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## THE ACCOUNTABILITY LEADERSHIP BY LOCAL COMMUNITIES FOR INCLUSIVE, ENABLING SERVICES (ALLIES) PROJECT



# About ALLIES Project

The Accountability Leadership by Local communities for Inclusive, Enabling Services (ALLIES) project was implemented by REACH between 2019 and 2024, with support from the United States Agency for International Development (USAID), in 15 districts of four priority states - Chhattisgarh, Jharkhand, Odisha and Tamil Nadu.

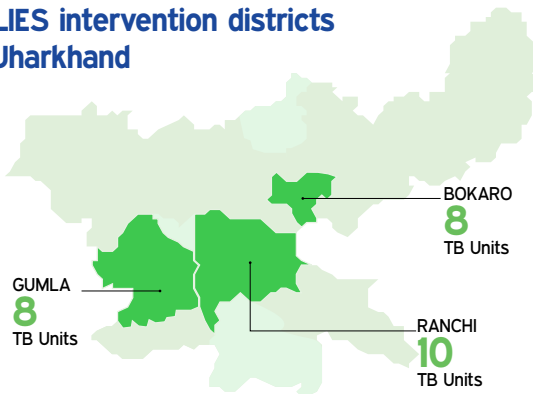
The project strove to create an enabling environment for TB elimination by leveraging community action as an ally to build a culture of accountability and empower communities, including those most marginalised.

Central to the ALLIES project was the Community Accountability Framework (CAF), intended to improve the Quality of Care (QoC) and Quality of Services (QoS) for people and communities affected by TB by adopting a solution-oriented, community-led monitoring approach.

## Key Objectives

- To create a cadre of powerful community leaders to advocate for rights-respectful, gender and age-responsive TB services
- To establish community-owned mechanisms to monitor quality of TB care and services, and give feedback to the programme for timely responses, helping institute accountability and strengthening community empowerment
- To generate local solutions and resources for enhanced social support
- To enable environments for TB elimination at state and national levels

## ALLIES intervention districts of Jharkhand



## Results at a Glance

Quality of TB care and services improved in **26** TB Units and facilities of **3** districts through CAF

**10,460** people with TB provided feedback on quality of care and services through CAF (April 2021 - June 2024)

**72,241** people in the community received support and information on TB

**543** TB survivors trained as TB Champions

**181** healthcare workers and National Tuberculosis Elimination Programme (NTEP) officials trained on Achieving Excellence in TB Care and Services (AETBCS) curriculum

**256** Elected Representatives (ERs), including **5** Members of Legislative Assembly (MLAs), **4** Members of Parliament (MPs), **216** Panchayati Raj Institution (PRI) members and **31** Councillors sensitised

**37** companies joined the Employer-Led Model (ELM) and signed the Letter of Intent/Corporate TB Pledge

**63** journalists sensitised through media roundtables

# TB Champions in Jharkhand

The ALLIES project expanded the pool of trained TB Champions<sup>1</sup> in Jharkhand and designed a wide range of trainings to improve their knowledge and skills to empower them to advocate on behalf of those affected by the disease.

## Capacity Building Initiatives at a Glance

- Training of TB survivors to become empowered TB Champions<sup>2</sup> through REACH's flagship curriculum '**From TB Survivors to TB Champions**' as a first step in the capacity building of communities.
- Training on **Rights-based Approaches** to TB and Health imparted to develop an understanding of the rights of people with TB among TB survivors and Champions.
- Training of TB Champions on **TB and Disability** to understand the nuances of disability and associated stigma.
- **Leadership training** of network leaders to enable them to lead survivor-led networks.<sup>3</sup>
- **Communication skilling** of TB Champions to become skilled communicators.
- **Counselling training** of TB Champions to build their counselling skills.
- **Gender Sensitisation** training to help TB Champions understand the gender dimensions of TB and help them identify gender-responsive actions at the community level.
- **Data for Action** training to help TB Champions understand the fundamental concepts of interpreting data and designing effective advocacy.
- **Organisational Development and Advocacy** trainings of network members across Jharkhand to develop an understanding on the importance of advocacy in TB response, and to orient them on the concepts of organisation.
- **Livelihood training** of network members with skill building/income generation training to foster livelihood opportunities for them.

