

TOOL 1

WHO IS WHERE, WHEN, DOING WHAT (4WS) IN MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT: SUMMARY OF MANUAL WITH ACTIVITY CODES⁸



Why use this tool: For coordination, through mapping what mental health and psychosocial supports are available

Method: Interviews with agency programme managers

Time needed: Depending on the scale of the crisis, approximately two weeks initially (needs regular updating)

Human resources needed: Two people

Background

- A Who is Where, When, doing What (4Ws) tool for MHPSS is useful for the following:
 - (a) Providing a big picture of the size and nature of the response.
 - (b) Identifying gaps in the response to enable coordinated action.
 - (c) Enabling referral by making information available about who is where doing what.
 - (d) Informing appeal processes (for example, the Consolidated Appeal Process, CAP).
 - (e) Improving transparency and legitimacy of MHPSS through structured documentation.
 - (f) Improving possibilities for reviewing patterns of practice and for drawing lessons for future response.
- This 4Ws tool is a software-based data system to map MHPSS activities in humanitarian settings across sectors.
- In many situations it may not be feasible for individuals to successfully collect the data. Collecting data from different agencies requires leverage and is best done by agencies (government, UN or NGOs) with coordination responsibilities.
- Data is collected through an Excel spreadsheet. The file needs to be completed by each organisation participating in the 4W exercise. The items to be completed for this sheet can be found in Table 1. This sheet refers to MHPSS activity codes displayed in Table 2.
- The relationship between the activity codes in Table 2 and the Action Sheets and Pyramid of the IASC Guidelines is described in an annex of the manual that comes with the 4Ws tool.
- You should read the whole manual carefully before using the tool. The manual describes suggested steps to implement the 4Ws tool for MHPSS including:
 - (a) translating and adapting the 4Ws data collection spreadsheet for the local context;
 - (b) contacting the government or the UN coordinating agency to obtain standard spelling and codes of geographical areas, specifying the boundaries of geographical areas;
 - (c) deciding on the scope and strategy for data collection;
 - (d) approaching agencies, collecting data and reviewing collected data;
 - (e) reviewing collected data for major inconsistencies or errors, cleaning-up and merging data;
 - (f) analysing data and preparing and disseminating a report on the results;
 - (g) discussing identified gaps with stakeholders and deciding on improved programming; and
 - (h) updating the data and reports.

⁸ Source: IASC Reference Group on Mental Health and Psychosocial Support in Emergency Settings. Who is Where, When, doing What (4Ws) in Mental Health and Psychosocial Support: Manual with Activity Codes (Field Test Version). Geneva: 2012. This tool has been reproduced here in summary form with permission from the IASC Reference Group. http://www.who.int/mental_health/publications/iasc_4ws/en/index.html

- As mentioned, this 4Ws tool maps MHPSS across sectors. However, if you are interested only in mapping MHPSS within a specific sector, you should use a 4Ws tool that is sector specific. The 4Ws tool of the global health cluster is the IASC Global Health Cluster's (2009) *Health Resources Availability Mapping (HeRAMS) system*.
 - (a) HeRAMS should be implemented by or under the health sector leadership (for example Ministry of Health, Health Cluster).
 - (b) HeRAMS provides a health services checklist by level of care, by health sub-sectors, and for health facility/mobile clinic/community-based interventions at each point of delivery. There are specific mental health checklist items under the community care, primary care and secondary and tertiary care levels.
 - (c) People who organize mental health assessments are usually not in the position to initiate HeRAMS. However, wherever HeRAMS is implemented, they should ensure that mental health services are recorded in HeRAMS, and use HeRAMS as a key source of relevant mental health services information.



TABLE 1 OF TOOL 1: ITEMS TO BE COMPLETED IN THE SECOND SHEET OF THE 4WS DATA COLLECTION SPREADSHEET

- A. Date of providing or updating this information
- B. Name of implementing agency
- C. Name(s) of other organization(s) with whom this activity is done (in case of a joint activity)
- D. Name of the focal point
- E. Phone number of the focal point
- F. Email address of the focal point
- G. Region / district where the activity occurs
- H. Town/ neighbourhood where the activity occurs
- I. Government/ OCHA geographical code for the location
- J. MHPSS activity code
- K. MHPSS activity subcode
- L. Description of the activity in one sentence (for subcode "Other" or for any other activity that is not clearly described by the subcode)
- M. Target group(s) (specify age group(s) where relevant)
- N. Number of people in target group directly supported in previous 30 days
- O. This activity is (1) currently being implemented, (2) funded but not yet implemented, or (3) unfunded and not yet implemented
- P. Start date for implementing the activity (for current activities, provide actual start date and not the originally proposed start date)
- Q. End date (specify on what date committed funding to implement the activity ends)

Optional (The following 5 optional items give a better understanding of possible quality and volume of the services available but: may be too detailed for the first weeks or months of an acute major crisis.)

- R. Number and type of MHPSS workers who do this activity (e.g., 4 community volunteers, 1 psychologist and 1 nurse)
- S. Topic and length of non-university training on MHPSS (e.g. nurses received 1 day on psychological first aid)
- T. (if applicable) Availability of the activity (e.g. child friendly space or clinic is open 40 hours/week)
- U. Where is MHPSS provided? (people's homes, clinic, public spaces etc.)
- V. Do people have to pay to use these services/supports?

