ccvs
make mental health a priority

Satisfaction Survey 2023-2024

Contents

1. Introduction and background to the satisfaction survey

1.1 Background

The four districts of Oyam, Kitgum, Alebtong, and Lira in Northern Uganda have experienced significant impacts from war and conflict, resulting in the need for specialized mental health and psychosocial support (MHPSS) and rehabilitation services. CCVS Uganda, an INGO dedicated to providing these services to war-affected individuals, families, and communities, initiated a project in these districts to address the mental health needs of the population.

To monitor and evaluate the progress of the project, a satisfaction survey was conducted. The survey aimed to collect data on key indicators outlined in the project's monitoring and evaluation (M&E) framework. These indicators would serve as benchmarks to measure the communities' awareness of mental health and psychosocial support and rehabilitation services provided by CCVS Uganda.

The survey utilized a mixed-method approach, combining qualitative and quantitative participatory techniques. This approach allowed for in-depth probing and structured capture of information. The survey assessed the effectiveness of the specialized psychological intensive therapy services provided to participants who expressed interest after receiving psychoeducation. These participants were screened to determine their eligibility for trauma-focused interventions considering the criteria for beneficiary selection described by the Trust Fund for Victims (TFV). All participants that were found eligible after the screening and intake assessment process were enrolled in individual, group, couple, or family therapy sessions, as well as trauma resilience workshops.

The therapy groups consisted of clients with similar symptoms or problems and were in the same range of scores, and primarily include former abductees, individuals with missing persons, and those who have experienced the impact of war. Individual and family or couple clients had unique cases that required tailored interventions. Trauma resilience workshops targeted direct beneficiaries, providing them with a space to address their current mental health challenges and learn coping skills from others in the group.

1.2 About CCVS-Uganda

CCVS-Uganda is an international non-governmental organization (INGO) that has been operating in Uganda since 2008. Initially, it provided specialized mental health and psychosocial support (MHPSS) and rehabilitation services under the Rachelle Rehabilitation Centre in Lira, Northern Uganda. Since 2021 CCVS has been operating from their office in Kitgum. The organization focuses on assisting individuals, families, and communities affected by war, with the overarching goal of supporting their psychological well-being. Till date CCVS has been working in the districts of Lira, Oyam, Alebtong and Kitgum.

1.3 Background and Context of the Project

CCVS-Uganda originated in 2008 following the closure of the Rachele Rehabilitation Centre, a project funded by the Belgian Ministry of Foreign Affairs, that aimed to assist former child soldiers in Northern Uganda. In response to a request from the Belgian Ministry of Foreign Affairs, an interuniversity cooperation was established to conduct research on the support and well-being of formerly abducted and war-affected children. This cooperation involved three Belgian universities: Ghent University, Vrije

Universiteit Brussel, and the University of Leuven. This cooperation initiated the set-up of CCVS-Uganda, an organisation implementing psychological care to post-war communities in Northern Uganda. CCVS-Uganda has since then developed into a specialized organisation playing a key role in promoting the psychological health of individuals and communities in post-war Northern Uganda.

1.4 Prevalence of Mental Health Disorders in Uganda

Mental health is an active state of mind which enables a person to use their abilities in coordination with the common human tenets of society (Galderisi et al., 2015). Thia means that mental health plays a crucial role in human well-being, enabling individuals to utilize their abilities in harmony with societal norms and values. However, mental health is often neglected, particularly in low- and middle-income countries like Uganda, where disease, poverty, and lack of awareness prevail (WHO, 2019).

Uganda faces a significant public health burden related to mental, neurological, and substance use disorders (Mugisha et al., 2019). Depression, anxiety disorders, and elevated stress levels are the most common, sometimes leading to suicide attempts (Farzaei et al., 2016). Uganda is among the top six countries in Africa with the highest rates of depressive disorders, 4.6% (Miller et al., 2020), and anxiety disorders affect 2.9% of the population (WHO, 2017). Females are more affected, with a prevalence of 5.1%, compared to 3.6% in males.

Despite Uganda's expenditure of 9.8% of its gross domestic product on healthcare, only 1% of this budget is allocated to mental healthcare (Molodynski et al., 2017). The majority of funding goes to Butabika Hospital, the national mental health referral facility.

The COVID-19 pandemic, declared by the World Health Organization in early 2020, has exacerbated the mental health challenges faced by the Ugandan population. COVID-19 is an acute stressor that can induce trauma and destabilize individuals (Kuntz, 2020). The social and economic consequences of the virus have affected the mental health of individuals, families, and society as a whole (Ainamani, Gumisiriza, and Rukundo, 2020).

Efforts to control the spread of COVID-19, such as lockdowns, mask-wearing, hand hygiene, and social distancing, have disrupted Ugandan communal and social life, as well as traditional practices like honoring the dead. These communal practices rely on hugging, shaking hands, sharing, and visiting family and friends, which are integral to Ugandan culture. This had led to adverse effects on daily lives and mental health. Quarantining COVID-19 patients has also caused distress for both the affected individuals and their families. Bereaved families have faced additional challenges due to restrictions on burial traditions and rituals, exacerbating the complexities of grief.

The prolonged exposure to stressors during the pandemic has increased the risk of harmful behaviors such as crime, risky sexual activities, violence, domestic abuse, and substance abuse. Reports indicate that 80% of Ugandan youths are using alcohol (Ayebare et al., 2019). Undoubtedly, COVID-19 has imposed a significant mental health burden on the people of Uganda.

In Northern Uganda, the psychological impact of over two decades of armed conflict continues to affect individuals, families, and communities (Advisory Consortium on Conflict Sensitivity, 2013; Internal Displacement Monitoring Centre, 2014). The COVID pandemic has only worsened the already enormous mental health burden and the societal issues related to it.

1.5 Rationale and Scope of the Survey

The satisfaction survey conducted by CCVS-Uganda aimed to gather benchmark data on project indicators to measure the progress and success of the project. The opinions and feedback of beneficiaries and stakeholders are crucial for the sustainability and growth of CCVS-Uganda's program implementation plan. Continuous involvement of project beneficiaries and stakeholders throughout the program implementation is essential. This survey seeks to answer key questions, such as determining the satisfaction levels of beneficiaries and stakeholders, identifying gaps and challenges, understanding their needs and expectations, and gathering advice and suggestions for improvement. The feedback received will inform important decisions within CCVS-Uganda and guide future internal program changes.

1.6 Objectives of the Survey

The primary objective of this survey is to assess the overall satisfaction and perception of CCVS-Uganda's specialized psychological rehabilitation services among project beneficiaries and stakeholders. The survey aims to compare current practices with previous and assist to reach better practices in upcoming years of project implementation. Specific objectives include:

- Assessing the satisfaction levels of project beneficiaries and stakeholders in Alebtong, Lira, Oyam, and Kitgum Districts.
- Identifying key issues affecting clients enrolled in specialized psychological counseling services, as well as community mobilizers and trained community stakeholders.
- Developing strategies to mitigate the identified challenges.
- Identifying areas for improvement in the provision of specialized psychological mental health services for sustainable impacts.

1.7 Implementation of CCVS-Uganda Project

The implementation of the CCVS-Uganda project will adopt a collaborative, solution-focused, and systemic-oriented approach. Collaboration will empower beneficiaries to become experts in their own lives, while a solution-focused approach will help identify resources and focus on the present. A systemic perspective will consider the contextual factors and involve the natural support network of the clients in problem-solving. This approach aims to rebuild and strengthen the social fabric in communities affected by armed conflict and address long-term tensions and interpersonal problems to prevent the resurgence of violence and armed conflicts. It aligns with the traditional collective problem-solving methods prevalent in Sub-Saharan African communities.

The project emphasizes local ownership, recognizing the transition from humanitarian interventions to long-term development aid. Local ownership is fostered through the involvement of local partners, communities, and authorities, ensuring sustainability and long-term impact. The project also focuses on sustainability by implementing activities that bring about in-depth, long-term changes. This includes a strengths- and resources-focused approach in psychological counseling and training, capacity building through training activities, and the dissemination of project findings to share good practices and knowledge in psychosocial support services.

Lastly, the project has a human rights focus, acknowledging the rights of all individuals to lead a qualitative life and exercise their fundamental human rights, irrespective of gender, age, or nationality.

2. Approach and Methodology

2.1 Introduction

This chapter outlines the professional methodology employed in the satisfaction survey. It covers the survey design, sampling framework, study methods and tools, quality control measures, analysis plan, ethical considerations, and limitations of the study.

2.2 Survey Design

The survey utilized a cross-sectional study design and targeted beneficiaries who had received intervention services from CCVS Uganda until completion. Both quantitative and qualitative research methods were employed, with a semi-structured questionnaire developed and deployed using Kobo Collect.

Eight enumerators, independent of CCVS-Uganda's service delivery, were hired and trained to collect data from project areas. Convenience and simple random sampling strategies were utilized to select respondents, ensuring equal opportunities for participation. The research team interviewed a representative sample of 232 respondents, encompassing various target groups, including enrolled and terminated clients, project community mobilizers, and trained community stakeholders.

2.3 Sample Size Determination

The sample size was determined based on selected key informants and former clients who had received complete intensive specialized psychological therapy services. A gender-balanced approach was taken, with 149 females (64.2%) and 83 males (35.3%) among the 232 total respondents. The sample included 28 stakeholders (12%), such as opinion leaders, political leaders, and sub-county officials, and 204 former clients (88%).

2.4 Study Methods

The survey employed a combination of quantitative and qualitative data collection methods. A literature review was conducted to gain insights into the project and identify areas for further investigation. The primary data collection methods included face-to-face and telephone interviews for those unable to be reached physically.

2.5 Study Tools

Both quantitative and qualitative data collection tools were utilized in the survey, including interview guides for clients and stakeholders (Annex 1).

2.6 Data Analysis

The satisfaction survey involved a critical review of the gathered information to address the survey questions. Content analysis was employed to analyze qualitative data, allowing the survey team to draw inferences and include direct quotations and citations. Quantitative data analysis was conducted using Excel, supported by Stata or SPSS software, for cleaning and graphing purposes. Descriptive statistics, frequencies, percentages, and cross-tabulation were generated, complemented by qualitative findings.

2.7 Quality Control Measures

Quality assurance was an integral part of the satisfaction survey. The draft data collection tools were shared with CCVS Uganda management for input and feedback. The research team ensured accurate and complete data collection, identified suitable respondents, and recruited research assistants with experience in data collection procedures and proficiency in English, Lango, and Acholi languages. Pre-tests of the data collection tools were conducted to ensure their effectiveness. Mobile phones and tablets were used to collect quantitative data, ensuring quality and minimizing errors.

