



MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT PROGRESS REPORT-  
GENERATION KENYA, FEBRUARY, 2025.

SUBMITTED TO: GENERATION KENYA  
REPORT SUBMITTED BY:  
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FEBRUARY, 2025.

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Chandaria innovation center Nairobi, Kenya



## SUMMARY

This report outlines the Mental Health & Psychosocial Support report and performance and usage statistics for the month of February, 2025. It provides critical insights into caller demographics, common issues raised, challenges faced, improvement recommendations, and call volumes.

## CALLS RECEIVED

Month	Total received Calls	Outgoing Calls	Repeat Calls	Peak Call times	Average call duration
February	18	34	3	Evening	25mins

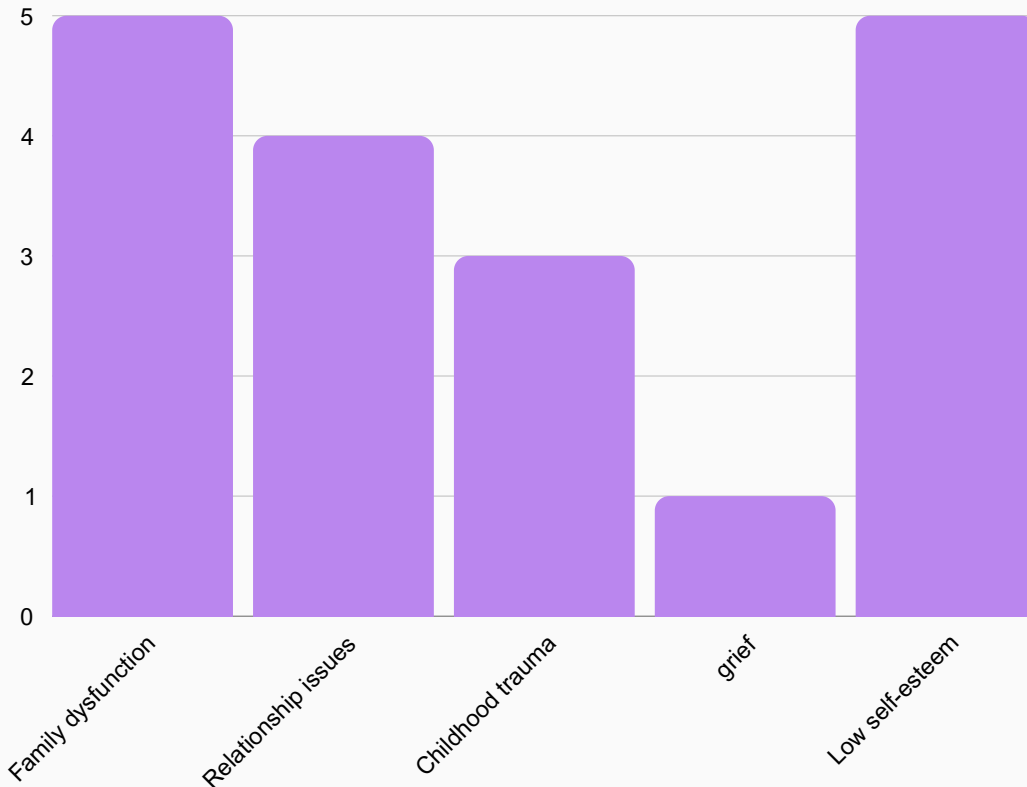
Region	Number of calls	Gender	Males	Females
Nairobi and Environs	8		1	17
Nakuru	8			
Mombasa	2			

## AGE BREAKDOWN

Age (years)	20 to 30	31 to 40
Numbers	14	4



## COMMON ISSUES REPORTED



## ASSISTANCE THROUGH THE TOLL-FREE LINE

Therapy Approach	Solution-Focused Therapy to improve self-esteem and thought patterns.
Psychoeducation Topics	Anxiety management, interview prep, family support strategies.
Technical Challenge	Toll-free line issue reported to Safaricom.



## RECOMMENDATIONS

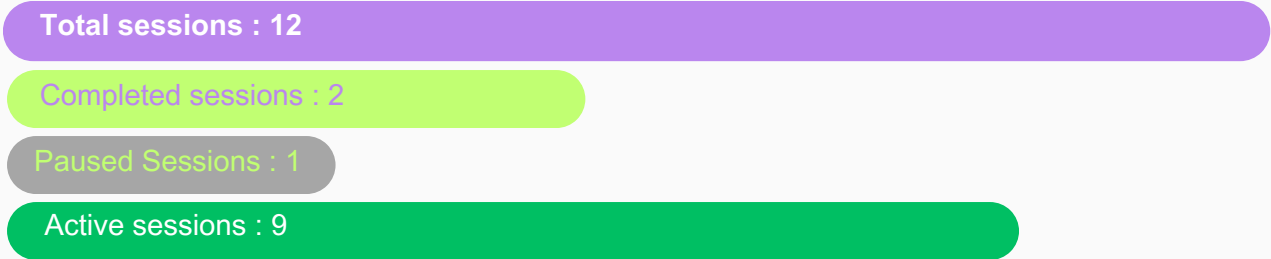
Despite an increase in the use of the Toll-free line by the students and alumni, there is still a need for more awareness to be done to the students/ alumni in Mombasa on the importance of reaching out

