**Interview guide for semi-structured interviews with key implementation staff of CHW programs**

**Note to interviewers:**

These questions indicate the scope of material to be covered. Not all of them should necessarily be answered in great detail but it is recommended to address them in one way or the other. The sub-/follow up questions are merely examples to help facilitate the discussion.

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| **Aspect / Sub-Theme** | **Main Questions** | **Follow-up questions / clarifications** |
| Institutional history | Can you please tell us a bit about your agency? | How long has it been operating (or, how long have you been here)?  How many people work here?  How many offices do you have?  How are decisions made in this agency?  Can you describe your interactions with your colleagues at other levels of this organization? |
| Organization | (If not Gov’t) What is this agency’s relationship with the government? | Can you describe the government’s support of the CHW program?  Does the government provide financial assistance?  Technical assistance?  Would you characterize their support as strong? |
| Where does most financial support for the CHW program come from? | What are the costs and expenses of the program? |
| Can you please discuss the other agencies who work with you on CHWs? | How do you work with them (eg, financial assistance, technical assistance)?  Any other agencies who work on CHWs, but who do not partner with you? |
| CHW program | Can you describe your agency’s work with CHWs? | How would you define CHWs?  Frequency, content, length?  Do you work with multiple types of CHWs?  What methods did you use to identify and recruit your CHWs?  How are CHWs monitored?  Is there an accountability structure in place? |
| CHW supervision | How are CHWs supervised? | How would you define CHW supervision?  What support do CHWs receive?  How often do they see a supervisor?  Are their reports and data supervised?  Is there supervision of equipment and material?  Supervision during service delivery?  Does a supervisor provide feedback?  How do CHWs report their work?  Major challenges?  Are communities involved? |
| CHW training | Can you describe CHW training? | What was the basic format of your CHW training?  What teaching methodologies were used in the training?  Did CHWs receive training on HIV/TB? |
| CHW measures of performance | Indirect measures | Are CHWs knowledgeable? Competent? Motivated? Enthusiastic? Confident? Satisfied? |
| Direct measures | Are CHWs responsive?  At what rate CHWs, who are supposed to be delivering services habitually, fail to appear to carry out their tasks? |
| CHW development | Any attrition? Opportunities for advancement? | How often do practicing CHWS resign, retire, or abandon their positions over time?  Are there possibilities of advancement? (eg, advancing in their skills, competencies, formal responsibilities, and formal status within the community and the formal health system over time) |
| CHW-attributable changes | Any CHW-attributable changes among individual clients? | Any changes in access? Knowledge of service availability? Health-care seeking behavior? Satisfaction? Cost savings? Health? |
| Any CHW-attributable changes in the community? | Any changes in credibility? Prestige? Cost savings? Community functioning/satisfaction? Social cohesion? Community health? |
| How has the CHW program changed your work? [Have they made you more efficient? Extended the reach/improved service? Busier by increasing the monitoring load?] | Overall, do you feel like the CHW program is a cost-effective program? Is it worth the money it costs? Does it save you money? |