Addressing and preventing care needs through innovative community care centres (I-CCC)

Online International Kick-off Meeting
3 November 2020, 9 – 12 am

MINUTES

Aims of the meeting:

- To get to know each other and create a good basis for cooperation
- To gain a deepened understanding of the project
- To gain a common understanding of each other's role in the project
- To address organisational, financial and administrative questions
- To plan next steps

Welcome, introduction and overview of agenda

After the welcome by Walter Hajek, Head of the Operations and International Cooperation Department, a short introduction round was made. Participants were asked to share their experiences as well as elaborate on their role in the project and bring forward any wishes they have for the project and its implementation. Statements included that the impact may be with the project, sustainability of project activities as well as the possibility to meet in person again.

It was pointed out that it was the first time that the AutRC EIC department proposed under the social and innovation budget line of the European Commission (EC) and that the project will address major challenges with regards to older people, support to informal carers and support to people with dementia. The long-lasting track-record among AutRC, RCS and MontRC in working with and for older people will prove advantageous to realize the **objectives** of A) piloting 6 community care centres in Austria, Serbia and Montenegro and B) of setting up a new volunteer-based service to support people with dementia. Attention was then drawn to the kick-off meeting with the EC, who made clear that they are happy with the project, but that they also have high expectations as they are looking at **the possibility to upscale** the 7 funded projects incl. the I-CCC project.

Cornelia Zwicker then gave a **short overview on the project in general** and each WP was presented and discussed.

Work Package 1 – Needs assessments in 6 communities

Under WP 1, **desk research** on current planning and policy papers as well as a mapping in communities will be carried out. In a next step, **community needs shall be assessed** via focus groups, 3-4 interviews/community and one multi-sectoral stakeholder meeting with 20 people/community. The gathered information shall feed into a summary report and recommendations in the language of the respective countries of 20 pages length as well as a summary report in English. After the community assessment **financial sustainability options** for CCC and VS are to be assessed in 4-5 interviews, which shall result in a paper on financial sustainability of 5 pages length.

-> the AutRC will provide a template with a rough structure for the national summary reports.

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Work Package 2 – Piloting CCCs

Local RC branches with support of partners will establish the CCC structures **developing a concept** for each CCC and the definitions of the services to be provided. In a next step, they will **pilot the CCCs** and develop and adapt the **training toolbox for informal carers**. With regards to the AutRC there is a lot of material already available which will be updated. As to the MontRC the training material will be translated and printed in national language. The RCS, on the other hand, will first develop this training material first and conduct a TOT for MontRC. It will then translate the training material and print it in national language.

➔ The question was raised by the health and social services staff of the AutRC, whether it is possible to ask the EC/DG Employment if we can change the budget line dedicated to print material to online training as the AutRC has been working on online training due to the COVID-19 situation. It was stipulated by the project coordinator that there is no ceiling of a percentage for budget shifts with regards to this project, so project partners are quite flexible. **However, any changes to be made will need to be communicated to Cornelia beforehand** as the EC will need to be informed about major changes.

Multi-sectoral cooperation and networking will be assured through the conduction of regular cooperation meetings and **a conference on best practices*** shall take place in Sutomore with 3 PM.

*It was brought forward by the health and social department of the AutRC that activity 2.5. focuses specifically on best practices and innovation in **supporting informal carers.**

Work Package 3 – Piloting volunteer-based services for people with dementia

The project partners will **develop and establish new volunteer-based services** and train the volunteers and informal carers accordingly. For this purpose, volunteer coordinators shall be selected and designated. In Austria, 45 volunteers/community shall be trained within 2 years, while in Montengro and Serbia 20 volunteers/community will receive the training. The training itself varies among the countries: In Austria 3 groups of 15 volunteers each/community will receive a 7-day training within a period of 6 weeks, while in Montenegro two 3-day trainings/community with 20 participants each and in Serbia two 1-day trainings with 20 participants each – joint training with volunteers, staff and informal carers – will be carried out.

