

## TERMS OF REFERENCE

### For the external evaluation of the programme “Sustainable Homecare System in Ukraine” Ukraine, 2020 – 2022

**Caritas Austria (CAT)**, Albrechtskreithgasse 19-21, 1160 Vienna, Austria

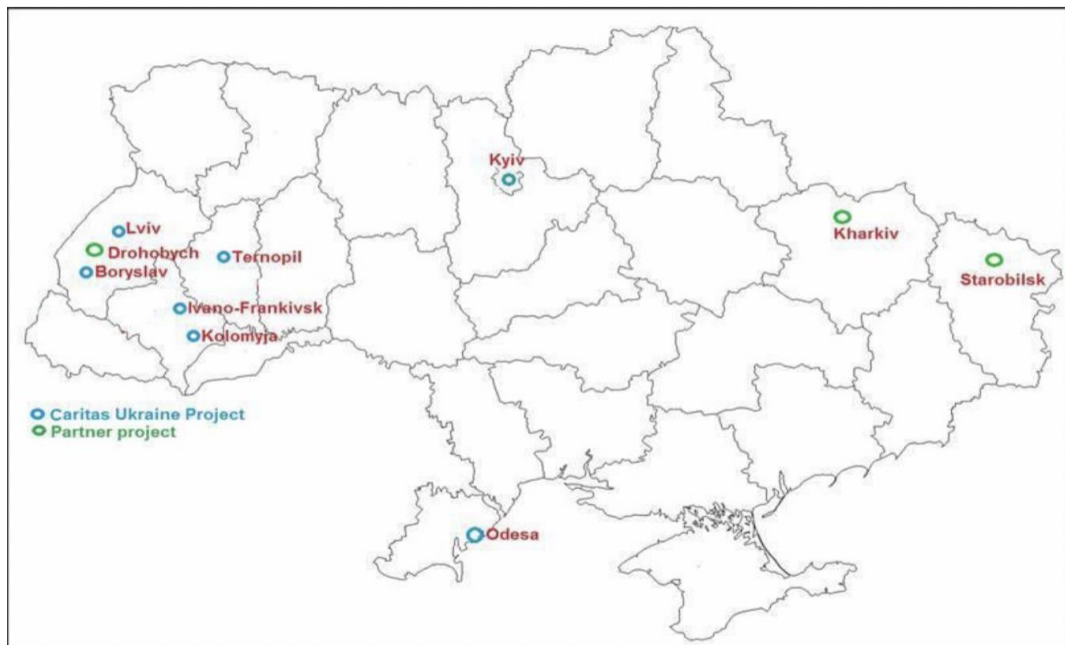
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**Project Location:** 10 locations in Ukraine: Boryslav, Drohobych, Ivano-Frankivsk, Kharkiv, Kolomyja, Kyiv, Lviv, Odesa, Ternopil and Starobilsk

**Project Duration:** July 01, 2020 – December 31, 2022

**Caritas Austria Project Nr.:** 20 100 10

**Implementation:** International Charitable Foundation Caritas Ukraine together with diocesan Caritas organizations and non-Caritas partner organizations



## 1. Introduction

### 1.1 Engagement of Caritas Austria in Ukraine

Caritas Austria (CA) is a humanitarian organization working to create lasting changes in the lives of people affected by natural or man-made disasters and is dedicated to working with the world's most vulnerable people. CA works with national partners to contribute to capacity development and sustainable impacts. Caritas Ukraine (CUA) is one of CA national partners and the biggest national NGOs in Ukraine. It was registered in 1994 with national offices in Lviv and Kiev. CUA has experience in providing emergency humanitarian assistance and social support. Caritas Ukraine's main objectives beside emergency response and rehabilitation are: 1. Health care programs, including homecare for disabled and chronically sick people, palliative and hospice care and support of people living with HIV/AIDS 2. Programs for children and youth, including IDPs, street children and children of work migrants.

### 1.2 Project History

Caritas Ukraine (CUA) has been implementing Home Care Program since 1999, aimed not only to ease the physical burdens of the patients by taking care of their household everyday needs, but most of all, to improve their spiritual condition, to do everything possible so that they do not feel lonely or neglected by society. The project was funded mostly by international donors (small components were funded by local charities and local budgets) and became well known in the country as a model of providing home care on the NGO basis. Starting from 2017 existing projects providing home care services are united into one joint programme with common objectives which will help in standardization of services in accordance with state standards for home and palliative care and in improvement of quality of services by regular training of staff, improvement of qualification according to state approved requirements. Although the project itself showed good capacity and helped hundreds of people in need in numerous cities of Ukraine, a new reality – reform in the social sphere of Ukraine, decrease of international funding, necessity of unification of approaches of all NGO-based home care projects – showed the necessity to actively work on the sustainability of the Home Care Program.

