Sustainable Service Delivery Ambassadors Meeting Agenda
1255 23rd Street NW, Suite 300, Washington, DC
24 September 2014
8:30 am – 4:30 pm

Objectives:
1. Develop a shared understanding of the service delivery approach and whole system change
2. Identify targets and partners in and outside the WASH sector to drive sustainable service delivery
3. Brainstorm ways in which Ambassadors can support sustainable service delivery going forward

MORNING SESSION

Arrival and Breakfast
  Chris McGahey, Hillaria International, Facilitator

Welcome from the Meeting Host
  Tessie San Martin, CEO Plan International

Background on Triple-S and Sustainable Service Delivery
  Patrick Moriarty, IRC; Harold Lockwood, Aguaconsult

Approaches to Sector-wide Change
  Collective Impact and Whole System Change
  Samantha King, FSG; Patrick Moriarty, IRC

Lunch 12:00 – 1:00pm

AFTERNOON SESSION

Target Mapping Exercise
  Objective: Identify who within the US-based WASH sector should and can be influenced
  Chris McGahey, Hillaria

Aligning Targets and Approaches
  Objective: Review application of approaches and models to the identified targets
  Patrick Moriarty, IRC

Questions Not Yet Answered, Organizations Not Yet Involved
  Objective: Ensure clarity of concepts and engaging the right additional Ambassadors
  Chris McGahey, Hillaria

Break

The US Ambassadors Looking Forward

Closure
  Chris McGahey, Hillaria
  Round of feedback/reactions from participants

Refreshments 4:30 – 6:00pm