CARE Launches New Community of Practice

After a decade of experience implementing the Community Score Card (CSC), CARE has developed new resources to strengthen CSC methodology and practice

Atlanta, (October 2013)- CARE has launched a new Community of Practice and several implementation resources in support of its Community Score Card (CSC) work, furthering collaboration and learning amongst CSC practitioners, as well as program quality and impact.

First developed by CARE Malawi in 2002, the CSC is a citizen-driven accountability tool that brings together communities, service providers, and health authorities in a mutual process of problem-solving to improve service quality, responsiveness and equity. The CSC can be used to gather feedback from service users and providers to: identify service utilization and provision challenges; mutually generate solutions; and work in on-going partnership to implement and track the effectiveness of solutions identified.

CARE now has more than a decade of experience implementing the CSC in a wide variety of contexts and sectors. Further, the CSC has become an internationally recognized approach, spreading within CARE and beyond.

In January 2013, CARE USA's Sexual, Reproductive, Maternal Health team in collaboration with twenty-three CSC experts from several CARE offices, including the UK, Canada, Tanzania, Malawi, Ethiopia, Rwanda and Egypt came together to share their experience in addressing common implementation issues. As a result of this meeting, the CSC Community of Practice and the below materials were established to serve as a resource to CSC practitioners and to build on CARE's collective CSC thinking and practice.

- CARE's Community Score Card (CSC) Toolkit – This version of the original CSC toolkit created by CARE Malawi provides the same practical CSC implementation guidance but has a new look. It has also been copyrighted to facilitate use of consistent terminology, and support consistent application of the CSC process. Organizations may use this version or modify it to fit their context and needs, as they wish, but should use this name—the Community Score Card—and credit CARE as the originators of the methodology, whenever using or adapting the CSC.

- CSC Guidance Notes - To complement the CSC Toolkit, these notes offer development practitioners practical implementation insights, tips, and recommendations for addressing fifteen CSC implementation issues. The aim of these guidance notes is to serve as an implementation resource – to assist those who are just getting started, as well as those who have years of experience but still encounter common road blocks.

- CSC Community of Practice Wiki – The purpose of this wiki is to serve as a platform for development practitioners to engage in joint learning and knowledge sharing. The wiki contains the CSC Toolkit and Guidance Notes mentioned above as well as several other resources, tools, case studies and information on learning events.

These CSC materials can be found on the '**The Community Score Card Community of Practice (CoP)' wiki at** http://governance.care2share.wikispaces.net/

For further information, please contact:

Carolyn Krug
Senior Program Officer, Sexual, Reproductive and Maternal Health, CARE USA
ckrug@care.org

About CARE: Founded in 1945 with the creation of the CARE Package, CARE is a leading humanitarian organization fighting global poverty. CARE places special focus on working alongside poor girls and women because, equipped with the proper resources, they have the power to lift whole families and entire communities out of poverty. Last year CARE worked in 84 countries and reached more than 83 million people around the world. To learn more, visit www.care.org.