### 1.3 Project Summary

Location(s) of the action:	10 cities throughout Ukraine: Boryslav, Drohobych, Ivano-Frankivsk, Kharkiv, Kolomyja, Kyiv, Lviv, Odesa, Starobilsk, Ternopil
Total duration of the action:	30 months (01/07/2020 - 31/12/2022)
Objectives of the action	<p><b>Overall goal:</b> To contribute to a future-oriented and sustainable homecare system in Ukraine</p> <p><b>Overall objective:</b> An enhanced, well-functioning, and effective and sustainable home-care system provides a high quality level of care to older persons and other disabled persons across Ukraine</p> <p><b>Specific objective:</b> The homecare system provides consistently high quality care, in compliance with national standards, to older persons and other persons with disabilities in a sustainable manner.</p> <p><b>Outcomes:</b></p>

	<p><b>OC1:</b> Older persons and other disabled persons access high quality home-care services, in accordance with Ukrainian national standards.</p> <p><b>OC2:</b> Volunteers and family members effectively support homecare solutions for older persons and other disabled persons.</p> <p><b>OC3:</b> The Caritas Ukraine network of 10 homecare centers increase their financial stability and sustainability (ie, through increased ability to generate grants and income)</p> <p><b>OC4:</b> Caritas Ukraine coordinates and manages its network of 10 homecare locations with enhanced efficiency and effectiveness</p>
Target group(s) and final beneficiaries	<ul style="list-style-type: none"> <li>➤ 1130 direct beneficiaries (elderly people, staff and volunteers)</li> <li>➤ 11600 indirect beneficiaries</li> </ul>
Main activities	<ul style="list-style-type: none"> <li>● Delivery, Supervision, Oversight and Management of Social Homecare services</li> <li>● Capacity Building</li> <li>● Elaboration of the Concept “Approach of the Network on Homecare”</li> <li>● Digitalization - Development of a modernized/user friendly database</li> <li>● School of Volunteers</li> <li>● Elaboration of project proposals to Local Authorities or external donors</li> <li>● Elaboration of local business plans</li> <li>● Mini-Grants</li> <li>● Programme and finance management incl. programme coordination</li> <li>● Elaboration of a Needs Assessment</li> <li>● Elaboration of a MEAL plan</li> <li>● Mapping of local, regional, national and international NGOs working in the field of Homecare</li> <li>● Development of Policy Dialogue</li> <li>● Elaboration of a strategic vision</li> </ul>

## 2. Scope of the Evaluation / Time period and components covered

The evaluation covers the time period from 07/2020 until 03/2022

According to the recommendations of the external evaluation of the previous programme, the new evaluation system will be evidence based and will include collection, compilation and analysis of information at the following levels:

- Process level – the level of implementation of the main indicators and the formation of the ongoing reporting of the project.
- Project level – the level of evaluation of the effectiveness and efficiency of services, their compliance with standards.
- Organizational level – the level of analysis of interaction, synergy and intersection with other activities and projects of the organization.
- Regional level – the level of analysis of the relevance of services and place of the project in the social services system.
- National level – the level of aggregation of data for all projects, as well as analysis of needs, trends and changes at the country level.

### **3.1 Overall objective of the evaluation**

The external evaluation shall assess the set-up, activities and the outcomes of the project with regard to their relevance, effectiveness, impact, efficiency and sustainability. It should also give insight into the achievements or shortcomings of the chosen approaches and methods. It should assess the capacities and performance of the involved partner organizations.

The external evaluation is also expected to provide a base for an informed follow-up planning of the project activities for the remaining months. By taking into account projects' best practices and lessons learned the evaluation will support the successful finalization of the 2.5 years programm.

The evaluation results will be used by Caritas Austria, Caritas Ukraine and the 10 implementing organizations.

### **3.2 Key Questions**

- Are the expected results of the project consistent with the outcomes, objective and overall goal?
- Were the chosen approaches appropriate to reach the objectives?
- What lessons learned can be applied in the planning of new projects for target group of beneficiaries in Ukraine?
- Assess relevance, effectiveness, impact, efficiency, and sustainability of the project activities.

#### *Relevance:*

- To what extent does the project focus on the target groups and respond to their needs?
- Is the chosen approach appropriate to have an impact on the situation of socially unprotected groups of population in Ukraine?

