

WP4 Monitoring & Evaluation

Lidija Brnovic



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AUSTRIAN RED CROSS



WP4 Overview & Progress to date

What is the current status of this work package and it's activities? Please describe shortly the progress to date

Measuring the impact of the project on community levels

- ▶ First wave of evaluation process is ongoing

Work package 4:

***Measuring the impact of the project on community levels**

*Informing the concept of CCCs and the volunteer-based services from people with cognitive impairment and dementia from the findings of the testing phase for upscaling in other regions

*Highlighting policy recommendations for national policy reform in LTC. A focus will be on the financial sustainability and accessibility of LTC services for users

Montenegro



- ▶ South of Montenegro : **Bar**
- ▶ North of Montenegro: **Bijelo Plje**

Target groups & Key Figures



Target groups involved in the first wave of evaluation:

- ▶ Clients: beneficiaries of home visits (67 beneficiaries, **77% F**)
- ▶ Informal caregivers (18 persons, **83% F**)
- ▶ Volunteers (40 volunteers, **67% F**)

The Sample: Clients



▶ Number:

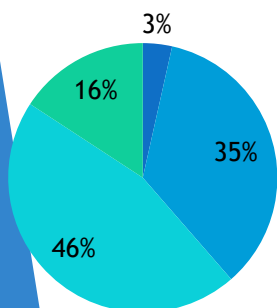
	N	%
Bar	22	32.8
Bijelo Polje	45	67.2
total	67	100.0

▶ Gender structure:

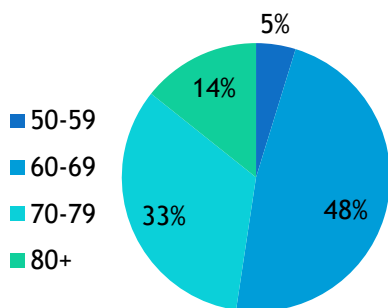
	N	%
Male	15	22.4
Female	52	77.6
total	67	100.0

- ▶ **Age structure:** Clients are on average 74 years old. The majority of clients (46%) are in the 70-79 age group, while 16% are 80+ Clients from Bijelo Polje are older (72 % compared to 52% in the age group 70+)

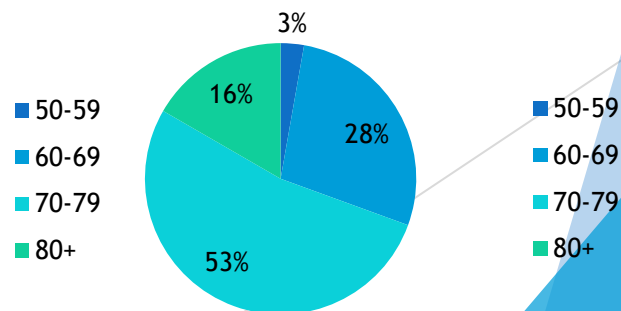
Age structure Clients, total



Age structure, clients, Bar



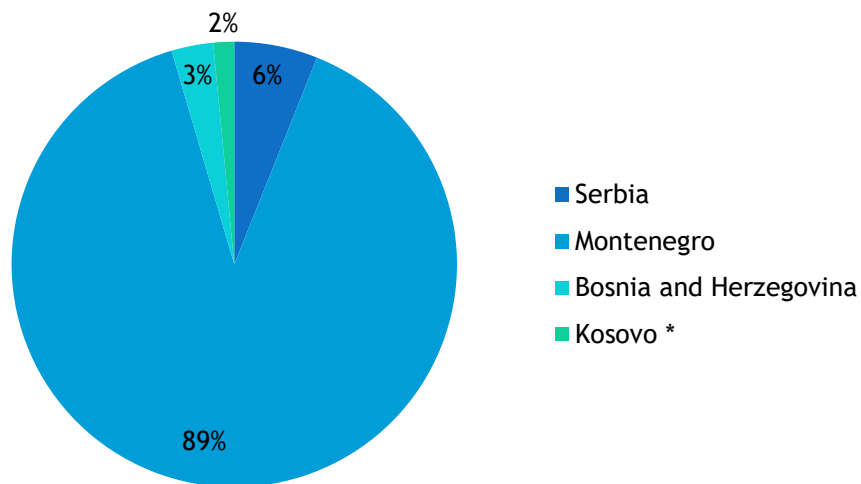
Age structure, clients, Bijelo Polje



▶ Educational structure:

