

# WP4 Monitoring & Evaluation

## NPO Competence Center



Funded by the  
European Union



WITH FUNDING FROM  
AUSTRIAN  
DEVELOPMENT  
COOPERATION



COMPETENCE CENTER FOR  
NONPROFIT-ORGANIZATIONS  
AND SOCIAL ENTREPRENEURSHIP



# Agenda

- ☑ Already done
- ☑ Status quo
- ☑ The Monitoring Tool
- ☑ The QPPQ
  - ▶ New concept of the QPPQ
- ▶ **The Process evaluation**
- ☑ The Mid-term report
- ▶ **Focus Austria**
  - ▶ Facts and Figures
  - ▶ Challenges and delay
- ▶ **Next steps**
- ▶ **Open questions**

# The Process evaluation

- ▶ Participants online (status 31.5.2022): 9
  - ▶ Online since May 20<sup>th</sup>
- ▶ Interviews: xx
  
- ▶ Summary 1<sup>st</sup> survey (September 2021)
  - ▶ General process of the project 8.7
  - ▶ Participation 9.4
  - ▶ Work packages 8.3
  - ▶ Communication 9.2
  - ▶ Partner meetings 9.0
  - ▶ concern that there will be delays in implementation

# Process evaluation results



- ▶ General process of the project 8.7 =
- ▶ Work packages 8.1 -0.2
  - ▶ For 67% (6 of 9) the workload is adequate → for 1 it will not be possible to implement the wp according to plan
- ▶ Communication
  - ▶ Lead partner 9.6
  - ▶ Other partners 8.9
- ▶ Partner meetings
  - ▶ International 9.4 (n=5)
  - ▶ National 9.1 (n=8)
- ▶ Hard to find clients and informal carers → easy to reach volunteers

# Focus Austria

## Clients and Informal Carers

| Nov 2021 - May 2022 | Styria  | Vienna                 |
|---------------------|---------|------------------------|
| Clients             | 4       | 13                     |
|                     | ♀ 3 ♂ 1 | ♀ 11 ♂ 2               |
| PwD                 | 0       | 5 ( <i>diagnosed</i> ) |
| Informal carers     | 4       | 16                     |
|                     | ♀ 2 ♂ 2 | ♀ 14 ♂ 2               |
| Interested persons  | 3       | 12                     |
|                     | ♀ 2 ♂ 1 | ♀ 8 ♂ 4                |



Status quo

Clients:

Styria 4 | Vienna 2

Informal carers:

Styria 3 | Vienna 10

# Focus Austria

## Staff and Volunteers

| Nov 2021 - May 2022 | Styria   | Vienna   |
|---------------------|----------|----------|
| New staff           | 4        | 1        |
|                     | ♀ 2 ♂ 2  | ♀ 1 ♂ 0  |
| Volunteers          | 11       | 11       |
|                     | ♀ 10 ♂ 1 | ♀ 10 ♂ 1 |
| 35-50               | 4        | 3        |
| 50+                 | 7        | 8        |

QPPQ

Status quo  
Volunteers:

Styria 0 | Vienna 11

# Focus Austria

## Lobbying and Networking



| Nov 2021 - May 2022           | Styria | Vienna |
|-------------------------------|--------|--------|
| Politics (regional)           | 11     | 2      |
| Politics (national)           |        | 1      |
| Senior citizens' associations | 3      | 1      |
| Other LTC-Organisations       | 17     | 1      |
| Medical services              | 4      | 1      |
| Therapeutically services      | 4      | 8      |
| Care services                 | 12     | 6      |
| Local government              | 9      | 1      |
| Other networks                | 9      | 7      |

# Challenges and delay in Austria

- ▶ **Due to the Covid-19 pandemic and associated regulations**, the start of the Community Care Centres has been **severely delayed**.
- ▶ **In Vienna**, the possibility to receive counselling online has been established. Especially informal carers used this offer. For this purpose, the QPPQ questionnaires were also transferred online.
- ▶ **In Styria**, it was difficult to find a staff member at the beginning.
- ▶ **In Styria**, the volunteers do not want to participate in the QPPQ survey. Clarification talks with the individual volunteers take place here again.



# Next steps?

- ▶ What can we learn from each other?
  - ▶ Reaching informal carers
  - ▶ Reaching clients
- ▶ How can we get more data?
- ▶ Has the delay an impact on the targets we set?

Open questions?



Hvala - Thank you  
for your attention