2.8 Ethical Considerations and Protection of Vulnerable Groups

Ethical considerations were prioritized throughout the survey. Training of research assistants and enumerators emphasized principles such as anonymity, confidentiality, and voluntariness. Privacy and confidentiality were maintained during interviews, and respondents were fully informed about the study's nature, risks, and benefits. They had the right to terminate the interview or decline to answer any sensitive questions.

2.9 Challenges of the Study

The study faced challenges due to the insecurity caused by cattle rustlers in some communities, which hindered successful mobilization for interviews. Communication difficulties, particularly with telecom networks, led to some delays and missed interviews that were later rescheduled. High expectations from respondents and their attachment to the project posed challenges as well.

3. Results of the Survey

3.1 Introduction

This chapter presents the findings of the satisfaction survey conducted in four districts: Kitgum, Lira, Alebtong, and Oyam. It provides an overview of the demographic characteristics of the respondents and explores their general awareness, knowledge of mental health, and changes experienced after receiving therapeutic services. The results are organized into smaller sections based on project indicators and survey objectives.

3.2 Social Demographic Characteristics

The research examined the social demographic characteristics of the respondents, including gender, marital status, age, education level, and religious affiliation. Out of the total 232 respondents, 149 (64.2%) were females and 83 (35.3%) were males. This gender distribution reflects the majority of CCVS Uganda's clients, as females are more open to accepting support.

In terms of age, the majority of respondents fell into the 30-39 age bracket (25.9%), followed closely by the 40-49 age bracket (23.7%).

Marital status analysis revealed that the majority of respondents were married (76.2%), followed by the widowed (13.4%) and the divorced (11.2%). Other categories, such as separated, living together, and single, accounted for smaller proportions.

Regarding occupation, village health team members (VHTs) constituted the largest group, comprising over 60.3% of respondents. Opinion leaders accounted for 18.1%, civil servants for 14.7%, and individuals engaged in peasantry activities for 4.7%. A small proportion (0.4%) declined to disclose their occupation.

The above findings are summarized in the table below, providing insights into the demographic characteristics of the respondents.

Table 1 – Social Demographic Characteristics of Respondents

Demographic characteristics	No.	%
Gender		
Male	149	64.2%
Female	83	35.8%
Age		
18-29	36	15.5%
30-39	60	25.9%
40-49	55	23.7%
50-59	39	16.8%
60+	41	17.7%
No response	1	0.4%

Clients highest level of education		
Primary	139	68.1%
O level	21	10.3%
A level	1	0.5%
College/Tertiary/University	2	1.0%
None	41	20.1%
Stakeholders highest level of education		
Primary	7	25.0%
O level	11	39.3%
A level	2	7.1%
College/Tertiary/University	7	25.0%
None	1	3.6%
Marital status		
Divorced	26	11.2%
Living Together	3	1.3%
Married	156	67.2%
Separated	12	5.2%
Single	3	1.3%
Widowed	31	13.4%
No response	1	0.4%
Employment status		
Civil servant	34	14.7%
Farmer	11	4.7%
Opinion leader	42	18.1%
VHT	140	60.3%
Carpenter	1	0.4%
political leader	2	0.9%
social worker	1	0.4%
No response	1	0.4%

3.3 Clients

3.3.1 Clients access to CCVS services

The survey examined the factors and ease of access to CCVS Uganda's services for clients, highlighting the driving need for these services.

3.3.1.1 Need for Professional Help

Regarding the need to seek professional help for psychological health, emotions, and substance use, the majority of clients (76.3%) confirmed feeling the need to see a professional in the past 12 months, while a small proportion (11.2%) stated they did not feel the need.

3.3.1.2 Consultation with a Doctor or Mental Health Professional

Among those who expressed the need to seek professional help, 153 clients (86.4%) were able to consult with a doctor or mental health professional, while 24 clients (13.6%) did not seek such help.

3.3.1.3 Reasons for Not Seeking Care

When asked about the reasons for not seeking professional help, a minority of respondents (1.3%) stated they did not know where to go, one respondent (0.43%) mentioned failed attempts to secure an appointment, and the majority declined to provide reasons (98.7%).

3.3.1.4 Frequency of contact with a doctor or Mental Health Professional

In terms of frequency of contact with a doctor or mental health professional, 7 respondents (3.0%) reported daily contact, 35 respondents (15.1%) reported contact every three months or more, 110 respondents (47.4%) reported contact once a week for three months, likely during their therapy sessions with CCVS-Uganda, and 16 respondents (6.9%) reported seeking help once a year.

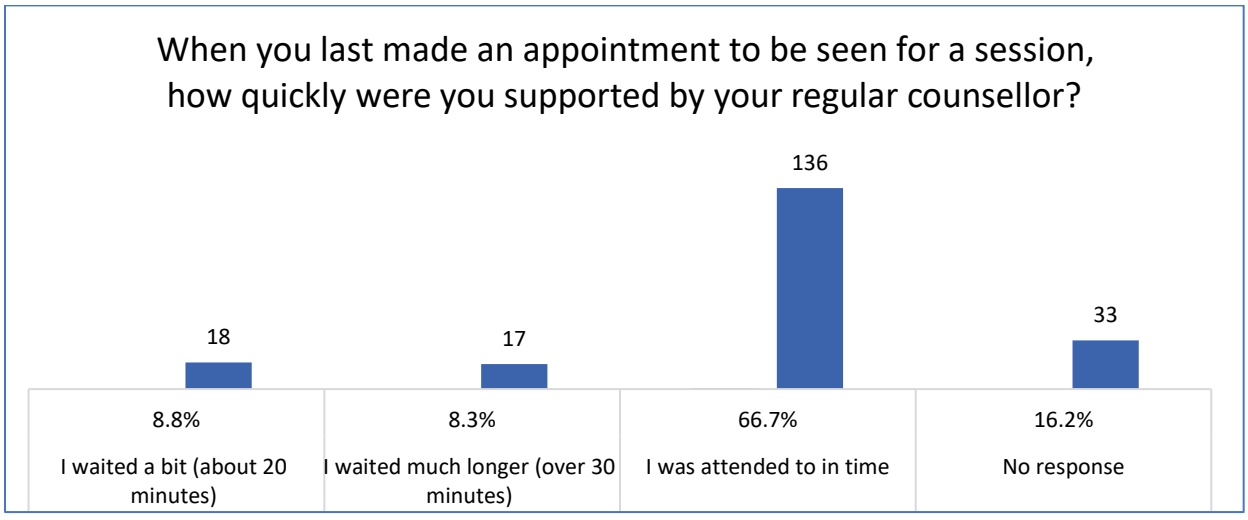
3.3.1.5 Preference for Increased Psychological Support

When asked if they would prefer to receive more frequent psychological support than before, 137 former clients (58.6%) responded affirmatively, while 41 (17.7%) stated they would not prefer more support which presumably means they feel able enough to function well in different aspects of their lives. However, 26 respondents (23.7%) did not provide a response.

3.3.1.6 Distance traveled to seek support from a counselor

Regarding the distance traveled by former clients to seek regular support from a counselor, 33 clients (14.2%) reported traveling more than 2 kilometers, 136 clients (58.6%) reported a distance less than 2 kilometers, and 35 respondents (27.2%) did not provide a response, possibly due to difficulties in converting their known distances into kilometers.

3.3.1.7 Quickness of support by your regular counsellor



3.3.2 Clients' Demand for CCVS-Uganda's Services

The study identified the drivers of demand for CCVS-Uganda's services, including clients' knowledge of the services provided, their perception of the target groups and categories that may have been overlooked, and the actions communities took when faced with mental health challenges before the project intervention. It also explored the rating of the need for intervention in communities and examined reasons why clients might not seek support from other service providers within their reach. The findings are summarized in the table below:

Table 2: showing the clients demands for CCVS Uganda services

Drivers of demand	No.	%
According to your experience, what services are provided by CCVS-Uganda to its beneficiaries?		
Counselling and guidance.	199	97.5%
Training on coping with life aspects	4	2.0%
No response	1	0.5%
Do you think CCVS-Uganda's services are provided to the right target groups/persons?		
Yes	201	98.5%
No	1	0.5%
No response	2	1.0%
If not, which category is left out?		
No response	203	99.5%
I don't know	1	0.5%
What actions are taken whenever there is need for CCVS-Uganda services in your community?		
Call CCVS counsellors	40	19.6%
Call leaders and other stakeholders	70	34.3%
I share with a friend	9	4.4%
No counselling yet	7	3.4%
Prayers	3	1.5%
We offer counselling ourselves and others as trained by CCVS	74	36.3%
No response	1	0.5%
How would you rate the need for CCVS-Uganda services in your community?		
Needed	39	19.1%
Somehow needed	2	1.0%
Strongly needed	161	78.9%
Undecided	1	0.5%
No response	1	0.5%
Other than CCVS-Uganda's services, do you seek support from other service providers?		
Yes	52	25.5%
No	151	74.0%
No response	1	0.5%

If yes, what services do you seek support for?		
Agricultural support	5	2.5%
Financial Assistance	1	0.5%
Counselling	18	8.8%
Material support	2	1.0%
Medical support	17	8.3%
No counselling organization has reached us yet	1	0.5%
Prayers	8	3.9%
No response	152	74.5%
If not, why don't you seek support from other service providers?		
Can't find other organization	93	45.6%
CCVS helped already	37	18.1%
Have never looked for	1	0.5%
I don't know other service provider.	15	7.4%
Not necessarily needed	4	2.0%
No response	54	26.5%

3.3.3 Clients' Perceptions of CCVS-Uganda's Services

The study examined clients' perceptions of CCVS-Uganda's services, including their beliefs surrounding the services provided, their attachment to the project through their psychological counsellors, the handling of their concerns, and the learning opportunities they experienced. The findings are as follows:

3.3.3.1 Belief that counsellors has helped or is helping by giving the best support

According to the clients' perspective, a significant majority of 200 clients (98.0%) believed that CCVS-Uganda's counsellors have provided the best support. Only 3 clients (1.5%) did not believe that the support provided by the counsellors was helpful, and 1 client (0.5%) did not provide a response.

3.3.3.2 Listening and addressing clients' concerns by CCVS-Uganda and counsellors

When it comes to their concerns being listened to, 197 clients (96.6%) confirmed that their concerns were well listened to by the counsellors. However, 10 clients (4.9%) felt that their concerns were not adequately heard during the sessions, and 2 clients (1.0%) did not respond to the question. Out of the clients whose concerns were listened to, 192 clients (97.5%) also confirmed that their concerns were addressed by CCVS-Uganda. However, 5 clients (2.5%) felt that their concerns were not adequately addressed, and 1 client (0.5%) chose not to respond to the question.

