



# Help Desk Facility

Would you like some help to address Monitoring, Evaluation and Learning (MEL) challenges in your DeSIRA Project? The LIFT Help Desk facility is available to offer individualized and timely assistance.

The MEL HELP DESK facility provides support in the following areas

- Reviewing issues arising with current MEL systems.
- Reviewing and/or updating an existing Theory of Change.
- Integrating ToC with MEL plans and logic models.
- Drafting Terms of Reference to hire a MEL person.
- Review of MEL-related strategies, presentations and papers.
- Integrating evaluation into communication strategies.
- Introducing specific approaches, methods and tools into a MEL system: Utilization-focused Developmental Evaluation, Outcome Mapping, Outcome Harvesting, Contribution Analysis & Process Tracing, Reflexive Monitoring and Action, ParEvo, etc.

## The DeSIRA-LIFT support can be provided in several formats

- Online discussions to brainstorm and respond to specific needs.
- Written feedback commenting on draft materials received, combined with one or two online discussions.
- Referral to other evaluation resources.
- In select cases, an invitation to co-produce knowledge products reflecting on the learning.
- Helping projects get up to speed to join group mentoring sessions.

## Duration

We do our best to respond promptly based on project schedules.

The average duration will be between one and three online sessions, to link the project to other resources or cluster mentoring opportunities.

The Help Desk is available in English, French and Spanish

## How to contact us

Send your support needs to [service@desiralift.org](mailto:service@desiralift.org) specifying the MEL Help Desk request in the object.

**[CONTACT US HERE!](#)**

Upon completion of each session, we will send a short feedback form to gather feedback on the value of the Help Desk.