After the trainings, **volunteer visits** to people with dementia shall be piloted: in Austria it is envisaged that 30 volunteers/community will provide services to approx. 30 people/community. A selected volunteer coordinator will be in charge of conducting monthly meetings with all volunteers. In Montenegro and Serbia 20 volunteers/community will visit 20 clients once a week.

A technology-based cognitive training tool for people with dementia shall be used and be tested in six communities. The tool will be adapted and translated for application in Montenegro and Serbia followed by a ToT in Belgrade and Podgorica for 3-5 persons from each CCC. Leaflets shall be developed in order to attract interested persons. The tool will be tested with 60 people in Austria and with 30 people each in Montenegro and Serbia for a period of 12 months.

An **evaluation** shall be carried out before and after the intervention using the mini-mental state questionnaire and the general depression scale.

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Overview of Evaluation Concept - Work Package 4: Evaluation

Christian Grünhaus from the University of Economic, Competence Center for Nonprofit Organisations gave an overview on the evaluation work package. It shall be developed based on the stakeholder-based hypothetical impact model including both outcome and process evaluation. Once the plan is established, an **impact evaluation** of CCCs and volunteer-based services and a **process evaluation** resulting in a mid-term and final report shall be carried out under the lead of the NPO Competence Centre with support of experts in Montenegro and Serbia. The process evaluation aims to support quality assurance and the project coordination in addressing risks for reaching the goals. It will use methods such as semi-structured interviews and reports on results of parnter meetings. The impact evaluation sets out to measure the impact of the project on the community level feeding into policy recommendations for national policy reform in LTC. Based on the impact toolbox it will use methods such as semi-structured interviews, WHOQol BREF for Quality of Life, MMSE and GDS assessment data.

➔ A draft of the monitoring and evaluation plan will be developed by the NPO institute pretty soon, which shall be followed by a **workshop in Austria** already at the beginning of December 2020. The plan is to also hold a joint or bilateral **workshop(s) with RCS and MontRC**. AutRC will get in touch with partners for a possible date in January/February 2021.

How we will work together - Work package 6: Project Management

Cornelia gave a presentation on main aspects of how we will work together.

A management structure was set up and **partner agreements** have been drafted. As soon as the partner agreement is signed, we can transfer the first money tranche. We are still waiting for the EC to sign the contract so we can proceed with the ADA agreement and finish the partner agreements with RCS and MontRC as well as with policy partners. The agreements with the NPO Institute, GÖG and the branches are already quite developed, and they should receive a draft within the next two weeks, which can then be finalized.

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Communication

Monthly skype meetings and bilateral skype meetings will be conducted, bi-lateral Skype and phone calls as needed. National project coordinators and policy partners are expected to participate in the monthly Skype Meetings as well we in the 5 partner meetings. The national coordinators will be responsible to plan and monitor the project with the policy partner and other relevant staff and stakeholders on national/regional/local level.

On Sharepoint, a repository of files and documents is available in the ICCC-folder that is regularly updated (also see the annex for an overview).

Partner meetings**:**
- 2 partner meeting: Belgrade, June 2021
- 3 partner meeting: Sutomore, June 2022 together with the international conference
- 4 partner meeting: Hartberg in Styria/Austria, January 2023
- 5 partner meeting: Belgrade, September 2023 together with the final conference

Dates will be sent via Doodle survey for the 2 and 3 partner meeting.
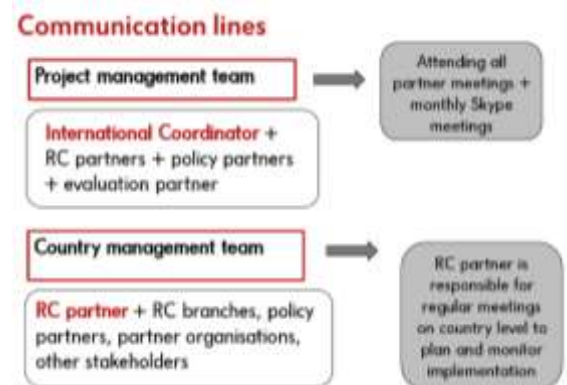
Dissemination and Visibility (WP 5.5)

The project coordinator will develop an overall **dissemination plan**, while the **RC partners together with their policy partners and branches will develop a national dissemination plan** for the purpose of having results regularly disseminated.

