**ADDITIONAL FILE**

**Supplementary materials**

**Context, implementation, and mechanisms of impact of a stepped-care WHO psychological intervention for migrants with psychological distress**

#

# **Additional quotes.**

**Additional quotes from in-depth individual interviews with participants who completed or discontinued the interventions, as well as with local stakeholders, and from the focus group (FGD) with the intervention providers.**

**Context**

***Theme* *1*.** *"I'm not sure if the culture they've got and bring with them has the same approach to mental health"* ***S***

*“When you get home after working all day long you are tired, you don't want to do anything and to think…”* ***P***

***Theme 3 and 4.*** *"Every now and then there can be difficulties with technology, which is important to keep in mind because the app had deleted and I couldn't reinstall it."* **P**

“*I see it more as a resource than as a barrier. It brings people closer who work and never have time for meetings*.” **S**

“*It really helped me to have the first in-person meeting because I understood the importance of what we were going to do*.”***P***

**Implementation**

**Acceptability**

***Theme* *3.*** *“The second part would have been better in person, or at least half and half."* ***P***

**Appropriateness**

***Theme 2.*** *“There were times when I practiced 3-4 times a day. It was like delicious food that you want to keep eating; that’s how the course was for me.”* ***P***

***Theme 3.*** *"It could be helpful to double the calling sessions, especially in the initial phase. Initially, they seemed too short; I would have preferred them longer. Without those calls, I would have found it more boring and probably would have dropped it."****P***

*" When I saw that I was feeling better, I said to myself, 'It’s great that I made it!' I don’t need to do the second step to keep working on myself because I’ve already succeeded. I thought it meant that I was better since there wasn’t a second part."* ***P***

***Theme 4 and 10.*** *" When faced with larger problems that I knew weren't my responsibility to solve, the call would stay on my mind throughout that day and the next. It didn’t completely disrupt my life, but it bothered me because I’m not a mental health professional. I kept wondering if there was anything I could do."* ***H***

# **Interview protocols.**

**Participants**

**Introduction**

* + Greet the person. Introduce yourself
	+ “We would like to ask you some questions about your experience of this program to help us to think about how it could be improved for delivery in the future. There are no right or wrong answers to the questions we are going to ask. We will be speaking to a number of people that participated in the project, asking everyone the same questions. If you feel unable to answer a question, please say so and we will move on to the next one.”
	+ “Do you agree to participate? We will be recording the session for transcription purposes. We will erase the tape as soon as we transcribed it. The transcription will be stored securely and will not have any personal data linked to it”.

**Socio-demographic information**

* Age:
* Gender:
* Level of education:
* Job:
* Years of resettlement:
* Legal status:
* Marital status:
* Living condition (where and with whom)

**Overall impressions**

* + Could you tell me a little bit about yourself? (E.g., where do you work, what do you fancy, and so on) [Informal, brief first contact]
	+ Could you tell me how you found out about the RESPOND stepped-care programme (remember it is a two-step intervention and we offered PM+ after step one if the person was still distressed)?
	+ How have you found using this support programme?
		- What did you like about it?
		- What didn’t you like or think could be improved?
		- Was it like you expected it to be?
	+ Did you share with family and/or friends about your involvement in the programme? [keep it very short, especially if the person does not engage]
		- Explore reasons for sharing/not sharing
		- If shared with family*:* Could you tell more about what you shared about the programme with your family/friends/others?
		- Explore whether just shared about their participation in the programme or also details about the skills learned during the intervention and their experiences of the intervention
		- How did your family view your participation in the PM+ programme?

**Mechanisms**

* + What did you find useful about the intervention?
	+ What did you find less useful about the intervention?
	+ Overall, would you say the intervention worked for you?
		- Why? How?
	+ Which of the interventions’ strategies would you consider to be key program elements?

**Implementation:**

* + How did you come into contact with this project/programme?
	+ How did you find the online format?
		- Explore DWM: app, ongoing support calls, audios, action plan…

***Only for participants that continued to PM+:***

* + - Explore PM+: videocalls, length, schedules
	+ How did you find the stepped-care format?
		- How did you feel about being offered PM+?
	+ Can you describe how you found working with your helper?
		- Explore positive / negative views
		- Explore acceptability of features of facilitators, i.e. not psychotherapists, online format
	+ Did you feel that you were being supported by an expert or by a peer/colleague?

**Context: barriers and facilitators**

* + Can you describe how easy or difficult you found attending DWM? *(if applicable)* andwhat about PM+?
		- Explore barriers and facilitators to attendance (e.g. timing in the week; *for DWM:* focus on the weekly support calls, , *for PM+:* flexibility of timing of sessions, time commitment needed for attending sessions and doing homework, combining with work/other duties)
		- How did you overcome the barrier(s)?
		- What would you do differently next time?
		- Explore if the role of helpers and anything they were doing / saying that encouraged attendance.

