

OVERALL INSTRUCTIONS

1 All questions/sections must be responded to before submitting to secretariat. Once the document is uploaded in the relevant folder (as per instruction below) please email the secretariat.

To ensure **high quality narrative and results reports please pay attention to the following details:**

- a) A well written, succinct summary that is very clear about what was done during the reporting period and results achieved, with a priority on concrete activities, beneficiaries reached and achievements beyond processes
- b) Factual, evidence-based reporting against the outcome and output indicators presented in the original project document;
- c) In case certain indicators are not longer relevant, an explanation for why they are not.
- d) Factual, evidence-based reporting against the outcome and output indicators presented in the original project document and **how they align with the overall SERP joint workplan**, and connection to reporting on global-level SERP indicators
- e) Indicate the relevant SERP monitoring framework global indicators that were contributed to as part of this project.
- f) An honest analysis of challenges faced, the responses to these challenges and the extent to which these responses were successful or not
- g) Go beyond generic, standard and well documented features of successful project implementation when reflecting on innovation and focus on what is truly new for you and which could enable replication efforts

2 You **must submit this completed workbook by uploading** it in the relevant Project Folder here (<https://undp.sharepoint.com/:f:/r/sites/covid19mptfcall1/Shared%20Documents/2020-REPORT?csf=1&web=1&e=j3cc3J>). Please note if you are unsure of your project number please refer to <http://mptf.undp.org/factsheet/fund/COV00>

A ANNUAL REPORT

DEADLINE: 31 January 2021

4 ALL projects that received funds in 2020 must complete annual report, HOWEVER if you have your project ending on 31st December 2020 - your FINAL report is your annual report.

5 If you received a no-cost extension on your project please do the annual report and in a few months time you can update the annual report to include activities to complete your end of project report.

6 Please make sure you use the RBM framework you report here on is as per your approved Prodoc.

B END OF PROJECT - FINAL REPORT

DEADLINE: 31 January 2021

7 ALL projects that received funds in 2020 must complete annual report, HOWEVER if you have your project ending on 31st December 2020 - your FINAL report is your annual report.

8 Please make sure you use the RBM framework you report here on is as per your approved Prodoc.

Programme Title & Project Number	
Programme Title:	Protecting women & children: digitalizing & streamlining social services, and creating a unified platform for national care
Programme Number (if applicable)	
MPTF Office Project Reference Number:	124359
Country	Maldives

Programme Duration	
Overall Duration (months)	12 months
Start Date (dd.mm.yyyy)	15-Oct-20
Original End Date (dd.mm.yyyy)	1-Nov-21
Current End date(dd.mm.yyyy)	1-Nov-21

Recipient UN Organizations	
Organizations that have received direct funding from the MPTF Office under this programme	UNFPA, UNDP, UNICEF

Implementing Partners	
National counterparts (government, private, NGOs & others) and other International Organizations	Ministry of Gender Family and Social Services (MoGFSS), Ministry of Communication, Science and Technology (MCST), National Social Protection Agency (NSPA), CSOs

Report Cleared By
o Name:
o Title:
o Email address:

The MPTF Office Project Reference Number is the same number as the one on the Notification message. It is also referred to as "Project ID" on the project's factsheet page the MPTF Office GATEWAY

The start date is the date of the first transfer of the funds from the MPTF Office as Administrative Agent. Transfer date is available on the MPTF Office GATEWAY

As per approval of the original project document by the Secretary-General's Designate

If there has been an extension, then the revised, approved end date should be reflected here. If there has been no extension approved, then the current end date is the same as the original end date. The end date is the same as the operational closure date which is when all activities for which a Participating Organization is responsible under an approved MPTF / JP have been completed. As per the MOU, agencies are to notify the MPTF Office when a programme completes its operational activities.

Programme Title & Project Number	
Programme Title:	Strengthening resilience of the most vulnerable to future shocks in the Maldives
Programme Number (if applicable)	
MPTF Office	
Project Reference Number:	121912
Country	Maldives

Recipient UN Organizations	
Organizations that have received direct funding from the MPTF Office under this programme	WHO UNICEF

Report Cleared By	
o Name:	Ms. Catherine Haswell
o Title:	Resident Coordinator
o Email address:	catherine.haswell@un.org

Programme Duration	
Overall Duration (months)	6 months
Start Date (dd.mm.yyyy)	29.05.2020
Original End Date (dd.mm.yyyy)	03.10.2020
Current End date(dd.mm.yyyy)	31.12.2020

Implementing Partners	
National counterparts (government, private, NGOs & others) and other International Organizations	Ministry of Gender, Family and Social Services, Ministry of Health, Center for Mental Health, IGMH, Home for Persons with Special Needs, Maldivian Red Crescent (MRC), Society for Health Education (SHE), and Blue Hearts, as well as indirect partnership from Advocating for the Rights of the Child and Ministry of Education.

