

WP4 Monitoring & Evaluation

NPO Competence Center



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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**

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 nd wave						3 ^{ed} wave												
QPPQ wave 1*	1 st wave																		
QPPQ wave 2*		2 nd 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**

- ▶ 1st evaluation, when people use the ICCC for the first time → last initial survey: **30. September 2022**
- ▶ 2nd 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 Process evaluation

- ▶ Participants online (status 31.5.2022): 9
 - ▶ Online since May 20th
- ▶ Interviews: xx

- ▶ Summary 1st 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

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

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