3.3.3.3 Continued seeking of regular support from CCVS-Uganda

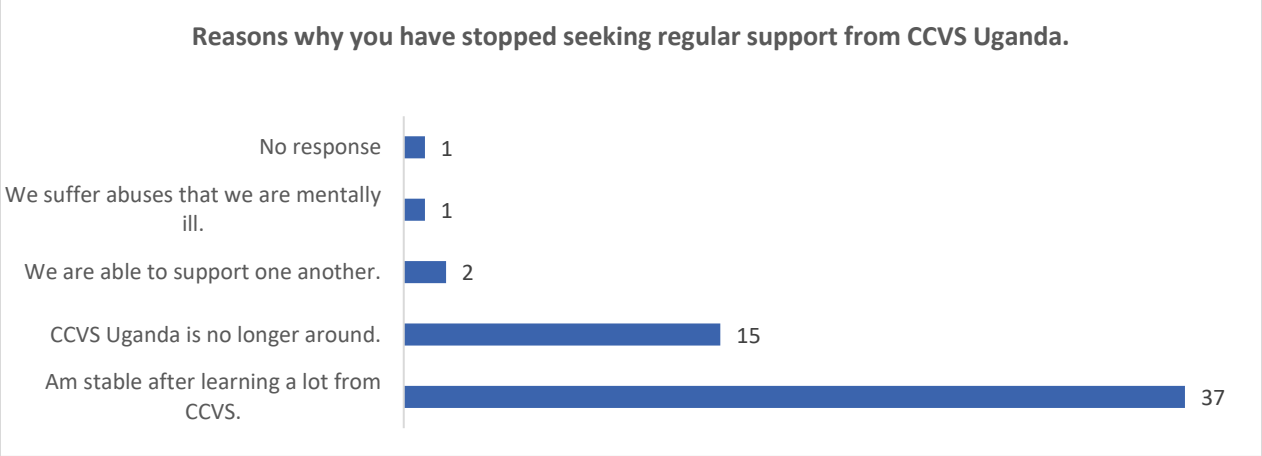
When asked if they have stopped seeking regular support from CCVS-Uganda, 56 clients (27.5%) confirmed that they still seek support for psychological challenges they face, even if these challenges were not the presenting problems during enrollment in therapy services. On the other hand, 147 clients (72.1%) stated that they have not stopped seeking regular support for various reasons, including the

strong attachment they have developed with the counsellors. Only 1 client (0.5%) appeared undecided on the matter.

Among the clients who confirmed they have stopped seeking regular support, various reasons were mentioned, including:

- Level of improvement and ability to cope independently
- Availability of other support systems
- Geographical distance and limited access to CCVS-Uganda's services
- Financial constraints
- Transition to other life stages

It is important to note that clients' perceptions and decisions regarding seeking regular support may vary based on their individual circumstances and progress in their therapeutic journey.



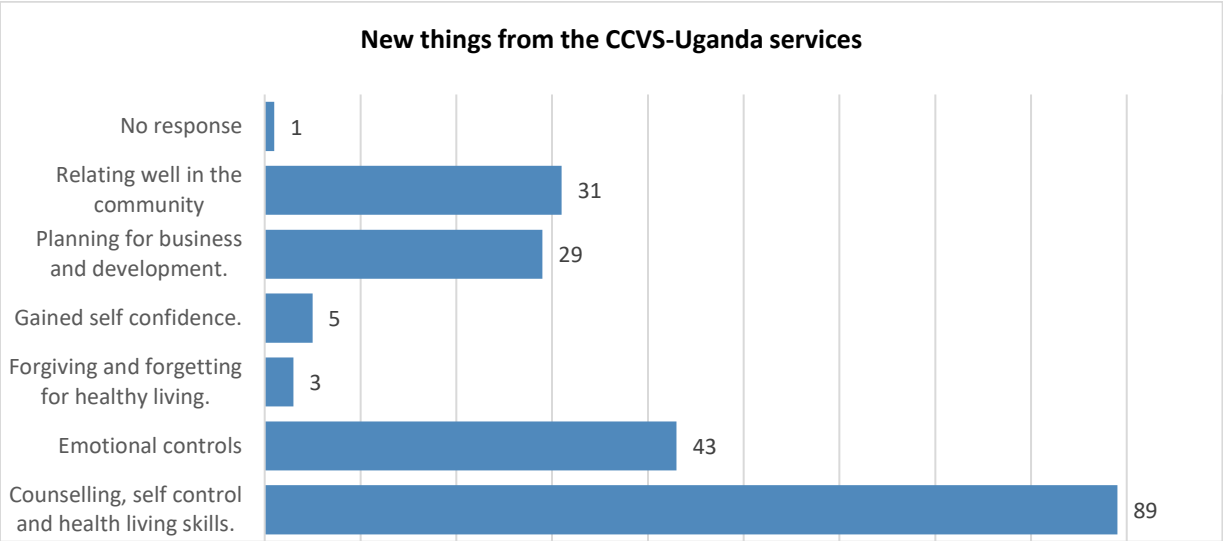
3.3.3.4 Opportunity to Learn New Things from CCVS-Uganda Services

Regarding the opportunity to learn new things from CCVS-Uganda's services, a significant majority of former clients, totaling 201 clients (98.5%), confirmed that they learned new things during their therapy sessions with CCVS-Uganda. Only 2 clients (1.0%) claimed that they did not learn new things, and 1 client (0.5%) did not provide a response.

The clients who confirmed learning new things mentioned various areas of learning and development, these included:

- 15.4% of clients mentioned learning about relating well in the community.
- 14.4% mentioned learning about business planning and development.
- 2.5% mentioned gaining self-confidence.
- 1.5% mentioned learning about forgiveness and letting go for their own well-being.
- Emotional control was mentioned by 21.4% of clients, highlighting the importance of learning to manage their emotions.
- The highest percentage, 44.3%, mentioned learning about counseling, self-control, and healthy living skills.

These findings indicate that CCVS-Uganda's services have provided valuable learning opportunities for clients across a range of important areas. The acquisition of new knowledge and skills can significantly contribute to clients' overall well-being and personal growth.



3.3.3.5 Duration of Time Spent Seeking Support Services from CCVS-Uganda

Regarding the time spent while seeking support services from CCVS Uganda, a total of 198 individuals (97.1%) stated that the allocated time for seeking support services was sufficient. On the other hand, 5 individuals (2.5%) believed that the time was enough, while 1 individual (0.5%) did not provide a response.

3.3.3.6 Clients' Decision-Making Ability when Seeking Support from CCVS-Uganda

When questioned about their ability to make better decisions for themselves after seeking support from CCVS Uganda, a significant majority of 200 clients (98.0%) confirmed that they were indeed capable of making improved decisions. In contrast, a smaller group of 4 individuals (2.0%) responded negatively, indicating that they did not feel empowered to make better decisions. Additionally, 1% of participants did not provide a response.

Table 3: showing the perception of CCVS Uganda services

Question	Yes	No	No response
Do you believe your counsellor has helped or is helping you and giving you the best support?	98.0%	1.5%	0.5%
Do you think CCVS-Uganda/Counsellor listens to your concerns?	96.6%	4.9%	1.0%
Were your concerns addressed by CCVS-Uganda?	97.5%	2.5%	0.5%
Have you stopped seeking for regular support from the CCVS-Uganda?	27.5%	72.1%	0.5%
Did/Do you have the opportunity to learn new things from the CCVS-Uganda services?	98.5%	1.0%	0.5%

Do you think your counsellor gives you enough time while seeking support services from CCVS-Uganda?	97.1%	2.5%	0.5%
Are you in position to make a decision for yourself upon seeking the support from CCVS-Uganda?	98.0%	1.0%	1.0%

3.3.3.7 Treatment and Respect Accorded to Beneficiaries by CCVS-Uganda Staff/Counsellor

When asked about the treatment and respect accorded to them by CCVS-Uganda staff and counsellors, 83.3% of former clients responded that it was "True to a greater extent." Another 15.2% responded that it was "Mostly true." None of the clients responded with "Not at all true," and 0.5% responded with "Doesn't apply." There was also a 0.5% response that did not provide an answer.

3.3.3.8 The Counsellors Acting Professionally

Regarding the professionalism of the counsellors in terms of confidentiality, impartiality, non-judgmental attitude, empathy, and effective communication during sessions, 88.7% of former clients responded that it was "True to a greater extent." Another 8.8% responded that it was "Mostly true." Only 0.5% responded with "Somewhat true." None of the clients responded with "Not at all true." There was a 0.5% response that indicated "Doesn't apply," and 1.5% did not provide a response.

3.3.3.9 Feeling of Safety While Talking About Issues with the Counsellor

When asked about the feeling of safety while discussing their issues with the counsellor during sessions, 79.9% of former clients responded that it was "True to a greater extent." Another 18.1% responded that it was "Mostly true." Only 0.5% responded with "Somewhat true." None of the clients responded with "Not at all true." There was a 0.5% response that indicated "Doesn't apply," and 1.0% did not provide a response.

3.3.3.10 Improvement of Concerns as a Result of Services Provided

Regarding the concerns that brought them to CCVS-Uganda and whether those concerns have improved as a result of the services provided, 69.6% of former clients responded that it was "True to a greater extent." Another 27.5% responded that it was "Mostly true." Only 1.0% responded with "Somewhat true." None of the clients responded with "Not at all true." There was a 0.5% response that indicated "Doesn't apply," and 1.5% did not provide a response.

3.3.3.11 Level of Satisfaction with Counselling Accomplishments

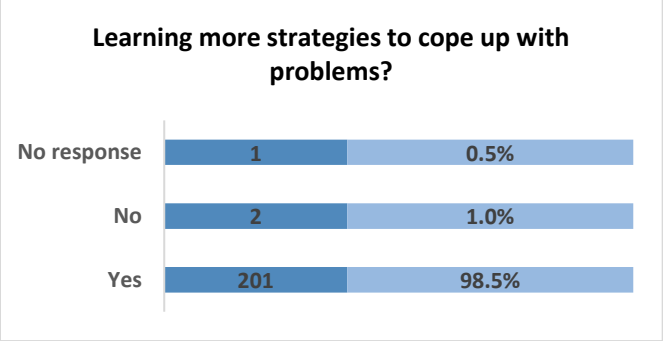
When asked about their level of satisfaction with the accomplishments made in counselling provided by CCVS-Uganda, 79.9% of former clients responded that it was "True to a greater extent." Another 1.5% responded that it was "Mostly true." Another 1.5% responded with "Somewhat true." None of the clients responded with "Not at all true." There was a 16.7% response that indicated "Doesn't apply," and 0.5% did not provide a response.

