

# WP4 Monitoring & Evaluation

## NPO Competence Center



Funded by the  
European Union



WITH FUNDING FROM

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DEVELOPMENT  
COOPERATION



COMPETENCE CENTER FOR  
NONPROFIT-ORGANIZATIONS  
AND SOCIAL ENTREPRENEURSHIP



# Agenda



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

# Already done

## Monitoring Tool

- ☑ Pre-phase of the Monitoring Tool
- ☑ First wave of the Monitoring Tool

## QPPQ

- ☑ Start of all CCC in all 6 regions
  - ☑ First/all activities in the CCC implemented (different levels of progress per country)
  - ☑ QPPQ questionnaires handed out
  - ☑ Training for (all) volunteers completed

## Process evaluation

- ☑ First process evaluation

# Status quo

May 2022



	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36
Monitoring Tool	2 <sup>nd</sup> wave						3 <sup>ed</sup> wave											
QPPQ wave 1*	1 <sup>st</sup> wave																	
QPPQ wave 2*		2 <sup>nd</sup> wave																
QPPQ evaluation*									Meeting Q1				Nat. ev		Internat. ev.			
Process evaluation**								**next evaluation depending on the next international partner meeting										
National Reports																		
Mid-term Report																		
End Report																		

**QPPQ\*** New concept already announced  
→ description follows

# The Monitoring Tool

- ▶ What does the monitoring tool do?
  - ▶ Collects defined output data for the project
  - ▶ Serves to control whether targets are met
  - ▶ Provides an overview of how many people were reached or which services were used
  - ▶ Gives the opportunity to do evidence based advocacy
- ▶ Which groups are included?
  - ▶ CCC clients, informal carers and interest groups
  - ▶ Staff & volunteers
  - ▶ Lobbying & networking partner
- ▶ Periods of data collection
  - ▶ 4 periods (including a pre-phase for the first year)
  - ▶ Period 1, 2 & 3 (every 6 months)

# The QPPQ



- ▶ QPPQ = Questionnaire with specific Project-and Person related Questions
- ▶ Questionnaire based on the impact model in the nat. language for:
  - ▶ People with care and support needs
  - ▶ Informal carers
  - ▶ Volunteers
- ▶ Focus of the questionnaire
  - ▶ Part A: ICCC Project itself
  - ▶ Part B: WHO QoL\_BREF
  - ▶ Part C: About the person
- ▶ Local partners for data collection and evaluation:
  - ▶ in Serbia: the Republic Institute for Social Protection - Sanja & Slavica
  - ▶ in Montenegro: Lidija Brnović

# The new concept of the QPPQ



- ▶ **Original plan:**

- ▶ 3 waves (every 6 months) for clients and informal carers
- ▶ 2 waves (after 6 months) for the volunteers

Regarding the delay and difficult acquisition of participants in some areas we changed the concept:

- ▶ **2 waves for all three groups**

- ▶ 1<sup>st</sup> evaluation, when people use the ICCC for the first time → last initial survey: **30. September 2022**
- ▶ 2<sup>nd</sup> evaluation, after 8 months → last second survey: **31. May 2023**
- ▶ **Joint meeting in the first quarter of 2023 with the evaluators to discuss a uniform procedure for evaluating and comparing the two waves.**

# The mid-term Report



- ▶ After our meeting we will write the mid-term report
- ▶ Content:
  - ▶ Overview of the results of the individual partner countries
    - ▶ Facts and Figures → source: Monitoring Tool
    - ▶ Focus impact → source: national reports QPPQ
  - ▶ Our performance → source: Process evaluation



Open questions?



Hvala - Thank you  
for your attention