

# Knowledge Management Services for USAID Missions

Knowledge SUCCESS (Strengthening Use, Capacity, Collaboration, Exchange, Synthesis, and Sharing) is a five-year (2019-2024) global project funded by USAID's Office of Population and Reproductive Health. The project is led by the Johns Hopkins Center for Communication Programs in partnership with Amref Health Africa, Busara Center for Behavioral Economics, and FHI 360.

Together we bring technical knowledge in family planning, maternal and child health, HIV, gender, and youth; extensive regional networks and 60-year history of building African-owned health solutions; and deep experience nurturing sustainable, behavioral-driven, locally-led systems for learning and collaboration.

## Using Knowledge to Maximize Development Impact

USAID Missions operate in diverse contexts and have unique health and development goals. Yet there are common concerns across country and regional development cooperation strategies:

- a desire for **better coordination** among donors and implementing partners;
- **strategic integration** of health and development programs and policies;
- **local ownership** and **leadership** of development systems and processes; and
- the **active exchange** of evidence-based and experiential knowledge at the district, national, and regional levels.

These are all goals that can be achieved through **knowledge management**, which is a systematic process of collecting and curating knowledge and connecting people to it so they can act effectively and efficiently.

### **Examples of KM Technical Assistance:**

- Conduct KM needs assessments
- Develop KM strategy and action plan
- Host knowledge sharing and learning sessions
- Conduct KM workshops



## What We Can Do For You

Supported by a 5-year cooperative agreement (2019–2024), Knowledge SUCCESS can provide technical assistance to all USAID Missions and can accept funds from all USAID/USG accounts.

Services that we provide to our field partners include:

- Strengthen coordinating structures, such as national coordinating bodies and technical working groups (TWGs)
- Support local KM champion institutions to engage the community to share and use knowledge in technical programs
- Strengthen the capacity of organizations to more quickly identify and strategically combine global evidence and local knowledge to develop local solutions and achieve greater impact

## How We Do It

We respond to Mission-level needs by strengthening the capacity of government bodies, intergovernmental organizations, civil society organizations, and other stakeholders to facilitate adaptive learning and knowledge sharing. We do this in three ways:

### AT THE SYSTEM LEVEL

By strengthening coordinating structures and nurturing champion institutions so they are using existing knowledge in an efficient and effective way.