Table 4: showing the perceptions towards treatment, professionalism, safety and accomplishments of respondents

Question	True to a greater extent	Mostly true	Somewhat true	Not at all true	Does not apply	No response
There is a considerable treatment and respect accorded to beneficiaries by CCVS-Uganda staff/Counsellor	83.3%	15.2%	0.5%	0.0%	0.5%	0.5%
The counsellors act professionally (i.e. confidential, impartial, non-judgmental, empathetic, communicates well, etc.)	88.7%	8.8%	0.5%	0.0%	0.5%	1.5%
There is a strong feeling of safety while talking about your issues with the counsellor during the sessions	79.9%	18.1%	0.5%	0.0%	0.5%	1.0%
The concerns that brought me to CCVS-Uganda have improved because of the services provided	69.6%	27.5%	1.0%	0.0%	0.5%	1.5%
Are you satisfied with the accomplishments that you made in counselling provided by CCVS-Uganda	79.9%	1.5%	1.5%	0.0%	16.7%	0.5%

3.3.3.12 Learning Strategies to Cope with Problems

Regarding the improvement in coping strategies, former clients were asked if they had learned one or more strategies to help them cope with problems. A significant majority, 201 clients (98.5%), confirmed that they had indeed learned different strategies that were already helping them cope with problems. Only 3 clients (1.5%) responded that they had not learned coping strategies through the services provided by CCVS-Uganda.



3.3.3.13 Learned to think more clearly/accurately to reduce distressing emotions or behaviours?

On whether the former clients have learnt to think more clearly/accurately to reduce distressing emotions or behavior, a total of 201 (98.5%) responded to the question as True and 1(0.5%) responded as False and 2 (1.0%) who opted not to respond. This means198 individuals (97.1%) have registered to be making a positive difference on the level of thinking more clearly/accurately to reduce distressing emotions or their behaviors.

3.3.3.14 Strengthening one or more self-management skills (e.g., managing time, stress etc.?)

On whether the respondents have strengthened one or more self-management skills which compromises managing time and stress among others, up to 200 respondents constituting 98.0% who confirmed as true to the inquiry while 3(1.5%) and 1(0.5%) responded as false to the notion with the latter figures representing false and non-response respectively.

3.3.3.15 Gaining a healthier lifestyle in at least one area (e.g. getting enough sleep, exercise more, eat better, use less alcohol or drugs)

The respondents were asked whether they gained a healthier lifestyle in at least one area of their life that could comprise getting enough sleep, exercise more, eat better and use of less or no alcohol or drugs among others, a total of 194 (95.1%) responded as true while 7 (3.4%) and 3 (1.5%) responded as it's a false and didn't respond to the statement respectively.

3.3.3.16 Relationship improvement in the neighborhood and community

The question of whether the respondent's relationship in the neighborhood and community have improved, up to 200 (98.0%) confirmed as True while the counterpart of 3 (1.5%) responded as false and one respondent was unable to determine whether or not there is an improved relationship in the neighborhood.

3.3.3.17 Improvement in ability to recognize emotions, self-confidence or esteem

On their ability to recognize emotions, self-confidence or esteem and if they feel improvement, a total of 199 constituting 97.5% of the respondents confirmed as true to having the ability, 4 (2.0%) responded as False to feeling improvement in the ability to recognize emotions, self-confidence or esteem while 1 (0.5%) was unable to respond to the question.

Table 5: showing the perceptions towards learning, self-management, healthier lifestyle, relationships and recognition of emotions of respondents

Question	TRUE	FALSE	No response
Do you think you have learned to think more clearly/accurately to reduce distressing emotions or behaviors?	201	1	2
	98.5%	0.5%	1.0%
Do you think you have strengthened one or more self-management skills (e.g., managing time, stress etc.?)	200	3	1
	98.0%	1.5%	0.5%

Do you think you have gained a healthier lifestyle in at least one area (e.g. getting enough sleep, exercise more, eat better, use less alcohol or drugs)?	194	7	3
	95.1%	3.4%	1.5%
Do you think your relationship in the neighborhood and community have improved?	200	3	1
	98.0%	1.5%	0.5%
How about ability to recognize emotions, self-confidence or esteem? Do you think it has improved?	199	4	1
	97.5%	2.0%	0.5%

3.3.3.18 General Level of Satisfaction with the Services Provided by CCVS-Uganda

Regarding the general level of satisfaction with the services provided by CCVS-Uganda, an overwhelming majority of 202 respondents (99.0%) expressed that they are very satisfied with the services. However, 1 respondent (0.5%) indicated that they are not satisfied at all, and 1 respondent (0.5%) did not provide a response.

3.3.4 Recommendations

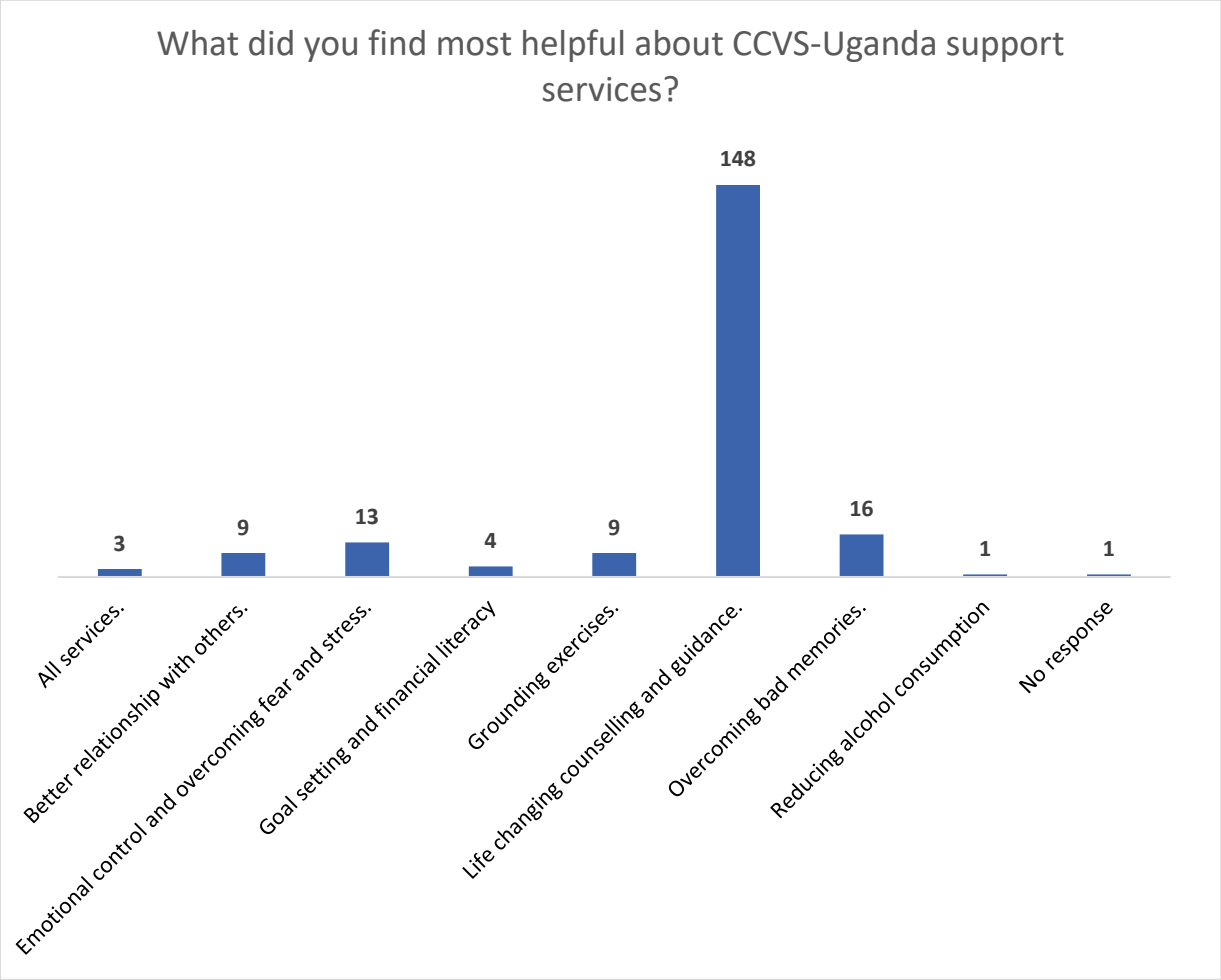
3.3.4.1 Overall Experience with CCVS-Uganda's Services

In terms of rating their overall experience with CCVS-Uganda's services since its inception, 156 respondents (76.5%) rated their experiences as "Great," 45 respondents (22.1%) rated it as "Good," and 2 respondents (1.0%) rated it as "Fair." One respondent did not provide a rating, representing 0.5% of the total.

The majority of respondents had positive experiences with CCVS-Uganda's services, indicating high levels of satisfaction and a favorable overall impression. These findings highlight the effectiveness and quality of the services provided by CCVS-Uganda, as well as the positive impact they have had on the clients' well-being.

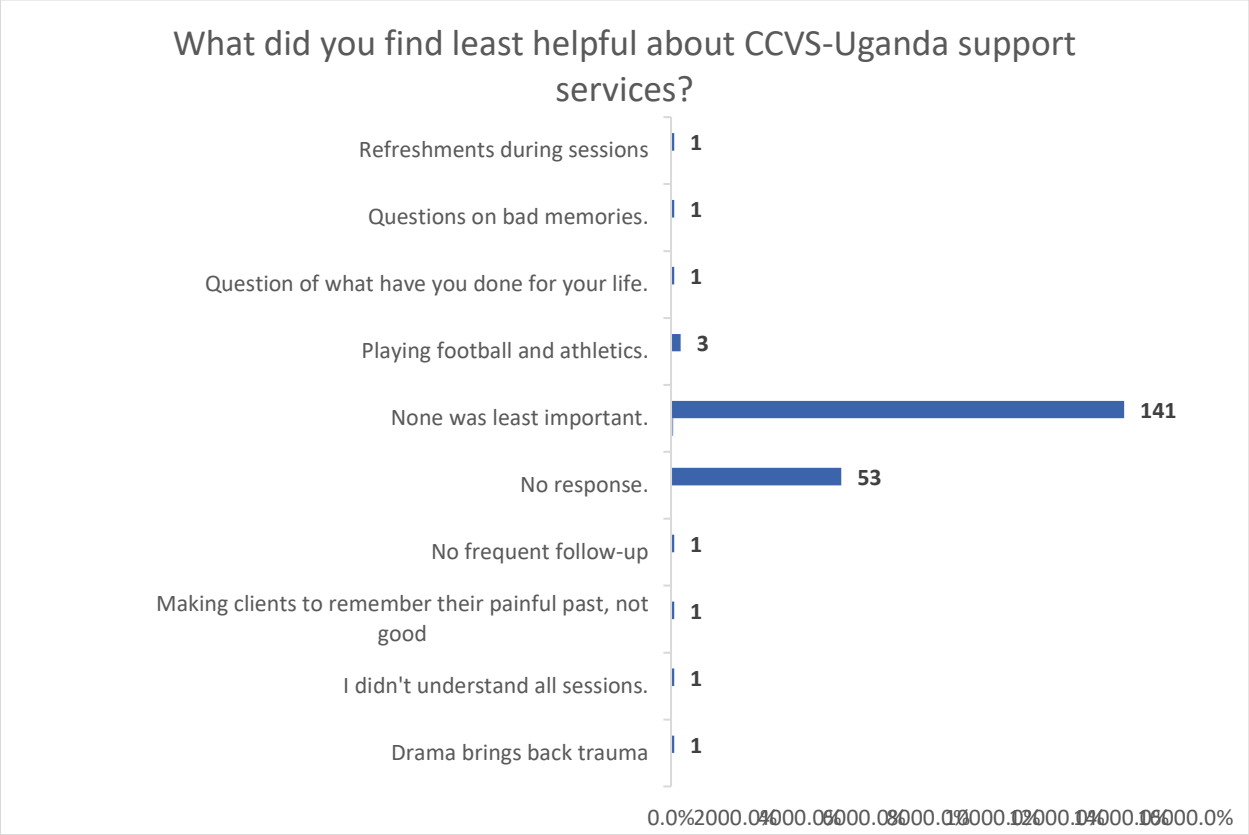
3.3.4.2 Most Valuable Aspects of CCVS-Uganda Support Services

An inquiry was conducted to determine what the respondents found most helpful about CCVS Uganda's support services.