There is a low level of education among clients, with one fifth not having completed compulsory schooling and about 20 percent not having finished secondary schooling (compared to Serbia, with 50% clients who finished secondary vocational school)

▶ Structure of beneficiaries according to the country of origin:



Community Care Centre's services

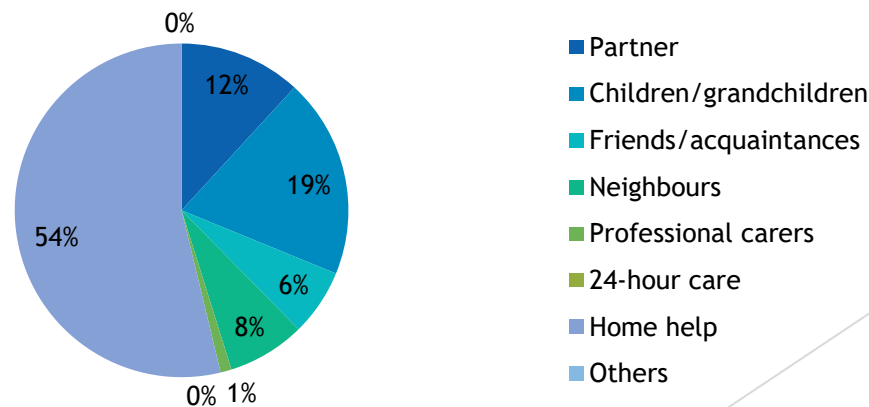


- ▶ The most common services requested by clients are preventive home visits (49.3%) and home help services (62.7%).
- ▶ One individual participated in a training program, while 6% participated in health promotion activities.
- ▶ **All respondents are satisfied** with the services provided in CCC.
- ▶ In all the respondents' cases, **alternative services** were not available or used in the community!

Who usually provides support in everyday life

- ▶ Most of the support is provided by **children**. Proportion of friends and neighbors is considerable (14% compared to 19%), while proportion of professional carers is minor*
- ▶ **RC Home Helper** play vital role in provision of support (more than one-third of clients rely only on this source of support)
- ▶ Apart from RC Home helper, only 2 respondents reported **multiple sources of support** (partner and children)

