

# Monitoring and Evaluation for MHPSS in COVID-19

April 2020

**Psychosocial Centre**

 International Federation  
of Red Cross and Red Crescent Societies

Intervention/Programme	Output/Outcome Indicator	Means of Verification	Who should collect the data?
Hotlines and helplines	<p><b>Outcome</b></p> <p>Whether the service they received was useful</p>	<p><b>Outcome</b></p> <p>Random sampling of those who called. Follow up by separate telephone calls, SMS messages or a weblink to persons who called to see if the service met their needs.</p> <p>Sample questions (with a number scale or smiley face scale for responses) include:</p> <ul style="list-style-type: none"> <li>• How useful was the service?</li> <li>• Was it damaging or unhelpful?</li> <li>• Did it reduce your distress?</li> <li>• Did it give you positive ideas on how to cope with your challenges?</li> </ul>	<p><b>Outcome</b></p> <ul style="list-style-type: none"> <li>• If Weblink data, then the automatic system logs data &amp; analyses</li> <li>• PMER focal point in NS</li> <li>• Disaster Management Unit, if leading on hotlines</li> <li>• MHPSS volunteers in NS, if leading on hotlines</li> <li>• Programme managers or team leaders</li> </ul>
	<p><b>Output</b></p> <ul style="list-style-type: none"> <li>• Number of persons</li> <li>• Gender</li> <li>• Approximate age</li> <li>• Reason for call - suggest using a dropdown menu with set options</li> <li>• Informed consent registration</li> </ul>	<p><b>Output</b></p> <p>Template of an Excel spreadsheet with key data points</p> <p>Automated system like an App – where calls are automatically logged in an IT based system e.g., Weblink data</p>	<p><b>Output</b></p> <p>Hotline or helpline staff</p>
Phone counselling or psychotherapy session conducted by an MHPSS professional. This is usually done over the telephone or via a web platform (also known as tele-psychology or tele-MHPSS)	<p><b>Outcome</b></p> <p>Whether the service they received was useful and linked to their care or treatment plan</p>	<p><b>Outcome</b></p> <p>Related to clinical notes in client/patient file and their care or treatment plan</p>	<p><b>Outcome</b></p> <p>MHPSS staff and volunteers</p>
	<p><b>Output</b></p> <ul style="list-style-type: none"> <li>• Number of persons</li> <li>• Gender</li> <li>• Approximate age</li> <li>• Reason for call - suggest using a dropdown menu with set options</li> <li>• Informed consent registration</li> <li>• Reason for call - suggest using a dropdown menu with set options</li> <li>• Informed consent registration</li> </ul>	<p><b>Output</b></p> <p>Template of an Excel spreadsheet with key data points</p> <p>Automated system like an App – where calls are automatically logged in an IT based system e.g., Weblink data</p>	<p><b>Output</b></p> <p>MHPSS staff and volunteers</p>

Staff and volunteer care	<p><b>Outcome</b> X% of staff and volunteers feel supported to do their work</p>	<p><b>Outcome</b> Staff and volunteer care survey Sample questions include:</p> <ul style="list-style-type: none"> <li>• During the last two weeks, how often did you feel upset about the emergency that you tried to avoid places, people, conversations or activities that reminded you of it? (Response scale: all of the time, most of the time, some of the time, a little of the time, none of the time)</li> <li>• During the last two weeks, how often were you unable to carry out essential activities for daily living because of these feelings? (Response scale: all of the time, most of the time, some of the time, a little of the time, none of the time)</li> <li>• During the past two weeks have you considered stopping being a Red Cross Red Crescent volunteer? (Yes/No responses)<sup>1</sup></li> </ul>	<p><b>Outcome</b> NS human resources and volunteer management departments</p>
	<p><b>Output</b> # of IEC materials (posters, SMS messages, e-mails, leaflets, social media messages) developed promoting staff and volunteer care # of peer support initiatives (e.g., self-care briefings, team well-being meetings, WhatsApp/social media groups, shift rotations, team telephone hotlines, buddy systems)</p>	<p><b>Output</b> Template of an Excel spreadsheet with key data points, where each IEC material represents a row in the spreadsheet. Peer support initiatives could also be counted and listed perhaps using a drop down menu of options.</p>	<p><b>Output</b> Communication departments, HR and volunteer management departments</p>
Training for volunteers, for example, PFA, lay counselling, helplines, how to run virtual or remote group MHPSS interventions	<p><b>Outcome</b> % of participants are competent in providing the specific intervention e.g., PFA/ lay counselling/ etc. Perceived confidence and skills in the specific intervention (e.g., PFA skills)</p>	<p><b>Outcome</b> Competency checklist (could be filled in during remote or in-person supervision sessions) Training participants perceived skills &amp; confidence survey</p>	<p><b>Outcome</b> Volunteer team leaders or managers fill in competency checklist Trainees or participants report on their confidence and skills</p>
	<p><b>Output</b></p> <ul style="list-style-type: none"> <li>• Number of persons trained</li> <li>• Gender</li> <li>• Approximate age</li> <li>• Training topic(s)</li> <li>• Modality: face-face, remote, online (drop-down menu option).</li> </ul>	<p><b>Output</b> Template Excel spreadsheet with key data points</p>	<p><b>Output</b> Trainers</p>

<sup>1</sup> With thanks to Belgian Red Cross-Flanders for these questions and World Health Organisation and United Nations High Commissions for Refugees. Assessing Mental Health and Psychosocial Needs and Resources: Toolkit for Humanitarian Settings. Geneva: WHO, 2012, p39.

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### IFRC Reference Centre for Psychosocial Support

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Warm thanks to everyone who assisted in creating *Monitoring and Evaluation in COVID-19*.

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Please contact the PS Centre should you wish to translate or adapt any part of *Monitoring and Evaluation for MHPSS in COVID-19*.

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