3.3.4.3 Least Helpful Aspects of Support Services by CCVS-Uganda

This inquiry also covered what the respondents found to be least helpful about the support services provided by CCVS Uganda. The majority of respondents, 69.1% and 26.0% respectively, indicated that they couldn't identify any aspects that were least helpful. This indicates that 95.1% of the respondents found the services to be helpful.



3.3.4.4 Services Needed but Not Offered

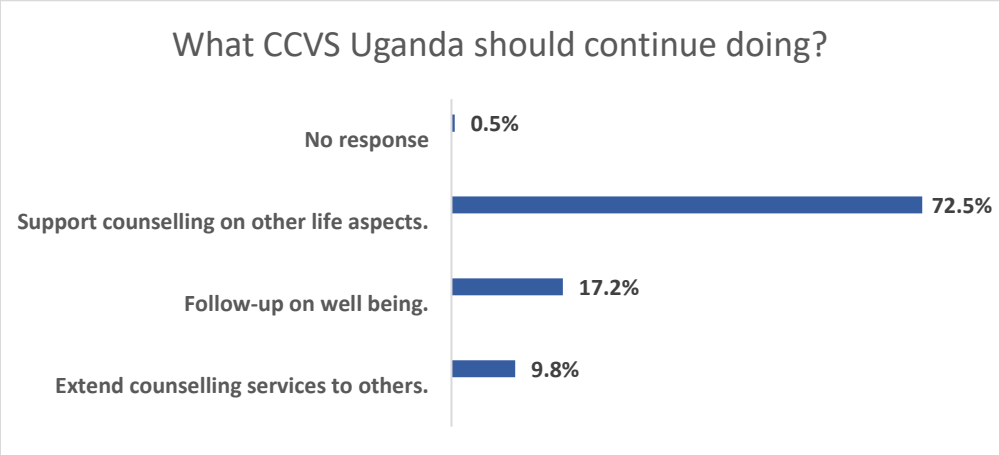
The respondents were also asked if there were any services they needed but were not offered by CCVS Uganda. Among the former clients, 123 respondents (60.3%) stated that there were services they needed but were not offered during CCVS Uganda therapy sessions. On the other hand, 80 respondents (39.2%) expressed that they did not require any additional services from CCVS Uganda. One respondent did not provide a response, accounting for 0.5% of the total.

Some of the services mentioned by former clients that they felt were needed but not offered by CCVS Uganda included livelihood support (mentioned by 15 respondents, 12.2%), financial and material support (mentioned by 46 respondents, 37.4%), education sponsorship (mentioned by 11 respondents, 8.9%), agricultural-related financial support (mentioned by 26 respondents, 21.1%), skills training (mentioned by 12 respondents, 9.8%), and medical support (mentioned by 3 respondents, 2.4%). Additionally, 4 respondents were unable to mention specific services they felt were missing, representing 3.3% of the total. These findings suggest that the former clients had their service

expectations met by CCVS Uganda, but there were still some specific services that they felt were needed.

3.3.4.5 Recommendations for CCVS-Uganda Services

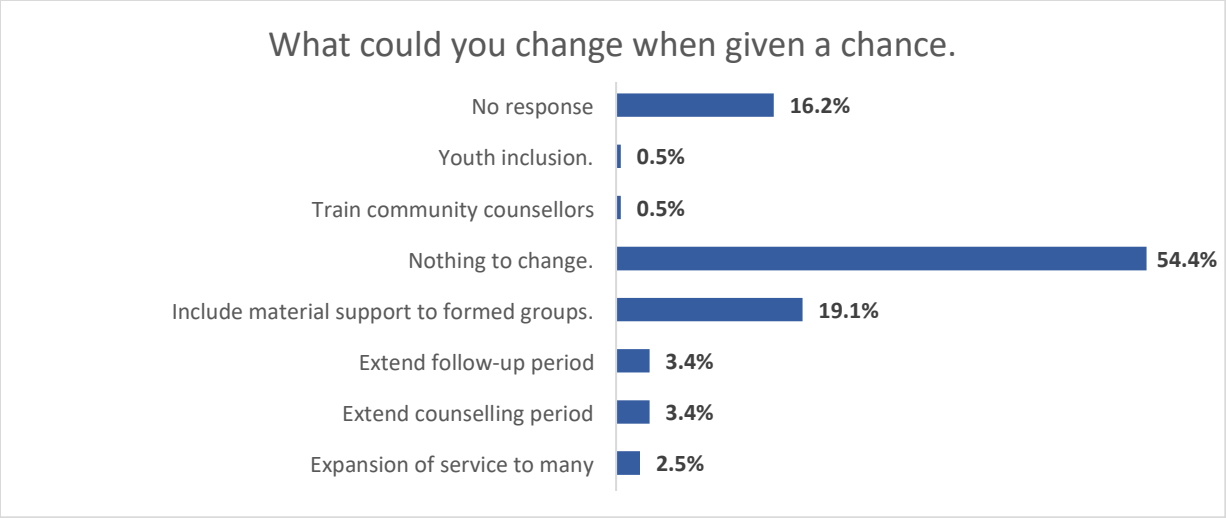
The respondents were asked to provide their recommendations for CCVS Uganda's services in their efforts to offer specialized psychological services to LRA victims. The responses included suggestions to extend counseling services to others (mentioned by 20 respondents, 9.8%), continuation of follow-up on their well-being (suggested by 35 respondents, 17.2%), and a majority of respondents (148, 72.5%) who did not provide specific recommendations. Only one former client (0.5%) who didn't respond.

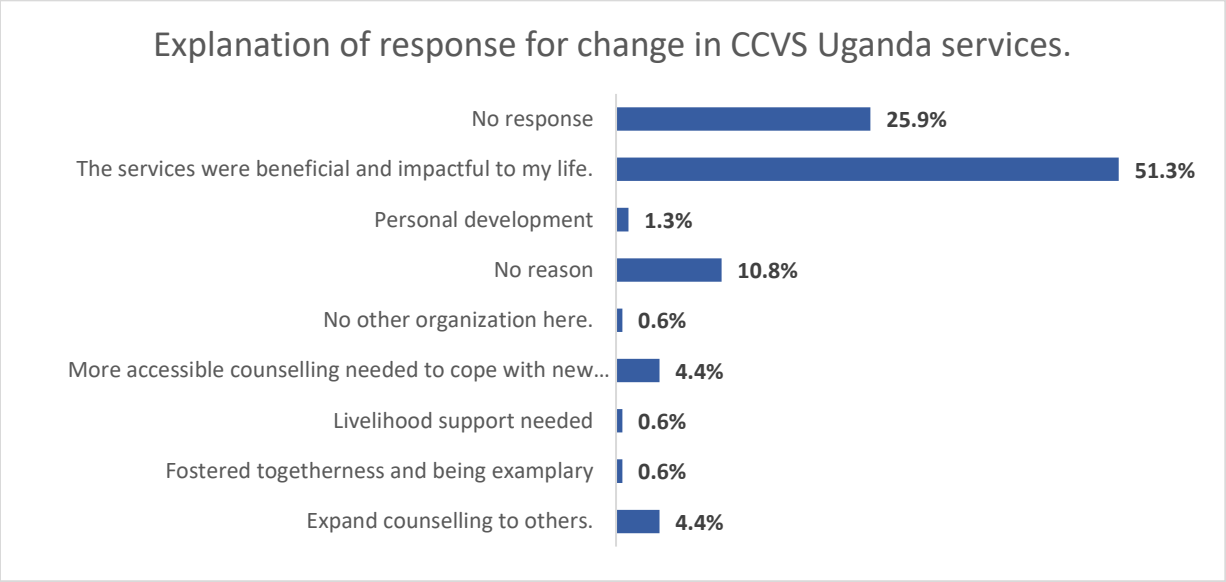


3.3.4.6 Desire to Change Aspects of CCVS-Uganda Services

When the respondents were asked about changes they would make to CCVS Uganda's services if given the opportunity, they provided the following suggestions. Five respondents (2.5%) mentioned expanding the services offered, seven respondents (3.4%) suggested extending the counseling period beyond three months, and 39 former clients (19.1%) expressed the need for material support. Additionally, 111 respondents (54.4%) stated that they did not feel the need for any changes, 0.5% did not offer any response, and other suggestions were made by 33 respondents (16.2%).

The reasons for desiring a change varied among the respondents, including expanding counseling services to other clients (4.4%), fostering togetherness and being exemplary (0.6%), the need for livelihood support (0.6%), the need for more accessible counseling services to cope with new challenges (4.4%), the absence of other organizations in their communities (0.6%), an inability to specify reasons (10.8%), the need for personal development (1.3%), finding the services beneficial and impactful (51.3%), and not providing a response (25.9%).





3.3.4.7 Recommendation of CCVS-Uganda Services to Friends with Psychological Challenges

When the respondents were asked if they would recommend CCVS-Uganda services to a close friend experiencing psychological problems, an overwhelming majority of 203 out of 204 former clients (99.5%) confirmed that they would recommend the services. Only one client (0.5%) responded that they would not recommend the services.