## THERAPY SESSIONS BREAKDOWN

MONTH	NUMBER OF SESSIONS	CODE	SESSION DATE	THERAPIS TASSIGNE D	TIME	MODE	Status
Feb, 2025	4	BM-BN 001	02/02/2025	BERYL MUNGAI	8.00am	Virtual	Ongoing
		BM-BN 002	10/02/2025		8.00pm	Virtual	
		BM-BN003	16/02/2025		8.00pm	Virtual	
		BM-BN004	23/02/2025		8.00pm	Virtual	
	2	CO-MN 001	21/02/2025	CLAIRE OMOLO	1.00pm	Virtual	Ongoing
		CO-MN 002	24/02/2025		4.00pm	Virtual	
	4	SO-AH 002	08/02/2025	DR. STELLA OSORO	11.00am	Virtual	Ongoing
		WF-SO 001	14/02/2025		8.00pm	Virtual	
		SO-AH 003	22/02/2025		11.00am	Virtual	
		WF-SO 002	28/02/2025		9.00pm	Virtual	
	2	DO-MM 007	16/02/2025	DUNCAN OGENDI	11.00am	Virtual	Ongoing
		DO-MM 008	21/02/2025		1.00pm	Virtual	
	2	JM-VK 001	08/02/2025	JASON MUNYIRI	11.00am	Physical	Ongoing
		JM-VK 002	15/02/2025		8.00am	Physical	
	6	MM-SA 008	05/02/2025	MESHACK MATENI	5.00pm	Virtual	Completed sessions
		MM-SA 009	12/02/2025		5.00pm	Virtual	
		MM-SA 010	19/02/2025		5.00pm	Virtual	
		MM-JF 001	20/02/2025		8.00pm	Virtual	Ongoing
		MM-SA 011	26/02/2025		5.00pm	Virtual	
		MM-JF 002	27/02/2025		8.00pm	Virtual	
	3	NI-SW 001	12/02/2025	NAQIYA IMANI	10.00am	Virtual	Ongoing
		NI-SW 002	19/02/2025		10.00am	Virtual	
		NI-SW 003	26/02/2025		10.00am	Virtual	
	4	SW-DO 005	07/02/2025	SOONY WENDY	12.00noon	Virtual	Ongoing
		SW-DO 006	13/02/2025		12.00noon	Virtual	
		SW-DO 007	20/02/2025		12.00noon	Virtual	
		SW-DO 008	27/02/2025		12.00noon	Virtual	
	4	SM-CK 005	02/02/2025	SOPHIA MWENDE	2.00pm	Virtual	Completed sessions Sessions Paused.
SM-WS 005		06/02/2025	11.00am		Virtual		
SM-CK 006		08/02/2025	1.00pm		Virtual		
SM-CK 006		15/02/2025	9.00am		Virtual		
<b>TOTAL</b>	<b>31</b>						

# THERAPY SESSIONS EXPLANATION

In February, 12 individuals attended therapy sessions. Two successfully completed their sessions, demonstrating therapy's positive impact. Paused sessions indicate clients are taking a break to reflect and apply learned interventions.



## FEEDBACK



How would you describe your comfort level with the therapist? \*

- Very comfortable
- Comfortable
- Neutral
- Uncomfortable

Do you have any additional feedback about this session or suggestions for improvement?

The sessions are great and very helpful, I have only had two sessions and I feel so much better, and has changed my way of thinking and handling problems nowadays.

Would you like to schedule your next session? If so, when? \*

- Yes
- No

How would you describe your comfort level with the therapist? \*

- Very comfortable
- Comfortable
- Neutral
- Uncomfortable

Do you have any additional feedback about this session or suggestions for improvement?

I have improved a great deal since I started out the sessions. My panic attacks are all gone. I lack words to express how helpful the sessions have been. I am very grateful nothing to complain about.

Would you like to schedule your next session? If so, when? \*

- Yes
- No

## TRAINING SESSIONS BREAKDOWN

MONTH	NUMBER OF SESSIONS	ACTIVITY	SESSION DATE	THERAPIST ASSIGNED	TIME	MODE
FEBRUARY, 2025	4	TRAINING	12/02/2025	PETER DEDE	10.45am	PHYSICAL
			17/02/2025		11.45am	
			18/02/2025		2.00pm	
			18/02/2025		2.00pm	
	1	TRAINING	18/02/2025	DIANA MWABU	11.45am	VIRTUAL
	2	TRAINING	11/02/2025	SOPHIA MWENDE	11.15am	PHYSICAL
14/02/2025			11.45am			
<b>TOTAL</b>	<b>7</b>					