***Only for participants that continued to PM+:***

* + Can you identify any factors that motivated you to attend each week/what was it that encouraged you to come back to the session each week?
		- Explore i.e. community views of the program; seeing improvements made them want to come back; family encouragement etc.
		- Explore if the role of helpers and anything they were doing/saying that encouraged attendance.
	+ Can you describe how you found implementing the strategies taught to you in your everyday routine?
		- Explore DWM strategies (INCLUDE)
		- Explore PM strategies (INCLUDE)
	+ Did you continue with the skills you learned as part of the programme after the last session?
		- Explore reasons for (not) doing so
	+ [**FOR DROP-OUTS ONLY**] Can you tell me why you stopped going through the DWM app / attending the PM+ sessions?
		- Explore reasons through probes (i.e., not having an impact, difficulties in relationship with helper, unable to commit to N weekly sessions, length or location of the session, other commitments – family/work, etc.)
		- IF APPROPRIATE: Explore possible ways to overcome barriers (e.g., do you think one would be better able to complete the programme if there are less than 5 sessions?)
	+ What do you think are the main reasons why a migrant would not choose to participate in a programme like this? [time commitment, stigma, e-help, helper’s characteristics, programme content, unfamiliarity with the programme]
	+ What effect, if any, do you feel the project had on your community?

**Wrap-up**

* + What recommendations do you have for future efforts such as these?
	+ Ask the interviewee if they have anything to add. Any additional information is added to the interview notes as required.
	+ Thank person and leave.

**Stakeholders**

**Introduction**

* + Greet the person. Introduce yourself
	+ We sent you a summary that introduces the RESPOND project, which we have been carrying out in Verona. As you know, we are exploring the effectiveness of a peer-delivered, online-based psychological intervention. In this interview, we are interested in understanding more in depth how we can scale up this intervention within the Italian health system, for which we would like to hear your opinion. The interview will last 20-30 minutes.
	+ “Do you agree to participate? We will be recording the session for transcription purposes. We will erase the tape as soon as we transcribe it. The transcription will be stored securely and will not have any personal data linked to it”.

**Socio-demographic information**

* Age:
* Gender:
* Level of education:
* Job:
* Migration expertise (how many years):

**Overall impression**

* + What do you think about the intervention programme?
		- What is your opinion about proposing it for migrant community?
	+ What do you think about the stepped-care format?

**Context: barriers and facilitators (for scaling up)**

* + In you view, is this stepped-care likely to reach migrant populations?
	+ If so, are migrants likely to use it?
	+ In your view, do you think there is a need for an intervention like the stepped-care (DWM and PM+) RESPOND to be provided on a larger scale in Italy?
		- Explore possible advantages over existing mental health services and the need for achieving higher coverage of treatment for psychological problems
	+ We are interested to know more about scaling up of RESPOND stepped-care program. By scaling up we mean making it accessible to all migrants in Italy by integrating it into the health system. Based on what you’ve just heard/learned about RESPOND, where in the Italian system could you see the intervention being provided? Please explain [multiple options possible].
		- In which settings?
		- Who do you think should provide it?
		- Explore how can it be funded in the long-term (e.g. health insurance, (local) government, private or donor funds)
	+ What do you think are the main obstacles for scaling up RESPOND in Verona/Italy [refer to possible pathways/systems discussed in previous question; and discuss barriers for each]?
		- Explore possible obstacles through probes like the ones below. Not all probes need to be covered; better to select probes based on background/expertise of person being interviewed and those not yet covered in interviews with similar interviewees.
			* e.g. how to ensure sufficient and sustainable human and financial resources to scale up the programme; who could provide it; how to ensure physical access for all potential users (e.g. time/costs acceptable, any differences rural/urban and men/women); is there sufficient political will; how to upkeep effectiveness of the intervention during implementation
			* e.g. how can the intervention be made part of existing care and referral pathways (e.g. stepped-care); how can quality and safety of RESPOND be ensured (e.g. continued training and supervision of helpers); how to prevent RESPOND being a burden (emotional/time/financial) to helpers and supervisors; how to deliver the intervention to people from different cultures and with different languages.
			* e.g. how can we overcome potential cultural barrier or unfamiliarity with this kind of interventions; how can we ensure stigma surrounding mental health and help seeking will not be a major obstacle during scale up; how can we ensure that non-professional or less-trained providers will be accepted by other health professionals; is there sufficient need/demand for and how can we best reach the target group(s)
	+ Thank you for explaining some of the obstacles. I am interested to hear your thoughts on what is needed to overcome these obstacles (facilitators); could you tell me more about this?
		- Explore ways to overcome the obstacles mentioned in previous question
	+ What are your views of having lay counselors as providers?
		- Explore positive and negative views through probes
		- Explore whether having lay counsellors as service providers is something new and if not ask for examples of other initiatives
	+ How do you think quality control and accountability can be best ensured when scaling-up [name intervention]?
		- Explore what can be done when there is spontaneous scaling- up/mushrooming and how then to ensure quality and safety of the intervention
	+ Finally, do you know of any wider trends that have happened or are current happening in Verona, which could positively or negatively influence the scaling up of DWM/PM+?
		- Ask about possible political developments, refugee integration policies (work, education), economic developments, socio-cultural climate (acceptance of refugees)
		- Ask about the possible influence of pandemics like COVID-19