3.3.4.8 Additional Feedback

In seeking additional feedback from former clients, 27 respondents (13.2%) did not offer a response. Two respondents (1.0%) provided feedback on the inclusion of youth in the project programming. The majority of 69 former clients (33.8%) suggested the addition of other forms of support, such as financial and livelihood assistance. Twenty-eight respondents (13.7%) mentioned that they did not have any additional feedback to offer. One respondent (0.5%) suggested that CCVS Uganda's services should remain accessible at any time, three respondents (1.5%) suggested expanding the services to cover

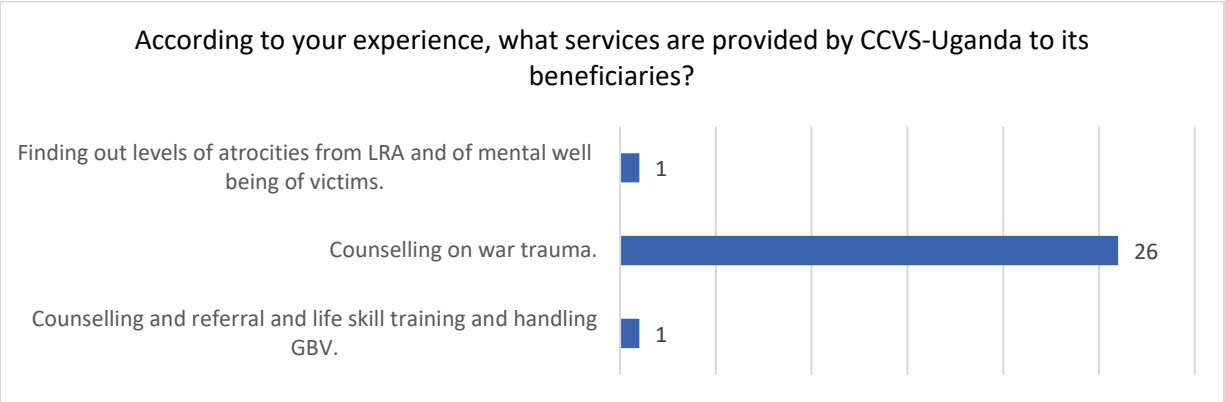
more clients, 38 respondents (18.6%) suggested the continuation of refresher counseling and follow-up, and 36 former clients (17.6%) expressed their appreciation.

3.5 Stakeholders

3.5.1 Stakeholders' Demand for CCVS Uganda Services

3.5.1.1 According to your experience, what services are provided by CCVS-Uganda to its beneficiaries?

Stakeholders were invited to share their personal experiences regarding the services offered by CCVS-Uganda to its beneficiaries since its establishment, in which they actively participated. Here are their responses:



3.5.1.2 Provision of services to target groups/persons and inclusion of all categories

Stakeholders' opinions on whether CCVS Uganda's services were provided to the appropriate target groups/persons. An overwhelming 100% of stakeholders expressed a positive view that CCVS Uganda's services were indeed offered to the eligible groups/persons. This response indicates that stakeholders did not observe any category being excluded from the comprehensive therapy services.

3.5.1.3 Actions taken in response to the need for CCVS-Uganda services in communities

Stakeholders' observations regarding the actions taken when there is a demand for CCVS-Uganda services in their communities. Stakeholders reported various actions that were observed or experienced in response to the need for CCVS-Uganda services in their communities. These actions included the following:

- Approximately 14.3% of stakeholders witnessed community members seeking support by going to health facilities and sub-county headquarters.
- The highest percentage (35.7%) involved stakeholders themselves providing counseling after receiving training from CCVS.
- Around 7.1% of stakeholders mentioned community members sharing their negative experiences with friends and groups, as well as consulting other para-social workers.

- An estimated 21.4% of stakeholders observed community mobilization to discuss issues and find satisfactory solutions.
- About 3.6% of stakeholders mentioned listening to CCVS Uganda's radio program, which raises awareness about coping with psychological challenges.
- Lastly, 17.9% of stakeholders reported receiving calls from community members seeking advice.

3.5.1.4 Rating the necessity of CCVS-Uganda services in communities

How would you rate the importance of CCVS-Uganda services in your community? Stakeholders overwhelmingly indicated only two options when rating the importance of CCVS-Uganda services in their communities: "Needed" and "Strongly needed." They did not consider the other three options.

3.5.2 Stakeholders' perceptions of CCVS Uganda's services

3.5.2.1 Satisfaction with the level of involvement in the project

Stakeholders expressed their level of satisfaction with CCVS Uganda's services and their involvement in the project. The majority (60.7%) reported being "Very satisfied," while 14.3% were "Satisfied." "Partially satisfied" and "More than satisfied" received responses of 7.1% and 17.9% respectively, with the latter being the second-highest level of satisfaction among stakeholders.

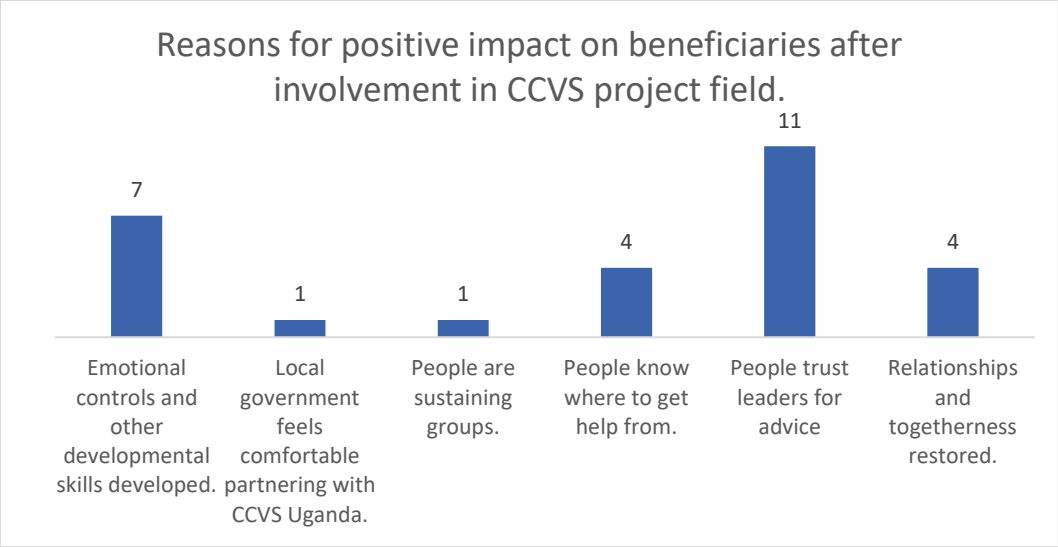
3.5.2.2 Reasons for the level of satisfaction in project involvement

When asked about the reasons for their satisfaction with project involvement, stakeholders cited the following:

- 46.4% mentioned "clear feedback and involvement" in project activities as the primary reason.
- 39.3% noted improvements in the lives of clients and their overall well-being.
- 7.1% attributed their satisfaction to the counseling skills training they received.
- 3.6% mentioned timely engagement with medical personnel.
- An equal percentage (3.6%) did not provide a response.

3.5.2.3 Positive impact of involvement in field project implementation on the beneficiaries and the reasons

All stakeholders unanimously responded with a resounding "Yes," indicating that their involvement in field activities has had a positive impact on the beneficiaries supported by CCVS-Uganda.



3.5.2.4 Opportunity to learn new things from CCVS-Uganda services

All stakeholders (100%) confirmed that they had indeed had the opportunity to learn new things from CCVS-Uganda services. They specified the following areas of learning:

- 35.7% learned about counseling and guidance.
- 25.0% acquired knowledge about relieving exercises and stress management skills.
- 14.3% developed skills in self-control and communication.
- 10.7% gained insight into identifying and understanding mental health issues, as well as goal setting for the future.
- Finally, 3.6% reported improved leadership and decision-making skills. This indicates that stakeholders gained essential skills to provide counseling, guidance, stress management, and psychological first aid (PFA) to community members facing psychological challenges.

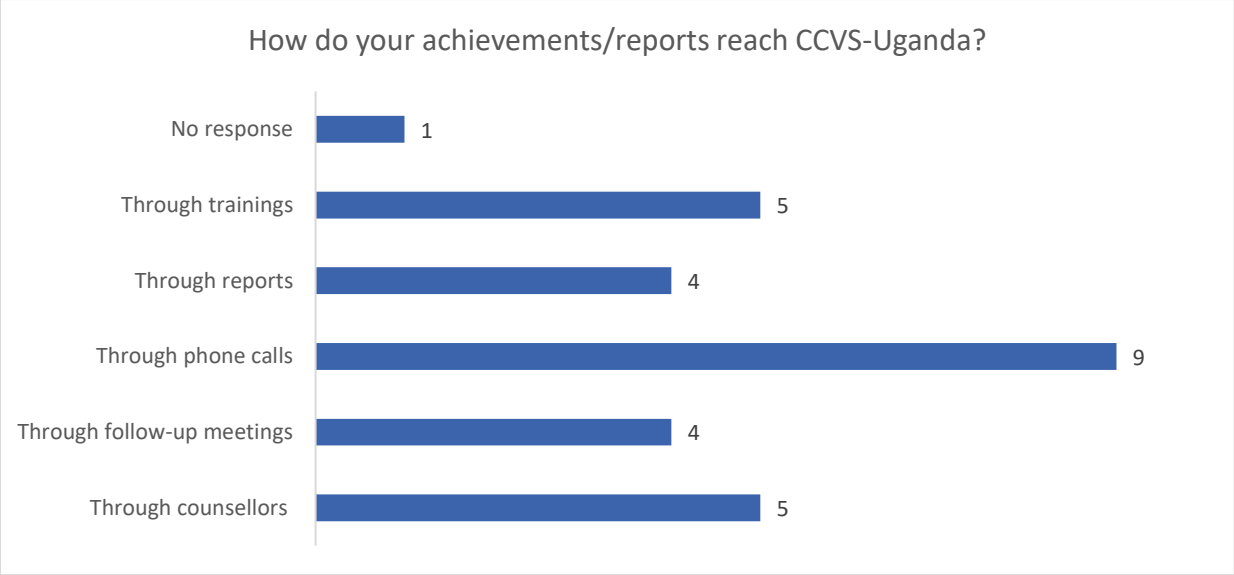
Table 6: showing the stakeholders' perceptions towards counsellors' professionalism and satisfaction with accomplishments.

Questions	True to a greater extent	Mostly true	Somewhat true	Not at all true	Does not apply
The counsellors act professionally (i.e. confidential, impartial, non-judgmental, empathetic, communicates well, etc.)	25 (89.3%)	3 (10.7%)	0%	0%	0%
Are you satisfied with the accomplishments that you made in orientation/training with CCVS-Uganda	24 (85.7%)	4 (14.3%)	0%	0%	0%

Table 7: showing the stakeholders' feedback reception and concerns issues.