TABLE 2 OF TOOL 1. MHPSS ACTIVITY CODES AND SUBCODES

READ THIS FIRST!

- MHPSS stands for mental health and psychosocial support.
- The list includes the most common activities that are conducted under the heading of MHPSS in large humanitarian crises.
- The list is not exhaustive. You should use the category 'other (describe in column C of the data entry sheet)' to document activities not included in the list.
- The list is descriptive rather than prescriptive. No judgement is passed whether included activities are appropriate or not. A number of the mentioned activities are or can be controversial. For guidance on recommended practices, see IASC (2007).
- **INSTRUCTION: FILL IN THE RELEVANT MHPSS ACTIVITY CODE (SEE COLUMN A BELOW) AND SUBCODE (SEE COLUMN B BELOW) IN COLUMNS A AND B OF THE DATA ENTRY SHEET. IF ONE WORKS BROADLY IN AN AREA, THEN CHOOSE THE SUBCODE 'OTHER'.**

| | Column A: MHPSS activity code (4Ws) | Column B: Examples of interventions with subcodes. Record all that apply. |
|---|--|--|
| Community-focussed (targeted at communities or segments of communities) | 1. Disseminating information to the community at large | 1.1 Information on the current situation, relief efforts or available services in general 1.2 Raising awareness on mental health and psychosocial support (e.g., messages on positive coping or on available mental health services and psychosocial supports) 1.3 Other (describe in column C of the data entry sheet) |
| | 2. Facilitating conditions for community mobilisation, community organisation, community ownership or community control over emergency relief in general | 2.1 Support for emergency relief that is initiated by the community 2.2 Support for communal spaces/meetings to discuss, problem-solve and plan action by community members to respond to the emergency 2.3 Other (describe in column C of the data entry sheet) |
| | 3. Strengthening community and family support | 3.1 Support for social support activities that are initiated by the community 3.2 Strengthening parenting/family supports 3.3 Facilitation of community supports to vulnerable people 3.4 Structured social activities (e.g. group activities) 3.5 Structured recreational or creative activities (do not include activities at child-friendly spaces that are covered in 4.1) 3.6 Early childhood development (ECD) activities 3.7 Facilitation of conditions for indigenous traditional, spiritual or religious supports, including communal healing practices 3.8 Other (describe in column C of the data entry sheet) |
| | 4. Safe spaces | 4.1 Child-friendly spaces 4.2 Other (describe in column C of the data entry sheet) |
| | 5. Psychosocial support in education | 5.1 Psychosocial support to teachers / other personnel at schools/learning places 5.2 Psychosocial support to classes/groups of children at schools/learning places 5.3 Other (describe in column C of the data entry sheet) |
| | 6. Supporting including social/psychosocial considerations in protection, health services, nutrition, food aid, shelter, site planning or water and sanitation | 6.1 Orientation of or advocacy with aid workers/agencies on including social/ psychosocial considerations in programming (specify sector in column C of the data entry sheet) 6.2 Other (describe in column C of the data entry sheet) |
| Person-focussed (targeted at identified people) | 7. (Person-focussed) psychosocial work | 7.1 Psychological first aid (PFA) 7.2 Linking vulnerable individuals/families to resources (e.g., health services, livelihoods assistance, community resources etc.) and following up to see if support is provided. 7.3 Other (describe in column C of the data entry sheet) |
| | 8. Psychological intervention | 8.1 Basic counselling for individuals (specify type in column C of the data entry sheet) 8.2 Basic counselling for groups or families (specify type in column C of the data entry sheet) 8.3 Interventions for alcohol/substance use problems (specify type in column C of the data entry sheet) 8.4 Psychotherapy (specify type in column C of the data entry sheet) 8.5 Individual or group psychological debriefing 8.6 Other (describe in column C of the data entry sheet) |
| | 9. Clinical management of mental disorders by nonspecialized health care providers (eg PHC, post-surgery wards) | 9.1 Non-pharmacological management of mental disorder by nonspecialized health care providers (where possible specify type of support using categories 7 and 8) 9.2 Pharmacological management of mental disorder by nonspecialized health care providers 9.3 Action by community workers to identify and refer people with mental disorders and to follow-up on them to make sure adherence to clinical treatment 9.4 Other (describe in column C of the data entry sheet) |
| | 10. Clinical management of mental disorders by specialized mental health care providers (eg psychiatrists, psychiatric nurses and psychologists working at PHC/general health facilities/mental health facilities) | 10.1 Non-pharmacological management of mental disorder by specialized mental health care providers (where possible specify type of support using categories 7 and 8) 10.2 Pharmacological management of mental disorder by specialized health care 10.3 Inpatient mental health care 10.4 Other (describe in column C of the data entry sheet) |
| General | 11. General activities to support MHPSS | 11.1 Situation analyses/assessment 11.2 Monitoring/evaluation 11.3 Training / orienting (specify topic in column C of the data entry sheet) 11.4 Technical or clinical supervision 11.5 Psychosocial support for aid workers (describe type in column C of the data entry sheet) 11.6 Research 11.7 Other (describe in column C of the data entry sheet) |