**Wrap-up**

* + Ask the interviewee if they have anything to add. Any additional information is added to the interview notes as required.
	+ Thank person and leave.

**Focus group protocol.**

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| **FGD Guide** |
| **Objective** | To explore helpers’ experience in the RESPOND project and their thoughts on implementing the DWM/PM+ programme. |
| **Research question** | What is the experience of helpers on the RESPOND project and how can this help accommodate implementation of thestepped-care DWM/PM+ program? |
| **Sub-questions** | * What is helpers’ general experience of the RESPOND project?
	+ How did helpers experience the DWM programme?
	+ How did helpers experience the PM+ programme?
* What challenges did helpers experience while working as a helper?
	+ Challenges during DWM?
	+ Challenges during PM+?
* What challenges did helpers see for participants in the RESPOND project?
	+ Challenges during DWM?
	+ Challenges during PM+?
* What challenges do helpers see as the main challenges?
* What do helpers think is needed in order to overcome the identified main challenges and implement the DWM/PM+ programme in *[name*

*country]*?* What worked well?
 |
| **Target population** | Helpers in the RESPOND project |
| **Duration** | 2h |
| **Materials** | Post-its, stickers, flipcharts, pens, coloredmarkers, papers for writing exercise (prepare them so people can just fill it in) |
| **Room preparation** | * Put tables together and enough seats for everyone
* Flipchart, should not be visible beforehand
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|  | * Flipchart – write in middle: ‘challenges to DWM’
* Flipchart – write in middle: ‘Challenges to PM+’
 |
| **1 min** | **0. Introduction*** Welcome
* Thank participants for taking time
* Explain why they are at this FGD – what it will look like.

*The reason you are here is because all of you were helpers in the RESPOND project. We are very interested in your experience as a helper, and your opinion on the DWM app and PM+, which we want to explore through different exercises.* |
| **4 min** | **1. Practical issues**Emphasize the following points* *There are no right or wrong answers, so feel free to speak your mind.*
* *There are no obligations during this discussion, but I will really appreciate your active participation*
* *This is a confidential discussion and material gathered will only be shared among the research team members*
* *The FGD will take about 2 hours*
* *We will have a break midway*
 |
| **5 min** | **2. Introductory exercise** (just to get into the right mindset)Exercise 1*For the past [x time] you have all been working as a helper. [give short summary they can relate to]. As a start, I want you to think back of everything you have done these**past [x months].* |

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|  | * Discuss with neighbour, 5 minutes
* State that this exercise is only to remember everything they have done and to get ready for the following exercises.
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| **10 min** | **1. Overall impression**Exercise 2*Now that you all have had a quick chat about your time as a helper on the project, I want to get to know more about your experience. Please go to wooclap. Write all key words that come to mind when you think of working as a helper on the RESPOND project.** State that now they all have had a quick chat about their time as a helper on the project, you want to get to know more about their experience.
* Ask participants to think of their experience as a helper, and write all key words that come to mind through **mentimeter** (or similar website)
* **General discussion** on key words – highlight positive/negative; DWM/PM+; working as a helper/supervision/training; feelings/expectations etc.
	+ Probe where needed for clarification, but don’t go in too deep
	+ Try to get a general sense of what it was like for them to be a helper
 |
| **30 min** | **2. DWM** |
|  | Exercise 3* Explain that we want to explore if and how we can best implement the DWM app in *[name country]*.
* Important to have a clear idea of challenges they envision when using DWM in practice

*When you think of the DWM app, what challenges did you experience? Think of challenges for helpers as well as challenges* |