Sources of support in everyday life

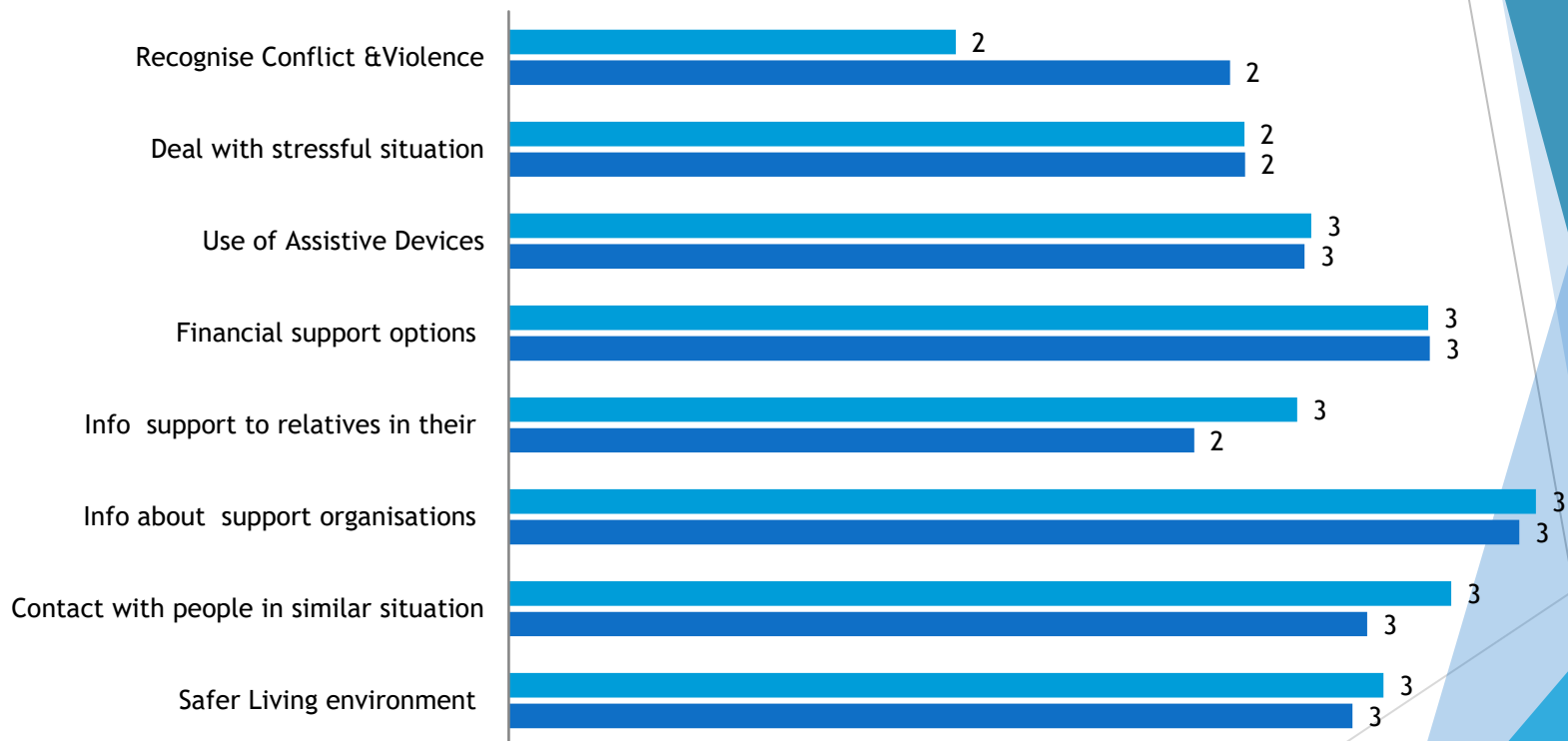


What is the impact of the I-CCC project on the older people?



I-CCC service

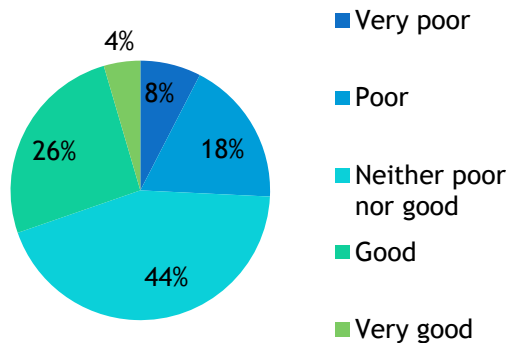
■ To what extent your expectations were met by the offer? ■ Expectations



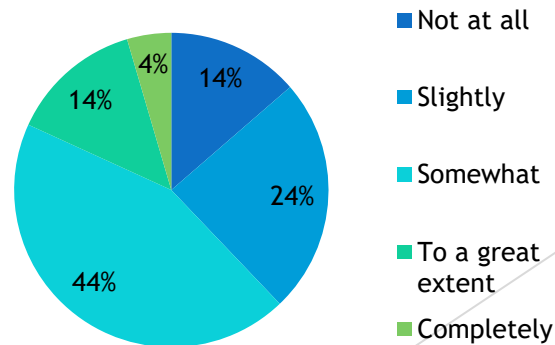
General remarks

- ▶ About half of the clients are moderately satisfied with the quality of their life, while 30% find their life good or very good. Nearly every third client finds his quality of life to be very poor.
- ▶ A mere 4% of clients are able to meet all their financial needs

How would you rate your quality of life?



Do you have enough money to meet your needs?