A **project website** shall be created – Cornelia has established a whiteboard, where ideas on the project website can be added. Please do add your ideas after your national kick-off meeting, when you had time to discuss it on national level. Please also put a link on your respective country websites to link to the general project website. The project website will be in English and will serve to disseminate project results and reports – the target groups will be national and international interested persons and stake-holders (it will not serve to provide information for CCC customers – the promotion of CCCs and information about opening hours etc. will need to be provided via the website and other channels of the regional RC branches and through leaflets, posters etc.)

Most importantly also, please make sure you put the **EU Logo and disclaimer** on all project products and documents. -> **For Austria**, please be mindful that you do NOT use the ADA Logo for activities in Austria, since ADA only finances activities in Montenegro and Serbia.

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-> Please see the visibility guidelines for further details and specifications.

Dissemination list

With regards to the **dissemination list**, please bear in mind that we need to differentiate between women and men. The dissemination shall include any events (e.g. conferences, round tables, meetings, etc.) or any other information or documents (e.g. newsletters, articles, …) in which the project results are being disseminated/presented/stated.

The NPO Institute raised the question, whether partners will receive reminders from the project coordinators with regards to deadline on dissemination activities. With regards to the overall dissemination strategy, there will be reminders from the project coordinators, but for country-specific items reminders would be the responsibility of the national coordinators.

-> The NPO Institute together with the int. project coordinator will come up with **a separate tool to monitor and collect figures of project activities carried out** (e.g. number of informal carers reached through activity xy, number of trainings carried out etc.)

Overview on next steps

What	Who	Until when
Send minutes of on-line partner meeting	Cornelia & Anna	12 November ✔
Put documents and templates on sharepoint	Cornelia & Anna	12 November ✔
Finalization of partner agreements	Cornelia & Anna	End November/Beg. Dec
Develop a detailed overall project dissemination plan	Cornelia & Anna	End of November
Collect quotes and develop draft outline for project website	Cornelia & Anna with input from partners	Mid December
Set a date for financial on-line meeting	Claudia, Cornelia	Beginning of Dec.
Set date for 1. Project Skype Meeting	All partners	9/10 Dec. 2-3pm
Conduct national partner meetings and detailed time planning for national activities	RC Partners + policy partners	End of November
Conduct desk research and mapping	RC partners + policy partners	November 2020 – January 2021
First draft of impact model available	NPO institute	Mid December
Develop a national dissemination plan	RC partners	Mid/end December
Submit first narrative and financial report	All partners	15 February 2021

A **separate skype meeting with the finance persons and project coordinators on administrative and financial issue**s shall be held in the beginning of December 2020. During this meeting, the specific admin and finance requirements and reporting processes will be presented and discussed. The project coordinator will send out a Doodle poll so that everyone can indicate their availability.

Please also make sure to hand in your **quarterly financial and narrative reports**. The first one is due on **15 February 2021**. The project coordinator will prepare the templates that will also be discussed during the Skype meeting on finance/admin issues.

Minutes
Anna Scheithauer and Cornelia Zwicker
12 November 2020

Annex:

Important project documents can be found in the shared project folder on Sharepoint that will be regularly updated and extended.

Documents and templates from the Int. Kick-off Meeting uploaded are:

- Presentation on project and how will we work together
- Evaluation presentation
- Agenda of Kick-off Meeting
- Visibility guidelines

Templates

- Timesheets template - that should be used for the I-CCC Project from all project staff
- Dissemination list
- Monitoring template
- Project leaflet

Annex – participants list

	Name	Function/Department	Organization	E-Mail Address
1	Walter Hajek	Head of Operations and Int. Cooperation	Austrian Red Cross, Headquarters	Walter.Hajek@roteskreuz.at
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22	Manuel Kern	M&E Officer	NPO Competence Centre, Austria	Manuel.Kern@wu.ac.at
	Excused			
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