## TB Champions



Shared **stories and issues** faced by the TB affected communities



Availed **opportunities** at the local/field/district/state/national levels to share their achievements



Participated in a plethora of **programmes** and engaged with diverse audience to sensitise them on TB



## TB Elimination from Jharkhand

REACH facilitated the formation, development and strengthening of TB survivor-led network in Jharkhand named TB Elimination from Jharkhand (TEJ). Over the years, the network has grown in strength with an expanding membership. It has now become an independent registered entity.

### Key Highlights

- Formed in May 2018 and legally registered under the Societies Act in November 2019
- Growth in membership from 14 to 772 members over the last six years
- 10 District Chapters established<sup>4</sup>
- The network members work in close partnership with NTEP at national, state, district and block levels
- TEJ mobilised industry partners including Usha Martin Ltd and Hindalco to become Ni-kshay Mitras and provide additional nutrition support to people with TB

<sup>1</sup> TB Champion model was first designed and piloted in 2017-18 through USAID-supported Call to Action project.

<sup>2</sup> A TB survivor who completes the flagship 'From TB Survivors to TB Champions' training and is willing to work in the community is referred to as a TB Champion.

<sup>3</sup> Survivor-led networks play a critical role in advocating for the protection of rights of people with TB. The TB Champions rely on their networks to provide them with safety, identity, collective power, and a platform through which they can expand their impact and partner as powerful entities with other stakeholders.

<sup>4</sup> Bokaro, Gumla, Ranchi, Sahebganj, Pakur, Khunti, East Singhbhum, Giridih, Palamu and Godda.

# Community Accountability Framework

The Community Accountability Framework (CAF) is a community-led monitoring model, which adopts a solution-oriented approach to improve QoC and QoS for people and communities affected by TB. Envisaged as a bottom-up approach to the WHO Multi Sectoral Accountability Framework, CAF is based on the key principles of integrity, inclusivity, effectiveness and actionability. In Jharkhand, CAF formally began in April 2021 and was implemented in 26 TB Units in 3 districts.

## Multi-step 'Identify-Ideate-Implement' approach with three distinct stages



Identifying gaps using a structured tool



Ideating potential solutions at the health system and community levels



Implementing collaborative solutions involving either individual actions and/or health systems strengthening



**10,460**

people with TB (**34% women**) provided feedback to trained TB Champions

**13%**

elderly interviewees (age more than or equal to 60 years)

Majority of interviewees (**91%**)

were on treatment at the time of CAF interview

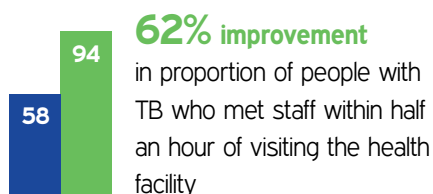
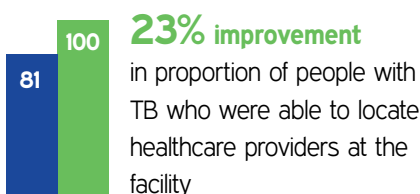
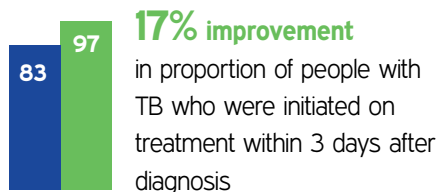
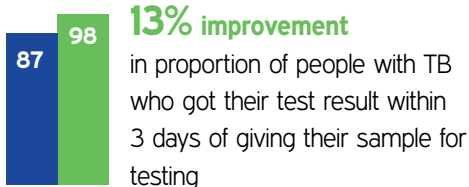
**10%**

interviewees had extra-pulmonary TB

Note: The data above pertains to the period April 2021 - June 2024.

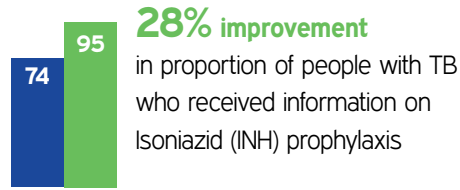
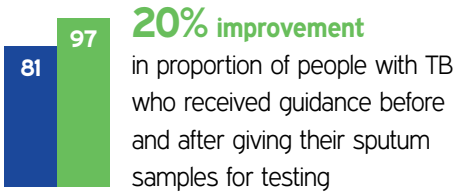


## Impact of CAF on Quality of TB Care & Services

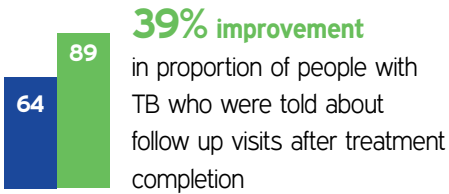


■ Oct - Dec 2021 (n=1006)

■ Apr - Jun 2024 (n=730)



■ Oct - Dec 2021 (n=1006)  
 ■ Apr - Jun 2024 (n=730)



In addition, the project piloted a CAF Lite tool in 3 non-ALLIES TUs in Ranchi district. The assessment was led by members of TEJ Network.