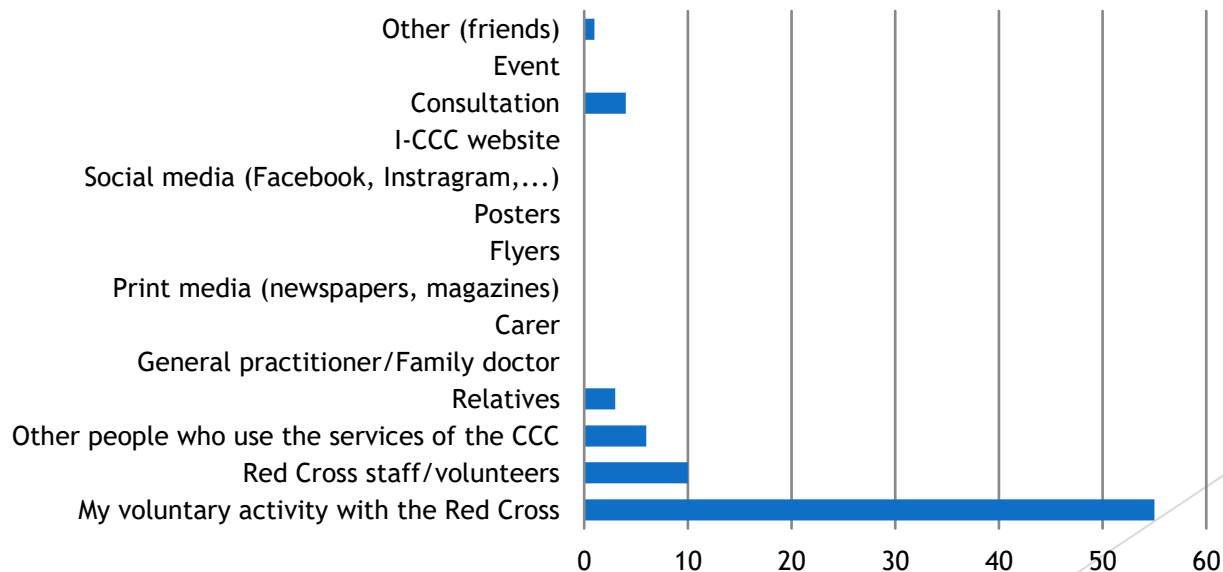


I-CCC communication activities



- ▶ More efforts are needed to disseminate information about the service and diversify the audience (who are primarily RC volunteers).
- ▶ Very good community outreach of Red Cross network?
- ▶ Primary Health Care - Family doctors should be used for dissemination of brochures and recommendation for the service

How did you become aware of the I-CCC Project



- ▶ Significant majority of the clients report moderate to low level of energy for everyday life.
- ▶ The opportunities for leisure activities are not adequate for about 47% of respondents.
- ▶ Every fourth client is physically completely capable to get around, as well to perform their daily living activities.
- ▶ More than half of clients report sleep deprivation.
- ▶ 30% persons report frequent of permanent negative feelings such as blue mood, despair, anxiety or depression.
- ▶ Majority of the clients refused to answer the question on sexuality.

The Sample: Informal carers



▶ Number :

	N	%
Bar	6	33.3
Bijelo Polje	12	66.7
	18	100.0

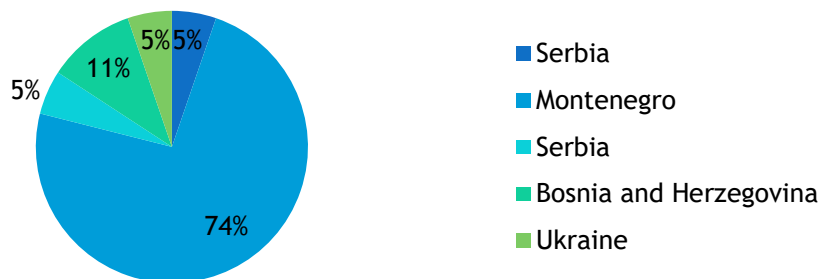
▶ Gender structure: most of them are women - over 83%

	N	%
Male	3	16.7
Female	15	83.3
	18	100.0

▶ Educational structure:

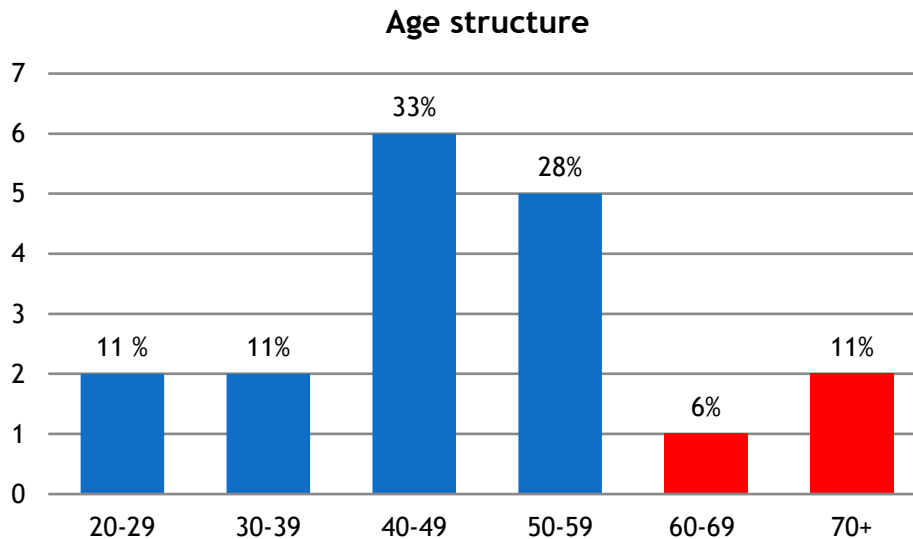
82% of informal carers have a secondary education, while 18% have taken an apprenticeship course. None have completed a university degree.