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The start date is the date of the first transfer of the funds from the MPTF Office as Administrative Agent. Transfer date is available on the MPTF Office GATEWAY

As per approval of the original project document by the relevant decision-making body/Steering Committee.

If there has been an extension, then the revised, approved end date should be reflected here. If there has been no extension approved, then the current end date is the same as the original end date. The end date is the same as the operational closure date which is when all activities for which a Participating Organization is responsible under an approved MPTF / JP have been completed. As per the MOU, agencies are to notify the MPTF Office when a programme completes its operational activities.

	Achieved Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p>Outcome 1[1]: The resilience of most at-risk persons affected by the collateral impact of the COVID-19 pandemic in the Maldives is improved as a result of the expanded capacity of service providers to deliver timely and quality mental health and psychosocial support services.</p> <p>Indicator: 1.a. # of trained MHPSS volunteers and counsellors on PSS including Gender and GBV per 10,000 persons 1.b. % of persons calling in to seek MHPSS services who receive timely and quality assistance from a trained PSS worker or counsellor within 24h Baseline: 1.a. Trained personnel: to be established 1.b. Baseline to be established Planned Target: 1.a. Trained personnel: 30-50 new MHPSS counsellors 1.b. 100%</p>	<p>1.a. 59 MHPSS Volunteers & staff completed the 20 hr comprehensive training on providing psychosocial support in emergencies. 19 of them completed GBV sessions 138 counsellors and teachers trained on PFA for children</p> <p>1.b. 86.4% for MRC, 100% for Blue hearts</p>		<p>1.a. Partner reports 1.b. Data from helpline</p>
<p>Output 1.1 2.1a.1 At-risk women, elderly persons, children (girls/boys) and young people (girls/boys), migrant community, persons with disabilities and persons at risk access quality community-based mental health and psychosocial support services in a gender and age sensitive manner Indicator 1.1.1: # of people reached by MHPSS related messages, disaggregated for men, women, age groups and nationality Baseline: 0 Planned Target: 447,487</p> <p>Indicator 1.1.2: # at-risk women, elderly persons, children and young people, migrants, persons with disabilities and persons at risk provided with community-based mental health and psychosocial support services Baseline: estimated 400 persons per month (mainly those in quarantine/ isolation) Planned Target: 25,000 over six months</p> <p>Indicator 1.1.3: Inter-agency information management system supporting and tracking the mental health services established, disaggregated by sex, nationality and age groups Baseline: No formal mechanism exists Planned Target: Information management system on referral and cases updated daily</p>	<p>1,546,227 SM users reached on Facebook, Instagram, and twitter 130 + posts (posts, comics, videos, GIFs, illustrations) (unable to gauge Viber dissemination, expected to be 50% of other SM reach</p> <p>2,649 Individuals callers to MHPSS helpline provided with community-based mental health and psychosocial support services. In addition, 306 accessed counselling services through chat sessions.</p> <p>Agency based system established. And informal referral system established.</p>	<p>The target was taken by considering the population number, and individuals who were above 14 years. The social media analytics collects data on reach of every post, and is unable to count individual people reached across all posts. The number of posts from all partners also exceeded the initial projected number.</p> <p>The target was an over estimate, based on a maximum. In addition, a number of people had specific information needs which was attended to by the COVID hotline 1612. Also, building preventive mechanisms and promoting resilience and self help will also help lower the number.</p> <p>Computer-based system challenged due to pending work of HMIS / DHIS-II system. The inter-agency IMS also requires long term work with Government, and high level engagement.</p>	<p>Social media tracking, TV, radio watching/listener data</p> <p>Monthly reports collected from service providers; hotline data, IM system</p> <p>Regular reports generated for analyzing progress</p>
<p>Outcome 2[1]: Critical care capability increased within HPSN during a potential COVID-19 outbreak, and any potential future health crises, to cater for vulnerable people in society including geriatric patients</p> <p>Indicator: Low mortality from COVID-19 at the HPSN Baseline: 0 Planned Target: <4%</p>	<p>No COVID-19 positive cases were reported from HPSN</p>		<p>Data from the health centre</p>
<p>Output 2.1 COVID-19 prevention and management services established in HPSN Indicator 2.1.1: Number of people in the HPSN visiting the health care clinic in the center Baseline: 0 Planned Target: 194</p>	<p>Although WHO has already handed over all the medical equipment, the set up of the clinic is still not complete and therefore, the clinic is still not operational.</p>	<p>The equipment is to be installed with support from IGMH. However, due to the pandemic IGMH has not been able to provide this support so far and hence the clinic remains non-operational. It is targeted to complete installation and training and start the services by May 2021.</p>	<p>Project/ monitoring report</p>

Please include all three: Baseline, Planned Target and Achieved Targets

[1] Note: Outcomes, outputs, indicators and targets should be as outlined in the Project Document so that you report on your actual achievements against planned targets. Add rows as required for Outcome 2, 3 etc.