Questions	Yes		No		No response	
5.6. Do you normally receive feedback from CCVS-Uganda regarding your engagement with CCVS-Uganda?	27	96.4%	1	3.6%	0	0.0%
5.7. Do you think CCVS-Uganda/Counsellor listens to your concerns?	28	100.0%	0	0.0%	0	0.0%
5.8 Were your concerns addressed by the CCVS-Uganda?	27	96.4%	1	3.6%	0	0.0%

3.5.2.5 How do achievements/reports reach CCVS-Uganda?

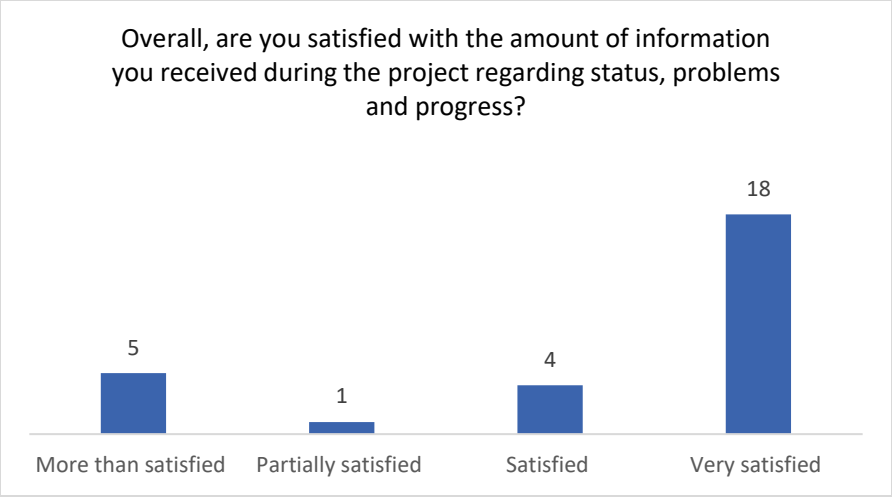


3.5.2.6 Counsellors' role in providing the best training, information, and knowledge

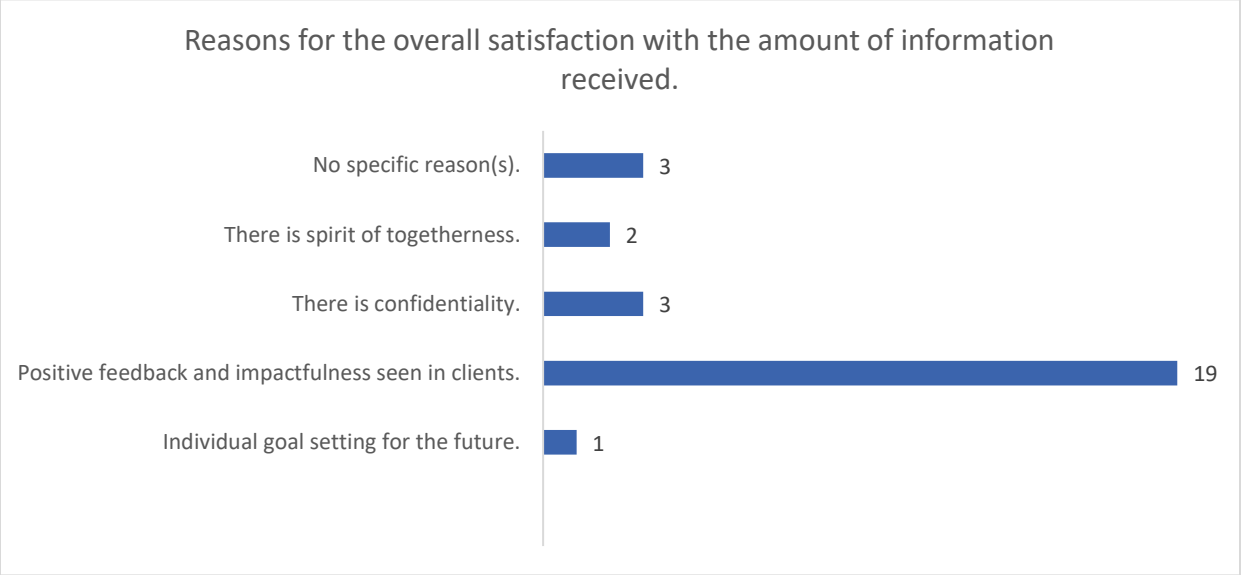
Stakeholders unanimously confirmed that project counselors have been instrumental in providing various forms of assistance, including training, information, and knowledge. All stakeholders (100%) expressed their appreciation for the support received.

3.5.2.7 Overall satisfaction with the information received during the project implementation

Stakeholders were individually asked how they are satisfied with the amount of information they received during the project implementation regarding status, problems and progress.



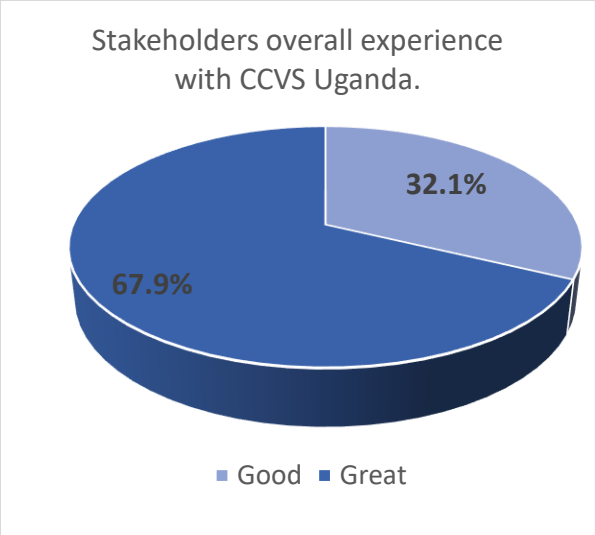
3.5.2.8 Reasons for the overall level of satisfaction



3.5.3 Stakeholders' recommendations

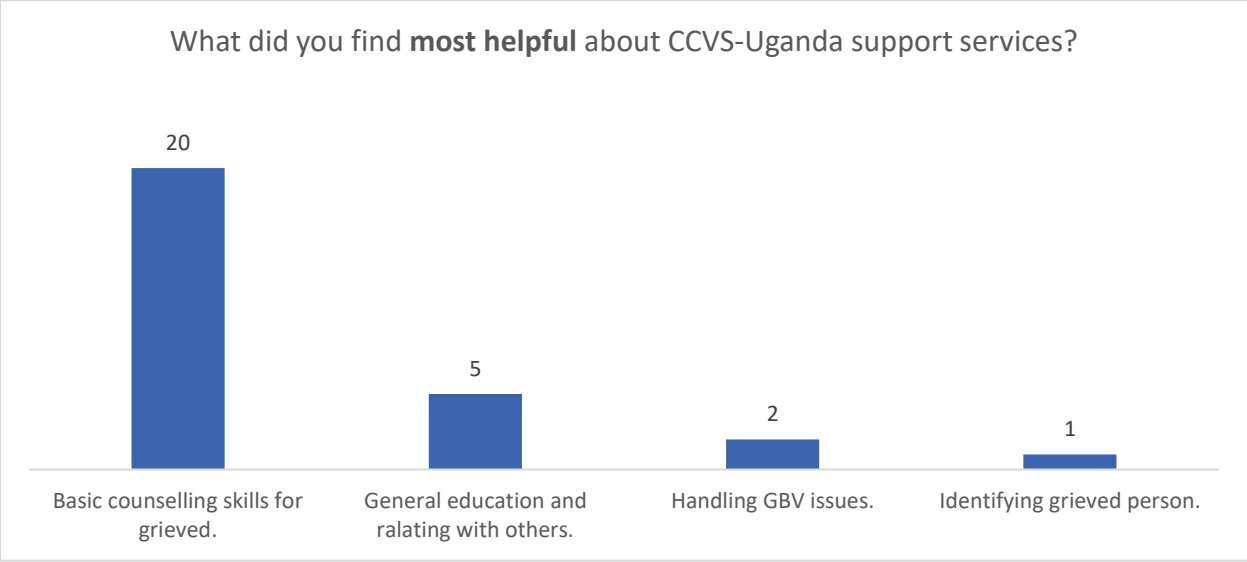
3.5.3.1 Overall experience with CCVS-Uganda's services

How would you rate your overall experience with CCVS-Uganda's services? Stakeholders were individually asked to rate their overall experience with CCVS-Uganda's services.



3.5.3.2 The most helpful aspects of CCVS-Uganda support services

Stakeholders were asked to identify the aspects of CCVS-Uganda's support services that they found most helpful during their involvement.



Annex 1 – ToR Satisfaction Survey

CCVS-UGANDA

TERMS OF REFERENCE

PROJECT BENEFICIARY AND STAKEHOLDER SATISFACTION SURVEY 2023

SECTION 1: CONSENT			
CCVS-Uganda is an International NGO located in Kitgum District, Northern Uganda, providing mental health and psychosocial support (MHPSS) and rehabilitation services to war-affected individuals, families and communities. CCVS-Uganda values beneficiary satisfaction and, as a result, is conducting a beneficiary satisfaction survey to assess the project beneficiaries and stakeholders' overall satisfaction and perception on the implementation of CCVS-Uganda's psychological rehabilitation services, whether the service expectations are being met by the Organisation. The survey should take about 15 minutes to complete and the information you provide will remain confidential and never connected to you. Your responses will be stored safely and only accessed by the research team at CCVS-Uganda. Your participation is completely voluntary, and there are no penalties for not accepting to take part or completing the survey. We do not have any material or monetary support for taking part in this survey. However, if you participate in the survey your responses will contribute to setting goals, target problem areas and make improvements in regards to psychological rehabilitation at CCVS-Uganda.			
1.1	Do you agree to participate in the survey? ***(If the response is "No", thank the respondent for their time)***	Yes	1
		No	2
SECTION 2: RESPONDENT CATEGORIZATION			
2.1	How are you engaged with CCVS-Uganda? ***(If client selected, please continue with the questionnaire otherwise skip to section "for stakeholders")***	Client	1
		Community stakeholder	2
		Community mobilizer	3
		Other *(Specify)*	99

FOR CLIENTS			
SECTION 3: RESPONDENT BIODATA			
3.1	What is your gender?	Female	1
		Male	2
3.2	What is your age bracket?	18-29 years	1
		30-39 years	2