## MHPSS TRAINING

### MOMBASA TRAINING

Four sessions were conducted at Majengo-Kikambala and Mega 6 sites. Each session began with the welfare team introducing the facilitator, who then established rapport with participants. The discussions covered:

- Mental Health & Disorders: WHO definition, symptoms, and triggers
- Coping Strategies: Resilience-building, stress management, self-care
- Mental Health Concerns: Depression, suicide awareness, emotional intelligence
- Personal & Professional Growth: Self-awareness, healthy workplace relationships, time management
- Engagement: Group feedback session

### NAIROBI & NAKURU TRAINING

- Participants were enthusiastic about remote jobs, physical roles, and job application processes
- Showed strong interest in online courses & workshops to supplement training
- Family expectations & societal pressure influenced career decisions, particularly in Nakuru
- Family dynamics significantly impacted overall well-being
- Demonstrated confidence in their skills acquired through Generation Kenya

The group sessions were highly interactive, with participants sharing key challenges:

- Financial constraints
- Limited rest time (working Monday–Saturday)
- Health issues (e.g., sickle cell anemia, menorrhagia) affecting work performance
- Lack of job market information in Nairobi
- Unstable relationships & weak social networks
- Chronic stress-related tension headaches
- High costs of accessing clean water
- Limited use of tele-counseling services

### Recommendations:

- Establish a mental health clinic within the industrial site for easy access for the Mombasa region.
- Conduct at least two group debriefing sessions per month in factory settings
- Implement medical background checks during recruitment to provide necessary support
- Develop a peer-to-peer support framework to enhance mental well-being

## TRAINING FEEDBACK

What suggestions do you have to improve future sessions?	What suggestions do you have to improve future sessions?
Be more specific on the questions or content	Answer as many questions as possible
The session was well moderated!	Increase the duration for a mental awareness and psychosocial support session
More time for questions and answers session	Long sessions
to have more time next time	More time to give room for more questions
Take notes	Incorporating light exercises can help release tension and boost energy levels.
Ask more questions	More time on session
They conduct a survey form on what to discuss or peoples needs	Make the sessions longer so we can have enough time to ask questions.
The session was well presented.	Longer group sessions so as to learn from peers who share during sessions how to better
Personalization	More sessions would be more impactful probably on a weekly.
We can have a question session with questions sent in before hand, without names of course, just to touch base on a few issues and probably one or two in depth solutions from the Counselor, probably for 15 minutes.	Allocate more time for the session...
Making the sessions more personalized	i suggest they should be longer than yesterday's so that we get more informed and helped.
Use relatable examples to show how perception affects stress management and problem-solving.	More time for the session to allow for more expounding on deeper issues
	Increase maybe the session time

How well did the session meet your expectati	Comments (Optional)
Exceeded expectations	
Met expectations	The session was really good only that I thought we were going to receive solutions rather than guidelines. But generally it was really good and interactive I would love to have such a session in future
Exceeded expectations	
Exceeded expectations	
Met expectations	
Met expectations	I'm grateful it was an eye-opener
Met expectations	
Met expectations	Looking forward to calling and being scheduled with a therapist
Met expectations	The session was well handled and very engaging.
Met expectations	
Exceeded expectations	I felt more aware, motivated, and equipped to improve my self-care?
Met expectations	
Exceeded expectations	The mental awareness session was amazing and it really taught me beyond what I expected. The dancing part made me more delightful because I did not know that dancing is part of therapy more so

CU INVOICE NO: **KRASRN000146060/6**SCU ID: KRASRN000146060  
Receipt Signature: IFAFA3D356GTQOM5

## SALES INVOICE

**Invoice from:****PSYCHX LIMITED**PIN: P052152641Z  
psychxglobal@gmail.com  
, , Kenya**Invoice to:****Generation Programme  
Kenya**PIN: P051976013H  
GPKFINANCE@GENERATION.ORG  
West of Nairobi  
+254715676611**Receipt number:**

Nº: INVXLVTTHY

**Invoice Date****2025-03-04**

Item	Description	Price	Qty	Total
TOLL-FREE MANAGEMENT	Management of toll-free line in December 2024	KES 20,000.00	1.00	<b>KES 20,000.00</b>
THERAPY SESSIONS	One-on-One therapy sessions with individuals	KES 3,000.00	31.00	<b>KES 93,000.00</b>
Physical Training sessions	Four in Mombasa, two in Nairobi, one in Nakuru.	KES 15,000.00	7.00	<b>KES 105,000.00</b>

**Terms & Conditions:**Payment Details: Bank Name: ABSA BANK KENYA  
Account Name: PSYCHX LIMITED Account Number: 2047302830 Branch Name: Queensway Bank Swift Code for International Bank Transfers: BARCKENX  
ABSA BANK PAYBILL 303030**Note:**

This invoice pertains to Mental Wellness Consultancy Services provided in February.

**Subtotal:**

KES 218,000.00

**Discount (Special Offer)**

KES 0.00

**TAX:**

KES 0.00

**Invoice total**

KES 218,000.00

**Payment method**cash  
+254715676611