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|  | *for participants. Write each challenge on a post-it.** Give participants 5 minutes
* After 5 minutes, ask if everyone is ready. If everyone seems to be done sooner, then ask this sooner
* Put a flipchart in the middle of the table on which is written: ‘Challenges to DWM’
* Ask if anyone wants to **share what they wrote**.
* Probe to understand their perspective:
	+ What do you mean?
	+ What makes you feel that way?
	+ How come you wrote this? etc

 make sure it’s clear if it’s a challenge for helpers or for participants.* Ask participant to **put post-it on flipchart** with ‘challenges to DWM’ written on it.
* Ask if someone wrote something similar. If yes, put next to post-it that it’s most similar to, so you naturally create groups of similar challenges next to each other.
* Try to have a group discussion on it
* **Cluster** the challenges together with participants:
	+ state that you want to cluster the challenges
	+ point to a group of post-its, ask if they think it can be seen as a cluster.
	+ if yes: of what? If no: what is the cluster? How would they group them?
	+ draw a circle around each cluster of challenges, and name them.
* **Summarize** what challenges have been stated when using DWM in practice and what clusters have been formed, e.g. mainly challenges for helpers, or challenges for participants, practical issues etc., relationship with participants.
* Ask if some challenges are missing / have a short group **discussion** on it.

Note: you don’t want to give |

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|  | suggestions about topics for challenges as to not bias people, but do explore until you’re certain that all challenges related to implementing DWM have been covered.*Possible answers – challenges can be related to:** *Using the app for participants*
* *Using the app as a helper*
* *Completing the app*
* *Weekly support calls*
* *Relationship with participants*
* *Peer delivery*
* *Etc.*
 |
|  | **\* BREAK \*** |
|  | **3. PM+** |
|  | Exercise 4 (same as exercise 3)* Explain that we want to explore if and how we can best implement the PM+ in *[name country]*.
* Important to have a clear idea of challenges they envision when using PM+ in practice

*When you think of PM+, what challenges did you experience? Think of challenges for helpers as well as challenges for participants. Write each challenge on a post-it.** Give participants 5 minutes
* After 5 minutes, ask if everyone is ready. If everyone seems to be done sooner, then ask this sooner
* Put a flipchart in the middle of the table on which is written: ‘Challenges to PM+’
* Ask if anyone wants to **share what they wrote**.
* Probe to understand their perspective:
	+ What do you mean?
	+ What makes you feel that way?
	+ How come you wrote this? etc

 make sure it’s clear if it’s a challenge for helpers or for participants. |

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|  | * Ask participant to **put post-it on flipchart** with ‘challenges to PM+ written on it.
* Ask if someone wrote something similar. If yes, put next to post-it that it’s most similar to, so you naturally create groups of similar challenges next to each other.
* Try to have a group discussion on it
* **Cluster** the challenges together with participants:
	+ state that you want to cluster the challenges
	+ point to a group of post-its, ask if they think it can be seen as a cluster.
	+ if yes: of what? If no: what is the cluster? How would they group them?
	+ draw a circle around each cluster of challenges, and name them.
* **Summarize** what challenges have been stated when delivering PM+ in practice and what clusters have been formed, e.g. mainly challenges for helpers, or challenges for participants, practical issues etc., relationship with participants.
* Ask if some challenges are missing / have a short group **discussion** on it. Note: you don’t want to give suggestions about topics for challenges as to not bias people, but do explore until you’re certain that all challenges related to implementing PM+ have been covered.

*Possible answers – challenges can be related to:** *Scheduling sessions*
* *Delivering sessions – which in particular?*
* *Engagement of participants*
* *Relationship with participants*
* *Peer delivery*
* *Etc.*
 |
| **5 min** | **DWM + PM+** |
|  | Exercise 5* Discuss common challenges between DWM and PM+
* Double check if anything is missing
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|  | What do you think of the RESPOND stepped- care programme within *[NAME COUNTRY]*?What are the main obstacles for providing the intervention for more people in *[name country]*?* Make sure you have all challenges covered
* Give each participant the stickers
* Ask participants to vote for what they consider to be the main challenges in order to implement the DWM app and PM+ in *[name country]*.
	+ 2 stickers to challenges for DWM
	+ 2 challenges for PM+
* have a group discussion on what challenges are identified as the main ones. If there is too much variety, try to reach some sort of consensus.
	+ Probe on why these challenges are considered to be the main

challenges etc. |
| **15 min** | **Implementation** |
|  | Exercise 6 - writing exercise* For the identified main challenges in exercise 5, chose the challenges with the most votes, equal to the number of helpers.
* Each participant takes one of the papers and writes one of the identified main problems on the paper
* Then they write a proposed solution (1 min)
* All papers go to the next participant to the right of them, and they write a problem they see with the proposed solution, and suggest how this can be overcome (emphasize that it’s ok if they don’t know something) (1 min)
* Do this until each participant has had the opportunity to write a solution for each challenge

Writing exercise: |

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| --- | --- |
|  | *Writing exercise:*1. *Problem:*
2. *How can this be solved?*
3. *What problem do you see with this solution?*
4. *How can this be overcome?*
5. *What problem do you see with this solution?*
6. *How can this be overcome?*
* Discuss the barriers and solutions one by one. Whoever wrote last presents it.
* As a group, discuss the outcome
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