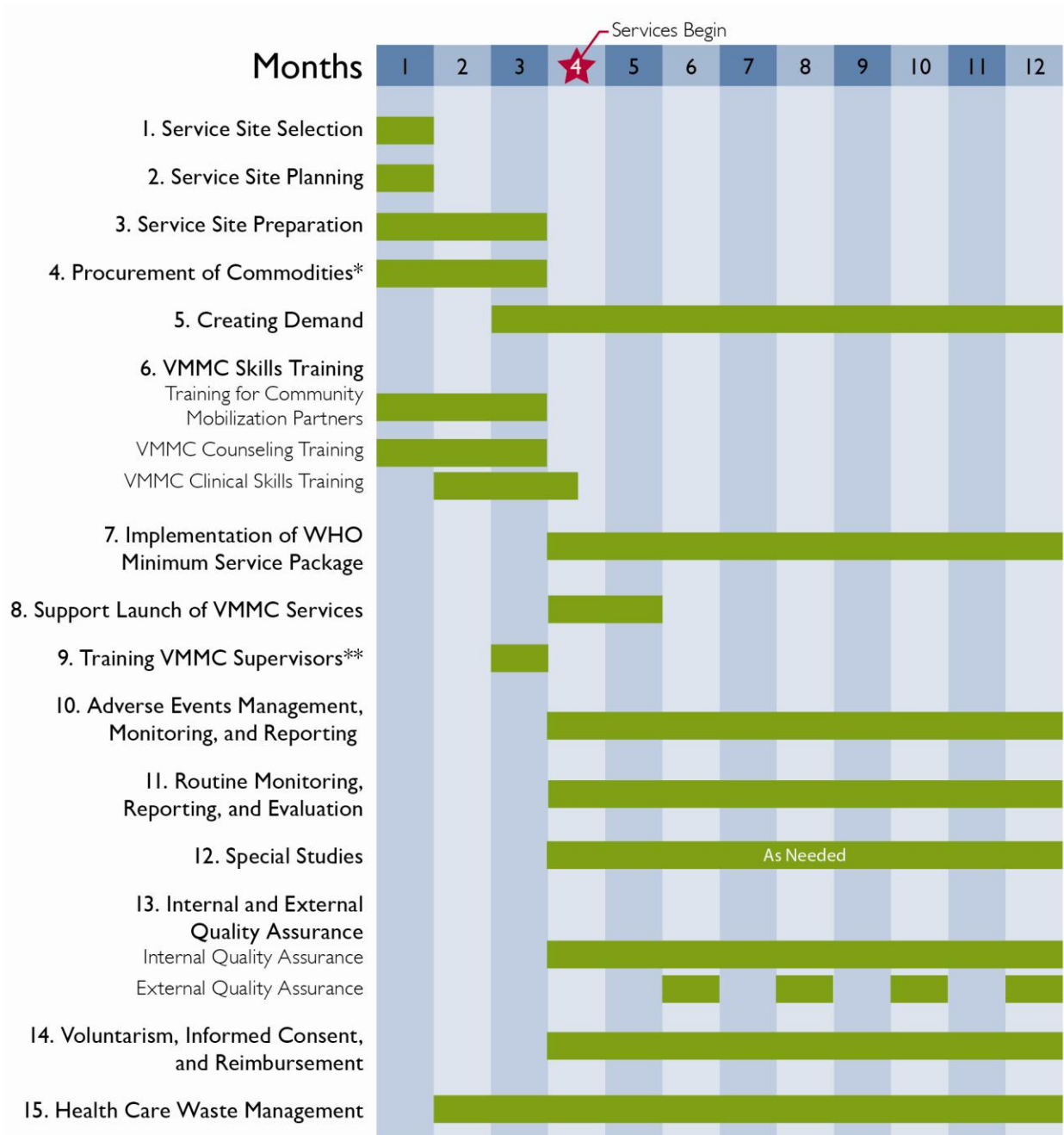


Figure 2: Illustrative Timeline for Launching New VMMC Services



* Forecasting and supply planning exercise with multiple demand scenarios should be done with all partners at the program level at least 6 months prior to the beginning of services. 3-4 months additional lead time is needed for mobile sites.

** If VMMC Supervisors will assure the support for the launch of VMMC services, they should be trained prior to training the VMMC providers; if not, they can be trained closer to beginning their role in supervision.

Estimate about 4 months to launch of services at a brand new site (depending on how long it takes to complete Service Site Strengthening).

Operational Guidelines

The key steps, or phases, covered in this *Best Practices* document are outlined in Figure 2 above, as well as in a table format with more detail in Appendix 1. The focus of this guide is on VMMC service delivery and the components associated with making a VMMC program operational.

It is essential that the training of all VMMC providers and staff has been conducted prior to the launch of VMMC services at the site. It is also important that client demand for VMMC has been generated to coincide with the launch of service provision. Equally, it is critical to equip VMMC teams with immediate, on-site logistical and technical support to ensure the smooth launch of services. This is important so that VMMC providers and staff can apply their new skills shortly after training. Ongoing supportive supervision, coupled with routine monitoring and evaluation (M&E) and targeted studies or evaluations, will ensure delivery of high-quality VMMC services. This *Best Practices* document systematically describes all of the essential elements for successful implementation of VMMC services.