - What else do you think should be done?

SECTION B: SUPPLY: Distribution and Service delivery

8. As an implementing partner, have you observed any challenges with unavailability of some contraceptive methods during the COVID 19 period?
        - Which methods have been affected?
        - What do you think contributed to the stock outs during the COVID19 period?
        - Were there any efforts to address these stock outs? How were stockouts addressed?
        - How could they have been avoided?

- If methods have remained available,
    - Why do you think that this district did not experience stock out in this period?

SECTION C: PROGRAM/ADJUSTMENTS

9. Are there MOH service continuity guidelines related to COVID-19?
    - If yes, how have these helped to ensure continuity of services that you have followed in this period?

10. Were there any new guidelines or procedures that your organisation helped put into place to ensure RH services reach the end-users in this district during this period?
    - Tell me about alternatives put in place to ensure continuity of MNCH services.
    - Tell me about alternatives put in place to ensure continuity of FP services.

Note: Request the respondent to share with you copies of the written guidelines or procedures and make follow up

11. Are there any specific strategies being used to address reproductive health challenges of young people in this district during the COVID19 period? Which ones?

12. Before we end our interview, do you have any final thoughts or suggestions for us?

Thank you for your time. We appreciate the answers you have given us.