In the final year of the project, a Comprehensive Assessment Tool (CAT) was added to the CAF tool, to additionally assess people with TB for vulnerabilities, disability, age and gender-based challenges, and Quality of Life. In the 11-month period, 2490 people with TB were assessed using the CAT tool.



**The concept of TB Champion was first introduced in Jharkhand by REACH, which has now been scaled up at the state level. REACH's efforts have helped in drafting the Jharkhand Workplace Policy. The feedback provided by people with TB has supported NTEP in delivering better care and services. All of this is going to make a positive impact on TB elimination in Jharkhand.**

**Dr. Kamlesh Kumar**  
 State TB Officer, Jharkhand

**Every month, I wait for TB Champions Sandhya and Nirmal, who are attached to my TB Unit, to come and start the CAF process in the field. Initially I was a little hesitant to share any details with them. But over time, after seeing how people with TB respond to their peer supporters, my trust and confidence in the quality improvement process they follow through CAF has been fully and firmly established.**

**Ms. Alka Tirkey**  
 Senior Treatment Supervisor,  
 Gumla, Jharkhand

**I feel proud that I am able to serve my community as a TB Champion. My work won't stop. I will keep supporting people with TB and the affected community, looking after their needs and providing linkages to services.**

**Mr. Rajkumar Mahato**  
 TB Champion, Ranchi,  
 Jharkhand

# Engagement with Key Stakeholders



## Achieving Excellence in TB Care and Services

A total of 181 NTEP officials and Community Health Officers (CHOs) were trained on the AETBCS curriculum to build their knowledge and skill competencies to deliver high-quality, people-centred care.

## Sensitisation and Engagement of Elected Representatives

TB Champions engaged with 256 ERs, including 5 MLAs, 4 MPs, 216 PRI members and 31 Councillors, and sensitised them on the enormity and scale of TB burden, the profound personal ramifications faced by those affected, and underscored the potential contributions they could make.

Due to these efforts, ERs and, in particular, Panchayati Raj Representatives:

- Facilitated additional nutrition support to people with TB as Ni-kshay Mitras
- Extended access to social security benefits such as Pradhan Mantri Awas Yojana
- Facilitated local transportation to and from medical facilities
- Conducted personal interaction with people with TB using the CAF tool
- Actively participated in TB awareness programmes
- Ensured display of TB-themed artworks outside Panchayat offices

## Sensitisation of Industries on Employer-Led Model for TB Care and Services

A strategic and collaborative approach has been taken to engage with industries through the Employer-Led Model (ELM), which promotes a responsive approach of employers to the needs of people with TB and their family members, and promotes policies inclusive of their needs. In Jharkhand, a total of 61 industries were sensitised of which 37 adopted this model, collaborating closely with TB Champions and including them in their health and safety training initiatives.

## Media Roundtables on TB

3 media roundtables were organised and 63 print and electronic media journalists were sensitised. The roundtables brought together health officials with journalists, provided journalists with updated information on TB, and encouraged ethical reporting on TB.

## Engaging Transgender Communities in the TB Response

The ALLIES project engaged transgender communities in TB response. The project organised a workshop in Ranchi which was attended by 35 participants from 24 Targeted Interventions and non-governmental organisations (NGOs) working in collaboration with Jharkhand State AIDS Control Society (JSACS). The challenges faced by the transgender communities in accessing health services were identified in the workshop.



# Special Interventions

## TB in the Elderly

A special intervention was initiated on February 15, 2024 in Bokaro to operationalise a care model for elderly people with TB. It was later expanded to Ranchi in June 2024. As part of the intervention, the following initiatives were taken by trained TB Champions:

- Total **361** elderly people were screened for TB symptoms by the TB Champions at the health facility. Out of this, **146** presumptive elderly people with TB were identified and tested, and **25** people diagnosed with TB.
- A total of **40** elderly people with TB were interviewed to assess the unique requirements of each elderly person undergoing TB treatment.