▶ Country of origin:



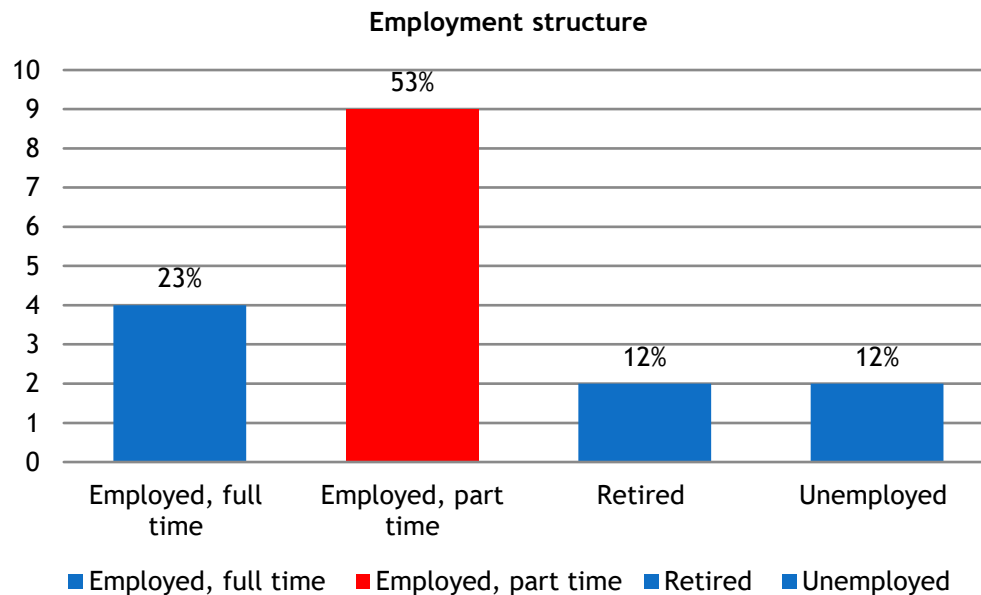
▶ **Age structure of informal carers:**

- ▶ The majority of informal carers are between the ages of 40 and 59.
- ▶ 17% of carers are 60+ while 2 out of them are 70+



Employment status:

- 23.5% of respondents is in full employment, while only 11.8 % is retired. On the other side, 90 % belong to the working age population.
- Half of the informal carers report part time employment. Data on gender, education status and socio-economical context indicate high probability of informal employment and low- quality of employment in general. *

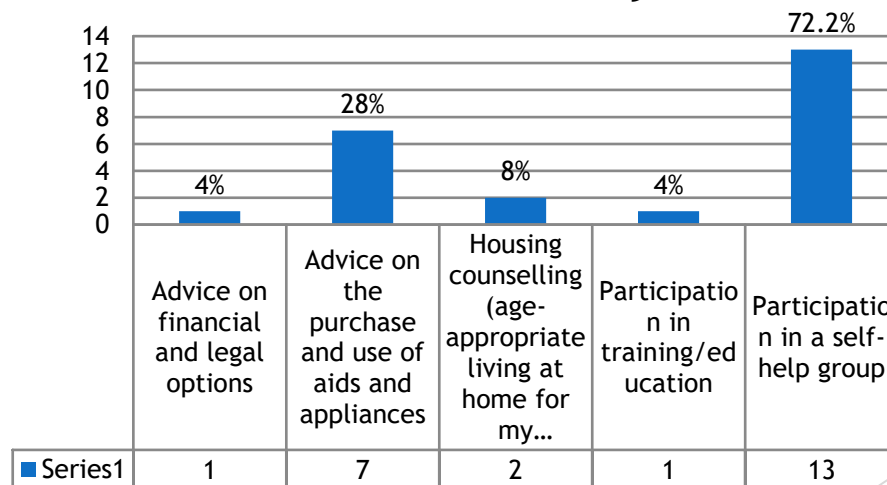


Community Care Centre's services



- ▶ The most common services used by informal carers were self groups and advising related to aids and appliances.
- ▶ All respondents are satisfied with the services provided in CCC.