#### *Effectiveness:*

- Did the project contribute to a future-oriented and sustainable homecare system in Ukraine and to what extent?
- To what extent has the project already achieved its outcome(s) or will be likely to achieve it/them?
- Did the Network of Caritas Ukraine + 10 homecare centers increase their financial stability and sustainability (ie, through increased ability to generate grants and income)?
- Was the efficiency and effectiveness of coordination and management of Caritas Ukraine enhanced and to what extent?

#### *Impact:*

- Has the project had an impact on the direct and indirect beneficiaries, stakeholders, local communities and local authorities?
- Did the project have any unintended positive or negative consequences?
- Did the project contribute to the improvement of capacities of local Caritas organizations?

#### *Efficiency:*

- Does the management structure and the organizational project set-up functioning?
- What can be said about the financial aspects, comparing financial input and output of all involved partners regarding project implementation?
- Is the relationship between resources invested and results achieved appropriate and justifiable?
- What can be said about efficiency of the services provided within the framework of the project? Are there feasible options for cost reduction and cost saving while achieving the same level of results and quality?

#### *Sustainability:*

- What steps were taken to ensure project sustainability? Please assess their effectiveness. What steps need to be taken in the near future?
- Is the project supported by any local and/or national institutions? Do these institutions demonstrate commitment and capacity to continue project activities or duplicate them? What lobbying activities need to be implemented to achieve project sustainability?
- Do local organizations have financial capacity to maintain project activities / part of project activities to continue after Caritas involvement has stopped?
- Do local organizations have other sources of funding (other donors)?
- Are local organizations or Caritas Ukraine supported by business to provide the services of the project at the same level in case of decrease of funding from CAT?

### **4. Methodological Approach**

- Desk study on existing documents (project proposals, reports, internal regulations, need assessment etc.)
- Briefings from Caritas Austria officials
- Briefing with local team (Caritas Ukraine, 10 locations) in Ukraine
- Participatory approach (focus group discussion, interviews with beneficiaries and caretakers)
- Semi-structured interviews with relevant stakeholders involved in the project implementation
- De-briefing with Caritas Austria officials
- Result presentation of the evaluation towards the homecare centers

The evaluator is expected to make a proposal defining the planned methods and methodology pointing out any shortcomings of these ToRs and proposing additional issues to be looked into.

### **5. Mandatory**

The evaluation is to be carried out under the mandate of Caritas Austria. Caritas Austria will approve the final report and the consultant carrying out the evaluation is accountable to her as the commissioning person. Based on these Terms of Reference a contract will be set up between the evaluator and Caritas Austria.

## **6. Responsibilities**

In Ukraine, the implementing partner and/or the local partner organizations will prepare the necessary field trips for the consultant, facilitate the evaluation visits, provide transport if necessary, arrange for stakeholder meetings and assist the consultant during his/her stay in all project related manners.

The evaluator will be provided with all relevant documents (proposals, reports etc.) by Caritas Austria and Caritas Ukraine.

## **7. Costs and Financing**

The offer should specify the costs for:

- Salaries, expenses, per diem
- Travel to Ukraine and within the country (10 locations)

The offer describes what can expect to be achieved in referral to the ToR within the given budget. The contract will be on the fixed price basis. An advance payment in the amount of 20% can be considered after signature of both parties. The payment of the rest of the contract amount (80%) is disbursed after the acceptance of the final evaluation report.

## **8. Time Plan**

Holding a tender	Until 20th of February, 2022
Signing Agreement:	Until 28th of February, 2022
Desk study and preparation:	Until 31.03. 2022
Evaluation in the field:	April - May, 2022
Draft Report + preliminary findings:	15.06.2022
Debriefing with Caritas Austria:	Until 30.06.2022
Final Report:	
Presentation to CUA and local organizations	Until 30.08.2022

## **9. Reporting / Deliverables**

- The evaluator is expected to produce a report in English and Ukrainian/Russian presenting the results of the assessment as predefined in the ToRs.
- The report should not exceed 25 pages and it should have an executive summary of 3-4 pages which includes key findings, conclusions and recommendations.
- The report shall provide findings (statement of facts), conclusions and recommendations. More general recommendations concerning the field of activity, the country or region are welcome.
- For the preliminary debriefing with the Caritas Austria officials the evaluator should provide a short paper of 3-4 pages presenting the preliminary findings.
- The Evaluator will make a presentation of the final evaluation report to Caritas Ukraine Documentation on DVD / CD if appropriate.
- The final evaluation report is due on 30.06.2022.

## **9. Evaluator Profile**

- Specific professional background/ knowledge in the social field
- Experience of work in social programmes, homecare issues is an asset
- Expertise and experience in evaluation and consultancy in relevant fields required.
- Familiarity with the context of Ukraine as pre-condition
- Has conducted at least 3 evaluations of similar nature before
- Languages: English, Ukrainian, Russian

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