TB Champions supported elderly people with TB with services covering various needs such as psychosocial support, transportation, existing health issues, nutritional necessities, and access to social schemes.

## Youth-led Campaign to End TB

A youth-led campaign to end TB in India named 'Yes, We Can End TB' was launched on National Youth Day. It involved young TB survivors and TB Champions who led grassroots-level activities and sensitised fellow youths and other stakeholders on TB, and engaged them to work together.

The three month-campaign included a range of activities from school and college-level programmes to rallies, art and wall paintings, skits and more, and culminated on World TB Day.

## Jharkhand Workplace Policy on Tuberculosis and its Comorbidities including Occupational Lung Diseases

Jharkhand became the first state in India to launch a workplace policy for people with TB, with the official launch of the Jharkhand Workplace Policy on Tuberculosis and its Comorbidities including Occupational Lung Diseases. The policy was officially launched by the Honourable Health Minister, Government of Jharkhand Shri Banna Gupta, and Honourable Labour Minister, Government of Jharkhand Shri Satyanand Bhokta at a ceremony held at the Jharkhand Mantralaya (Project Building) on July 12, 2023.

At the launch event, REACH also put up a stall, managed by the Network Coordinator of TEJ, Mr. Maheshwar Prasad Sinha and TB Champion Ms. Anjana Toppo. The work of TB Champions and TEJ Network was showcased through the



display of different IEC materials. Representatives of different industries like Aditya Birla, Adani Power, Jindal Steel along with the Civil Surgeon and District Tuberculosis Officers (DTOs) of different districts of Jharkhand visited the stall and interacted with

the TB Champions, appreciating their work.

REACH supported the drafting of policy and, through the ALLIES project, continued to support NTEP by sensitising and engaging several industries to advocate for the workplace policy. Following the approval of the policy from the Jharkhand Assembly Cabinet on December 31, 2020, industries like Jindal Steel & Power Limited (Ramgarh, Jharkhand) and Usha Martin Limited (Ranchi, Jharkhand) signed a Letter of Intent (LoI) with District Tuberculosis Cell for TB-free workplace policy. In Bokaro, Gumla and Ranchi, 61 industries were sensitised out of which 36 signed Lols with the respective District TB Cells. Many adopted people with TB as Ni-kshay Mitras.

## Other Highlights

### Usha Martin Limited and Hindalco provide nutrition support to people with TB

One of the biggest industries in Jharkhand, Usha Martin Ltd, had also enrolled itself as Ni-kshay Mitra on Ni-kshay portal in November 2022, and agreed to provide nutrition support to 15 people with TB in Namkum block of Ranchi district. TEJ Network took on the mantle of providing logistical support to USHA Martin to ensure that the food requirements of these 15 people with TB were met satisfactorily.

Again, the next year in November 2023, USHA Martin pledged nutrition support to 20 people with TB and enlisted logistical support from TEJ Network. The network used the opportunity to not only distribute food baskets to people with TB but also counselled them on adherence to TB drugs.

### Sensitisation of District TB Forum Members

A comprehensive training kit was developed by REACH in collaboration with the Central TB Division, Government of India for training the members of TB Forums. In Jharkhand, the sensitisation of 69 TB Forum members was successfully conducted in all the three districts, which helped in enhancing their knowledge and understanding of TB.

### USAID Team Interacts with Members of TEJ Network

In July 2022, on a monitoring visit to Jharkhand, the USAID team interacted with TEJ Network members. The USAID team was briefed about TEJ Network's ongoing work as well as the initiative taken by the TEJ Network towards income generation activities. As a memento, TEJ members provided the team with a candle and a sketch made by TB Champions depicting the impact of stigma on the lives of people with TB. The USAID team appreciated the work of TEJ and suggested involving more TB survivors in the network and its further expansion all over the state.

### Capacity Building Workshop for TB Champions on Advocacy, Communication and Social Mobilisation

A knowledge building session for TB Champions on Advocacy, Communication and Social Mobilisation activities in the context of TB was organised in October 2023. A total of 24 TB Champions benefited through this virtual session facilitated by the State IEC Officer, NTEP.



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