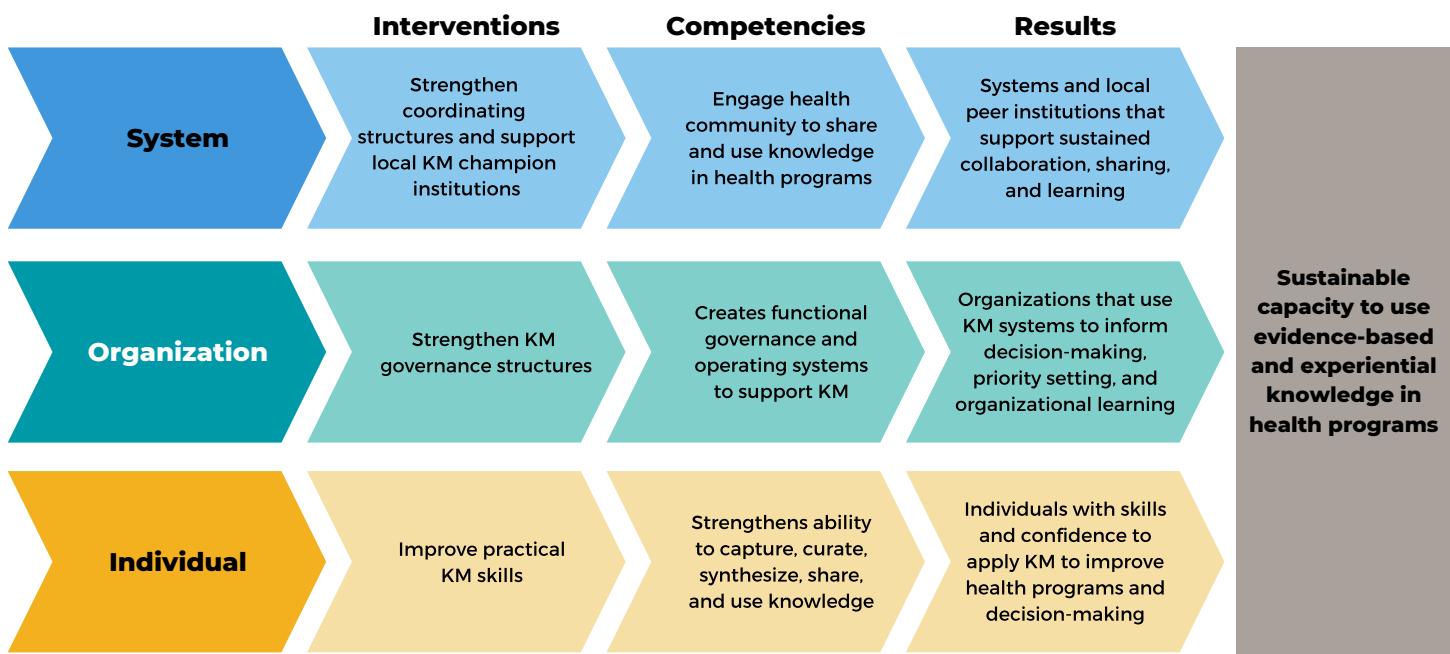
### AT THE ORGANIZATIONAL LEVEL

By making organizational knowledge accessible and actionable for decision-making and program development.

### AT THE INDIVIDUAL LEVEL

By improving KM skills and increasing recognition for (and therefore the frequency of) the value of collaboration between individuals working toward a common goal.

## Knowledge Management Capacity Ecosystem



**Our work is driven by our audience and guided by core principles that place capacity and sustainability front-and-center. Our approach ensures that when we exit from an activity, our country partners are not only positioned to continue it, but will thrive doing so.**

## Our Work Supporting USAID Investments

### Accelerating Scale-Up of WHO Guidelines in the Caribbean

USAID Eastern and Southern Caribbean (USAID/ESC) sought to strengthen strategic collaboration and systematic learning across the region, as a strategy to accelerate scale-up of WHO's "Treat All" guidelines across the Caribbean and achieve UNAIDS' 90-90-90 targets. With USAID/ESC's support, we partnered with the Pan Caribbean Partnership Against HIV and AIDS (PANCAP) to facilitate coordination and knowledge-sharing in Caribbean countries.



Photo: Knowledge Synthesis and Best Practices workshop for CSO leaders and NAP managers (K4Health, 2018)

Together, we united two major stakeholder groups who are key to achieving global HIV targets - National AIDS Program (NAP) Managers and Civil

Society Organizations (CSOs) - and enhanced communication and learning, connected different levels of the health system for a more effective response, and fostered close working relationships between countries.

### The Results

- A **sustainable, locally owned system** of knowledge sharing and collaboration, which equipped NAP managers and CSOs with the capacity to lead a coordinated response, recognizing the value that each partner brings in achieving regional and global HIV goals.
- Local leaders appreciated that they had **experiential knowledge** that's valuable to neighboring countries and shared it through learning exchanges, webinars, and documentation products outlining best practices.

### Supporting African-Led Institutions for a Strong, Resilient East Africa

The Regional Health & HIV Office at USAID's East Africa Mission (now USAID Kenya and East Africa) launched a strategic framework that sought to build the capacity of regional intergovernmental institutions to define and drive health sector development in the region. Through targeted engagement with regional stakeholders, RHH hoped to accelerate the scale up of high-impact and sustainable solutions to health systems' challenges across East Africa.



Photo: RICO and project staff outside a clinic (K4Health, 2016)

(continued on next page)

(continued from previous page)

We worked to improve relationships and networks, and create opportunities for routine and meaningful collaboration, among five RIGOs with whom USAID had strategic relationships.

## The Results

- Supported RIGOs to more efficiently and effectively **achieve their mandates** as cross-border conveners in the region, by improving internal processes, systems, and technical expertise, and nurturing a sustained culture of collaboration and knowledge sharing.
- Established **locally owned and led KM strategies** and learning exchanges within and between the RIGOs, aligned with priorities of institutional strategic plans and the Mission's RDCS.



### To learn how Knowledge SUCCESS can help you achieve your RDCS and CDCS goals, please contact:

Kate Howell  
Knowledge Management Advisor  
USAID | Bureau for Global Health  
Office of Population and Reproductive Health  
[chowell@usaid.gov](mailto:chowell@usaid.gov)

Tara Sullivan, PhD, MPH  
Project Director  
Knowledge SUCCESS  
Johns Hopkins Center for Communication Programs  
[tara.sullivan@jhu.edu](mailto:tara.sullivan@jhu.edu)

Learn more about our work at [www.knowledgesuccess.org](http://www.knowledgesuccess.org)