CCC services used by IC



General remarks



- ▶ Financial situation of the informal carers is not adequate and sustainable.
- ▶ 12 out of 16 informal carers are children, who are taking care of one or the both parents. Having in mind financial situation of both the clients and informal carers, there is a possible risk to intergenerational poverty among their children - caregiver.
- ▶ Other carers, having in mind age structure, education and poor employment are also at risk of poverty and potential clients of community services and social allowances.

The Sample: volunteers involved

- ▶ **Number: 40 volunteers, 20 per municipality**

	N	%
Bar	20	50.0
Bijelo Polje	20	50.0
total	40	100.0

- ▶ **Gender structure: most of the volunteers are women**

	N	%
Male	13	32.5
Female	27	67.5
	40	100.0

- ▶ **Age structure: more than half are youth /younger than 30 years, other are 30+**

Age group	N	%
50-59	6	15.0
40-49	5	12.5
30-39	6	15.0
15-29	23	57.5

▶ **Educational structure:**

Very diverse, with 45% of persons with compulsory school leaving exam or apprenticeship, 40% with completed secondary education and 15% with university diploma.

▶ **Employment status of volunteers**

About half (51.3%) of volunteers are unemployed/job-seekers, while 31% is in full employment. Eighteen percent reported part time employment.

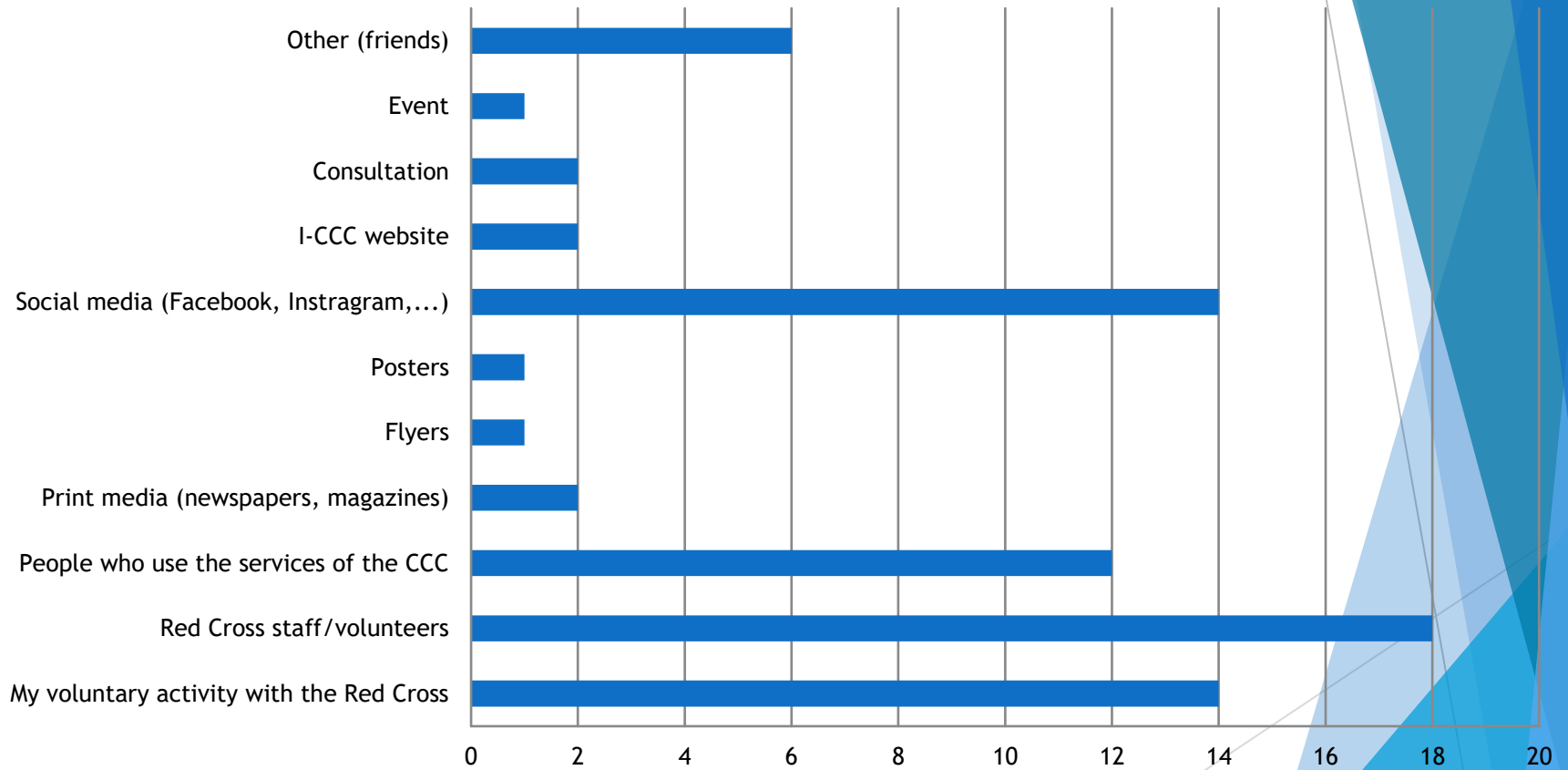
▶ **The volunteering experience**

90% have been active in Red Cross before the project, while only 2 persons joined during the project period.

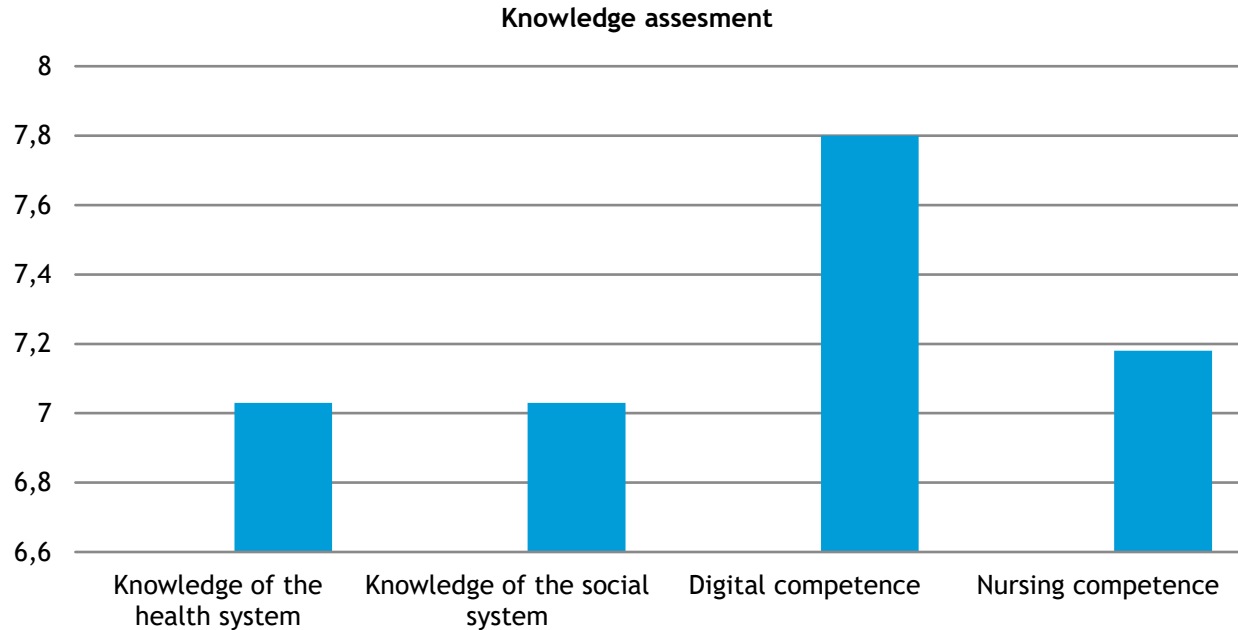
▶ **The way of becoming aware of the project:**

Communication channels used are diverse. Most of the volunteers are informed through their previous volunteering and contacts within Red Cross and social media

Communication channels used to inform about the I-CCC project



Existing level of knowledge of volunteers



General remarks



- ▶ Volunteers are mostly driven by altruistic motifs - to contribute for a common good (88%) and to help other people (93%)
- ▶ 40% of volunteers are moderately motivated by increase of skills and knowledge, while about half strongly believe volunteering will increase their skills and knowledge.
- ▶ About 74 % of volunteers believe that volunteering will help them to find adequate employment, while others disagree or find it irrelevant

World Café
Session
WP 4