1. Impact Stories from the Field

Please submit one impactful story showing how your work has met critical needs in the context of the pandemic and supporting progress towards the SDGs, especially for vulnerable people. Ideally, this story will feature testimonials from the targeted groups. Please also take a moment to highlight any specific results on gender equality and LNOB, as relevant. To share the video as well picture material please make sure you include all credits and upload them in high resolution for Call 1 Countries: <https://undp.sharepoint.com/sites/covid19mptfcall1/SharedDocuments/Forms/AllItems.aspx>

Helping people, promote, protect & care for mental health during the global COVID-19 pandemic

The effects of the COVID-19 global pandemic on mental wellbeing have required countries across the world to mobilize more mental health and Psychosocial Support (PSS) resources to reach out to and help those bearing the brunt of the pandemic and its socioeconomic impacts.

In Maldives, the Maldivian Red Crescent (MRC) launched a small PSS operation as the country's capital went into its first lockdown in March 2020. Since then, a young team of dedicated volunteers have been operating the helpline, reaching out to, and extending support to thousands of people living across the country. UNICEF engaged with MRC with the aim of expanding and enhancing the existing Mental Health and Psychosocial Support (MHPSS) services offered by MRC. The UN COVID-19 Multi Partner Trust Fund (MPTF) was instrumental in strengthening resources required to ensure timely expansion of key interventions.

Shifa Ahmed, a 37-year-old laboratory technician, had just recently completed her PSS and Psychosocial First Aid (PFA) training when the first cases of COVID-19 were reported in the Maldives. "Since I had completed my PSS & PFA training very recently, I saw the COVID-19 pandemic as a very good opportunity to use what I had learned. The fact that the pandemic hit really hard and affected the mental health of so many people made me realize the importance of such a service and so I wanted to continue the work," Shifa said. Maldivian Red Crescent volunteers, including Shifa, continue to work on several PSS activities such as the PSS telephone helpline (1425). They also organized a special operation during the first peak of the pandemic, to check up on and address the needs of thousands of people being quarantined in designated facilities upon return to the country. The volunteers have also run PSS interventions to support those in the frontlines of the COVID-19 response to help them deal with the sensitive workload and stress positively. During the peak of the lockdown in June 2020, the helpline received an average 3,198 calls daily.

UNICEF, through the COVID-19 MPTF supported this program through from June to December 2020 and are planning to extend the support with additional resources.

An unprecedented global pandemic is not an ideal first run for a beginner in PSS work, however, Shifa says that helping others has really helped her cope better with her own mental well-being as well. "The voluntary work was a real challenge to boost my confidence in the field. To be able to use the knowledge I gained practically in real life really helped me build myself in so many ways. Given the life challenges due to the pandemic, help and support for so many people around the country was very important".

Based on pre-existing social norms, lack of acceptance of mental health problems as real issues of concern and limited avenues to seek help on PSS prevents young people from reaching out and acknowledging that they need help. These challenges can only be overcome with systemic as well as social change and the current COVID-19 pandemic has provided a good opportunity to increase awareness around the vitality of addressing mental health issues for a happy and healthy society.

One of the main challenges in running PSS operations amid the pandemic for MRC was the lack of trained volunteers, which led to the organization having to work with a small core group of volunteers.

2. Upload here: Communications and Visibility (OPTIONAL)

Please include highlights of communications and visibility efforts supported by the Programme during the project implementation, if relevant. (up to 500 words)
The Fund branding guideline came in after the IEC materials were developed. Due to this, Fund logos and other guidelines were not captured in the related social messaging.

1.Social media coverage during the handover ceremony of medical equipments, consumables, medicines & MHPSS to HPSN shelter, & essential care items for PWD's
<https://twitter.com/whomaldives/status/128662234742964704?s=21>
<https://twitter.com/MoGFSSm/status/12863302203023360>

2.PSS training for school teachers and counsellors
<https://twitter.com/maldivianrc/status/1274270514396098560>

To share the video as well picture material please make sure you include all credits and upload them in high resolution Call1 countries.

Submit photographs. Please provide with captions and in high resolution, photographs that capture the programme in action. Strong photographs will be considered for inclusion in the COVID-19 MPTF publications and social media.

Please provide links to any videos that have been produced during implementation.

Please produce and share a social media card(s). See an example below and visit our Trello Board.

[See - Fund's Trello Board](#)

