

HELP & SHELTER



TRAINING & CAPACITY BUILDING TO ENHANCE SERVICE DELIVERY PROJECT

NOVEMBER 2010 TO OCTOBER 2011

(GEP 001)

**(FUNDED BY THE USAID GOVERNANCE
ENHANCEMENT PROJECT BY AGREEMENT
WITH PROJECT IMPLEMENTER TETRA TECH
ARD)**

FINAL

PROJECT PERFORMANCE REPORT

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The Project Grant

Under the Simplified Grant Agreement (SIG) dated October 27, 2010 Grant No. GEP001 was awarded to Help & Shelter in the sum of USD\$18,918.46 (eighteen thousand nine hundred & eighteen United States dollars & forty-six United States cents) as a contribution to the project entitled “Training & Capacity Building to Enhanced Service Delivery”.

Description of the Project

The goal of the project was to enhance the services provided by Help & Shelter personnel, volunteers, community-based workers and representatives of selected CBOs, NGOs and relevant state agencies through the capacity building workshops that focused on the following;

1. Training in Monitoring & Evaluation and Documentation & Dissemination
2. Training in the new Sexual Offences Act
3. Training in Up-Grading Counselling Skills
4. Follow-up Training in Counselling for Community-Based Workers
5. Training in Family Planning
6. Training in Counselling Children
7. Capacity Building workshops on Management, Project Proposal Writing, Financial Management, Community Mobilization, Advocacy, M&E and Leadership Skills.

The objectives and results of the project were:

- To improve the counseling services
- To strengthen community-based development services
- To provide accurate information on family planning
- To improve monitoring and evaluation and
- To strengthen the methods used for the documentation and dissemination of information

A management committee was established for the efficient implementation of project activities. The members of the committee met with the selected consultants/facilitators before each workshop to discuss the materials and approach to be used for each activity. Some change in the order of the workshops from that set out in the original work plan was necessitated to facilitate the availability of the consultants/facilitators.

Following the completion of all the workshops, focus group discussions and direct interviews took place with persons who had participated in and the general questions asked were as follows:

- How did you make use of the training you received?
- What impact did it have on your work?
- What impact did it have on your personal life?
- Are there still some gaps which were not addressed?

The responses are recorded in attached document ‘Outcomes of Training & Capacity Building Workshops’.

The Workshops

1. Sexual Offences Act 2010

Dates: 27th November and 11th December 2010

Facilitator: Hon Madam Justice Roxane George

Participants: 49 on day 1 and 33 on day 2

Synopsis: Information provided on the provisions of the new Act and the Protection of Children Act

2. Family Planning

Dates: 13th & 14th April 2011

Facilitators: Representatives from GRPA and UNFPA

Participants: 29 on day 1 and 27 on day 2

Synopsis: Information provided to advocate on family planning and emergency contraception in communities.

3. Monitoring & Evaluation and Documentation & Dissemination

Dates: 3rd, 4th & 31st May and 1st June 2011

Facilitator: Dr. Janice Jackson

Participants: 23 on day 1; 20 on day 2 and 14 on each of days 3 and 4

Synopsis: Information provided on increasing the understanding of the purpose, process and methods of M&E as well as D&D and report writing.

4. Counselling Children

Dates: 7th, 8th and 17th June 2011

Facilitators: Ms. Pat Gray and Ms. Barbara Thomas-Holder

Participants: 24 on day 1; 23 on day 2 and 19 on day 3

Synopsis: Information provided on counselling skills in order to continue to deliver quality service to the general public and to meet the growing demands and requirements of our clients.

5. Parenting

Dates: 20th, 21st and 29th July 2011

Facilitators: Ms. Marva Williams and Ms. Pat Gray

Participants: 24 on days 1 & 2; 15 on day 3

Synopsis: Information provided on how to be a good and effective parent for the purpose of reducing child abuse and exploitation and improving the lives of children.

6. Gatekeeper Training Suicide Prevention

Dates: 28th July 2011

Facilitator: Mr. Robert Singh (MoH)

Participants: 23

Synopsis: Information provided on the roles of gatekeepers, statistics on suicide and support for drugs and alcohol treatment and rehabilitation services.

7. Capacity Building

Dates: 14th to 16th and 22nd and 23rd September and 20th October 2011

Facilitators: Dr. Janice Jackson and Ms. Elsie Croal

Participants: 22 on each of days 1, 2, & 3; 18 on day 4 & 5 and 20 on day 6

Synopsis: Information provided on community mobilization, project management, proposal writing and managing for results.

The Impact of the Project

The workshops were planned, organized and executed in a timely manner for all the beneficiaries involved and the consultants/facilitators selected to conduct of each activity were highly recommended. From interaction and feedback received from the participants and their employers/managers after each training, praise was directed at both the consultants/facilitators and Help & Shelter in identifying their organisation to participate.

As a result of the project, participants are better equipped with knowledge and skills to perform their duties confidently and efficiently and render quality services to their clients and community members.

The consultants/facilitators indicated that it was good to work with such lively groups of people, who participated fully, asking questions and engaging in healthy and meaningful discussions. There was no room for boredom!

The project also consolidated relationships between the organisation that were invited to send participants for each activity and strengthened the networking system between these stakeholders. This cooperation

also benefited the project funder, two of whose staff members participated in one of the workshops (M&E and D&D).

The project coordinator and other relevant Help & Shelter personnel participated in each workshop, one of the main objectives of the project being better service delivery by Help & Shelter.

In addition to benefitting the organisations that sent participants to the workshops, the project also benefitted the participants themselves in terms of providing guidance on dealing with their personal issues, in terms of self and self-motivation.

The Success of the Project

All planned workshops were held and well-attended.

Those who participated in the workshops are now better equipped with relevant information, materials and tools to work towards the reduction of domestic and sexual violence and child abuse and to provide services to victims/survivors. Several participants are now empowered to act more positively to achieving what they are working towards and to stand up for what they believe in.

As an example, one participant working in Good Hope, who was harassed and threatened with arrest as a result of her intervention in a child abuse/child labour matter, is determined to continue to support the child and to generally continue with her work. The training she received undoubtedly contributed to her feeling sufficiently empowered to do this.

Another success of the project is the achievement – according to reports and feedback received - of the objective of building the capacity of NGOs and other agencies to provide enhanced service delivery.

Financial requirements were scrupulously followed and detailed reports made of all project activities (both submitted and posted on our website at <http://www.hands.org.gy/trainingproject>).

Help & Shelter recognises the importance of training to provide and upgrade the skills of those who work with us and work with partner NGOs and other agencies and is grateful to USAID and Tetra Tech ARD for the opportunity to run this project.

**Submitted By: Margaret Kertzious
Project Coordinator**