		40-49 years	3
		50-59 years	4
		60 years and above	5
3.3	What is your highest level of education attended?	Primary	1
		"O" level	2
		"A" level	3
		College/Tertiary/University	4
		None	5
3.4	What is your employment status?	Civil servant	1
		Student	2
		Opinion leader	3
		Farmer	4
		Religious leader	5
		Opinion leader	6
		VHT	7
		None	8
		Other *(Specify)*	99
3.5	What is your marital status?	Married	1
		Separated	2
		Divorced	3
		Widowed	4
		Single	5
		Living together	6
3.6	What is your District of residence?	Alebtong	1
		Lira	2
		Oyam	3
		Kitgum	4
3.6.1	What is your Sub-County of residence?	Aromo	1
		Ayami	2
		Abia	3
		Apala	4
		Ngai	5
		Abok	6
		Mucwini	7
		Lagoro	8
		Kiteny	9
		Orom	10
SECTION 4: ACCESS TO CCVS-UGANDA'S SERVICES			
4.1	Was there ever a time in the past twelve months when you felt that you might need	Yes	1

	to see a professional because of problems with your psychological health or emotions, use of alcohol or drugs?	No	2
4.1.1	If yes, have you seen a doctor or a mental health professional (for example, counsellor, psychiatrist, clinical psychologist or social worker) for problems with your mental health or emotions, use of alcohol or drugs?	Yes	1
		No	2
4.1.1.1	If you did not seek care, why not? *(Check all that apply)*	I was concerned about the cost	1
		I did not feel comfortable talking with a professional about my personal problems	2
		I was concerned about what would happen if someone found out I had a problem	3
		I did not know where to go for help	4
		I was not able to get an appointment.	5
		Other *(Specify)*	99
4.1.1.2	If you did seek care, how often did you have contact with the doctor or mental health professional?	Daily	1
		Once every week for 3 months	2
		More than three months	3
		One year	4
4.1.1.2.1	Would you have preferred (or felt you needed to) be supported psychologically more often than before?	Yes	1
		No	2
4.1.1.2.2	How far did/do you travel to see your regular counsellor? How much distance do you travel to reach the service point?	Just a short distance from home (less than 2 kilometres)	1
		Far distance from home (more than 2 kilometres)	2
4.1.1.2.3	How long does it normally take you to reach your regular counsellor?	---------- hours	
4.1.1.2.4	When you last made an appointment to be seen for a session, how quickly were you supported by your regular counsellor?	I was attended to in time	1
		I waited a bit (about 20 minutes)	2
		I waited much longer (over 30 minutes)	3
		I was not attended to that day	4
4.2		Once a week	1

	How often do you access CCVS-Uganda services?	Daily	2
		Once a month	3
		Once a year	4
		Twice a year	5
4.2.1	For how long have you been receiving support from CCVS-Uganda?	Less than a week	1
		Less than a month	2
		At least a month	3
		At least 3 months	4
		More than a year	5
SECTION 5: DEMAND FOR CCVS-UGANDA'S SERVICES			
5.1	According to your experience, what services are provided by CCVS-Uganda to its beneficiaries?		
5.2	Do you think CCVS-Uganda's services are provided to the right target groups/persons?	Yes	1
		No	2
5.2.1	If not, which category is left out?		
5.3	What actions are taken whenever there is need for CCVS-Uganda services in your community?		
5.4	How would you rate the need for CCVS-Uganda services in your community?	Strongly needed	1
		Needed	2
		Undecided	3
		Somehow needed	4
		Not needed	5
5.5	Other than CCVS-Uganda's services, do you seek support from other service providers?	Yes	1
		No	2
5.5.1	If yes, what services do you seek support for?		
5.5.2	If not, why don't you seek support from other service providers?		
SECTION 6: PERCEPTIONS OF CCVS-UGANDA'S SERVICES			
6.1	Do you believe your counsellor has helped or is helping you and giving you the best support?	Yes	1
		No	2
6.2	Do you think CCVS-Uganda/Counsellor listens to your concerns?	Yes	1
		No	2
6.3	Were your concerns addressed by CCVS-Uganda?	Yes	1
		No	2
6.4	Have you stopped seeking for regular support from the CCVS-Uganda?	Yes	1
		No	2

6.4.1	If yes, please precisely give a reason(s)		
6.5	Did/Do you have the opportunity to learn new things from the CCVS-Uganda services?	Yes	1
		No	2
6.5.1	If yes, what are they?		
6.6	Do you think your counsellor gives you enough time while seeking support services from CCVS-Uganda?	Yes	1
		No	2
6.7	Are you in position to make a decision for yourself upon seeking the support from CCVS-Uganda?	Yes	1
		No	2
6.8	There is a considerable treatment and respect accorded to beneficiaries by CCVS-Uganda staff/Counsellor	True to a greater extent	5
		Mostly true	4
		Somewhat true	3
		Not at all true	2
		Does not apply	1
6.9	The counsellors act professionally (i.e. confidential, impartial, non-judgmental, empathetic, communicates well, etc.)	True to a greater extent	5
		Mostly true	4
		Somewhat true	3
		Not at all true	2
		Does not apply	1
6.10	There is a strong feeling of safety while talking about your issues with the counsellor during the sessions	True to a greater extent	5
		Mostly true	4
		Somewhat true	3
		Not at all true	2
		Does not apply	1
6.11	The concerns that brought me to CCVS-Uganda have improved as a result of the services provided	True to a greater extent	5
		Mostly true	4
		Somewhat true	3
		Not at all true	2
		Does not apply	1
6.12	Are you satisfied with the accomplishments that you made in counselling provided by CCVS-Uganda	True to a greater extent	5
		Mostly true	4
		Somewhat true	3
		Not at all true	2
		Does not apply	1
6.13	Do you think you have learned one or more strategies to help you to cope with problems?	Yes	1
		No	2
6.14		True	1

	Do you think you have learned to think more clearly/accurately to reduce distressing emotions or behaviours?	False	2
6.15	Do you think you have strengthened one or more self-management skills (e.g., managing time, stress etc.?)	True	1
		False	2
6.16	Do you think you have gained a healthier lifestyle in at least one area (e.g. getting enough sleep, exercise more, eat better, use less alcohol or drugs)?	True	1
		False	2
6.17	Do you think your relationship in the neighbourhood and community have improved?	True	1
		False	2
6.18	How about ability to recognize emotions, self-confidence or esteem? Do you think it has improved?	True	1
		False	2
6.19	Generally, are you satisfied with the services provided to you by CCVS-Uganda?	Very satisfied	5
		Not satisfied at all	1
SECTION 7: RECOMMENDATIONS			
7.1	Please rate your overall experience with CCVS-Uganda's services	Great	1
		Good	2
		Fair	3
		Poor	4
7.2	What did you find most helpful about CCVS-Uganda support services?		
7.3	What did you find least helpful about CCVS-Uganda support services?		
7.4	Were there services that you needed but were not offered?	Yes	1
		No	2
7.4.1	If yes, which services?		
7.5	What do you think CCVS-Uganda should continue doing?		
7.6	If you could change anything about our services, what would it be?		
7.7	Please explain your previous response		
7.8	Would you recommend CCVS-Uganda services to a close friend experiencing psychological problems?	Yes	1
		No	2
7.9	Do you have any additional feedback or opinions?		

FOR STAKEHOLDERS (i.e. COMMUNITY STAKEHOLDERS AND MOBILIZERS)			
SECTION 3: RESPONDENT BIODATA			
3.1	What is your gender?	Female	1
		Male	2
3.2	What is your age bracket?	18-29 years	1
		30-39 years	2
		40-49 years	3
		50-59 years	4
		60 years and above	5
3.3	What is your highest level of education attended?	Primary	1
		"O" level	2
		"A" level	3
		College/Tertiary/University	4
		None	5
3.4	What is your employment status?	Civil servant	1
		Student	2
		Opinion leader	3
		Farmer	4
		Religious leader	5
		Opinion leader	6
		VHT	7
		None	8
		Other *(Specify)*	99
3.5	What is your marital status?	Married	1
		Separated	2
		Divorced	3
		Widowed	4
		Single	5
		Living together	6
3.6	What is your District of residence?	Alebtong	1
		Lira	2
		Oyam	3
		Kitgum	4
3.6.1	What is your Sub-County of residence?	Aromo	1
		Ayami	2
		Abia	3
		Apala	4
		Ngai	5
		Abok	6
		Mucwini	7

		Lagoro	8
		Kiteny	9
		Orom	10
SECTION 4: DEMAND FOR CCVS-UGANDA'S SERVICES			
4.1	According to your experience, what services are provided by CCVS-Uganda to its beneficiaries?		
4.2	Do you think CCVS-Uganda's services are provided to the right target groups/persons?	Yes	1
		No	2
4.2.1	If not, which category is left out?		
4.3	What actions are taken whenever there is need for CCVS-Uganda services in your community?		
4.4	How would you rate the need for CCVS-Uganda services in your community?	Strongly needed	1
		Needed	2
		Undecided	3
		Somehow needed	4
		Not needed	5
SECTION 5: PERCEPTIONS OF CCVS-UGANDA'S SERVICES			
5.1	As a stakeholder with CCVS-Uganda, are you satisfied with the level of involvement you have in this project?	Very satisfied	5
		More than satisfied	4
		Satisfied	3
		Partially satisfied	2
		Not satisfied at all	1
5.1.1	Please give a reason for your response above		
5.2	Do you think your involvement in field project implementation has a positive impact on the beneficiaries CCVS-Uganda supports?	Yes	1
		No	2
5.2.1	Please give reason for your response above		
5.3	Did/Do you have the opportunity to learn new things from the CCVS-Uganda services?	Yes	1
		No	2
5.3.1	If yes, what are they?		
5.4	The counsellors act professionally (i.e. confidential, impartial, non-judgmental, empathetic, communicates well, etc.)	True to a greater extent	5
		Mostly true	4
		Somewhat true	3
		Not at all true	2
		Does not apply	1
5.5	Are you satisfied with the accomplishments that you made in orientation/training with CCVS-Uganda	True to a greater extent	5
		Mostly true	4
		Somewhat true	3

		Not at all true	2
		Does not apply	1
5.6	Do you normally receive feedback from CCVS-Uganda regarding your engagement with CCVS-Uganda?	Yes	1
		No	2
5.7	Do you think CCVS-Uganda/Counsellor listens to your concerns?	Yes	1
		No	2
5.8	Were your concerns addressed by the CCVS-Uganda?	Yes	1
		No	2
5.9	How do your achievements/reports reach CCVS-Uganda?	Through trainings	1
		Through follow-up meetings	2
		Weekly reports	3
		Through counsellors	4
		Through phone calls	5
5.10	Do you believe your counsellor has helped or is helping you and giving you the best training/information/knowledge?	Yes	1
		No	2
5.11	Overall, are you satisfied with the amount of information you received during the project regarding status, problems and progress?	Very satisfied	5
		More than satisfied	4
		Satisfied	3
		Partially satisfied	2
		Not satisfied at all	1
5.11.1	Please give reason for your response above		
SECTION 6: RECOMMENDATIONS			
6.1	Please rate your overall experience with CCVS-Uganda's services	Great	1
		Good	2
		Fair	3
		Poor	4
6.2	What did you find most helpful about CCVS-Uganda support services?		
6.3	What did you find least helpful about CCVS-Uganda support services?		
6.4	Were there services that you needed but were not offered?	Yes	1
		No	2
6.4.1	If yes, which services?		
6.5	What do you think CCVS-Uganda should continue doing?		
6.6	If you could change anything about our services, what would it be?		
6.7	If needed in the future by CCVS-Uganda, would you come back?	Yes	1
		No	2

6.8	Please explain your previous response	
6.9	Do you have any additional feedback or opinions?	

Thank you for taking part in this survey.