

HELP & SHELTER
TRAINING & CAPACITY BUILDING TO ENHANCE SERVICE DELIVERY PROJECT
(FUNDED BY THE USAID GOVERNANCE ENHANCEMENT PROJECT BY AGREEMENT WITH
PROJECT IMPLEMENTER TETRA TECH ARD)

OUTCOMES OF TRAINING & CAPACITY BUILDING WORKSHOPS

On completion of the capacity building workshops two focus group discussions were held (the second was poorly attended due to torrential rain) and one-on-one interviews were done with 17 persons who participated in one or more of the workshops. The purpose of the focus group discussions and interviews were to gauge outcomes and results of knowledge received and used in participants' work environment, personal life and their respective organizations. Participants were also asked to identify gaps that were not covered in the workshop. All efforts were made to have as many participants as possible take part in these evaluations, however some participants chose not to respond. Persons who participated came from the organizations Help & Shelter, Agape, GAPSW, GRPA and Red Thread. The focus group discussion and interviews were conducted in October and November 2011.

Workshops Discussed:

- Sexual Offences Act & Protection of Children Act
- Upgrading Counsellors' Skills
- Child Counselling
- Family Planning
- Parenting
- Suicide Prevention
- Monitoring & Evaluation and Documentation & Dissemination
- Mobilization & Advocacy
- Results-Based Management

Questions:

- 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?

Sexual Offences Act & Protection of Children Act

- As a result of the training received on the new Sexual Offences Act, SOA, a counsellor indicated that she is better able to explain the new committal process to clients
- A community based counsellor indicated that she was able to advise her lecturer at the University of Guyana that under the new SOA social workers who do not report cases of child abuse, even if the parents of the child do not want to report the abuse or take action, are obliged to report since they can be charged and also placed before the Court for failing to report a case of child sexual abuse
- A counsellor stated that she now informs parents about how they are liable under the new laws - SOA and the Protection of the Child Act (PCA) for prosecution for failing to protect their children from abuse or further abuse. As such they would do well to change their attitudes since neighbours can now make reports based on what they see or hear
- A community based worker stated that she is now able to give advice to persons who believe that because the child is 12 or 13 years and consents to sex that does not mean that they should not report the case as the age of consent is 16 years and below that children or teens according to the law cannot consent. Also, some persons believe pinching and fondling is not worth reporting and only sexual intercourse with a child is abuse, so she had advised them otherwise
- A community and regional based social worker reported that some parents are marrying their under-age children through religious ceremonies as a way of getting around laws for the protection and prosecution of children. She stated that the authorities need to look into this matter

- A project coordinator said that she benefited from the information on the SOA especially in relation to the new sexual offences incorporated into the Act. This information was being shared in awareness sessions and now that she is better informed is able to give more accurate answers to the questions asked on gender rights, , legal options and protection
- A member of an NGO said that she was at a forum last week of which two lawyers were present and was shocked that they had limited knowledge about the new laws pertaining to the Sexual Offences Act. She recommended that there needs to be more sensitization and awareness about the new laws such as SOA and PCA
- A court support counsellor stated that one gap she noticed in the SOA was that there was no identified period stating when the police report goes to the DPP Office. With the new committal process, she said that she is unsure how long it will take until a decision is made, as to whether the perpetrator will be charged or not. Additionally, she felt that it was critical for victim statements are taken in a professional and competent way as this can be a deciding factor in if a case gets thrown out of Court, so reducing the possibility of the victim getting justice. The victim needs to be straightforward and the police needs to explain the process to them simply. Unfortunately the police hardly do so adequately
- In following up on the previous point, a community based social worker stated that the police often speak very roughly to children which intimidate them. She stated she knew a girl that was raped and the police asked the child questions roughly which made her afraid to speak
- Another court support counsellor stated that a lady came into the Police Station one day while she was there to give the police a report. The woman sat next to her and started to relate her rape case, then all of a sudden eight persons came in and sat next to the woman and she was then asked to sit on the opposite side. When the court support counsellor asked the women what had happened what happened she was told that the people who entered were the perpetrator's family and they were there to intimidate her from making her report. She stated that the police had misplaced her report, made earlier in the year, so she was there to give it again but the police were giving her a hard time and did not want to take the report. The court support counsellor then helped guide the woman, informed her of her rights and she advised the woman to sit and not to leave until the report was taken. The woman later called the community based worker and told her that the following day she returned back to the police station to make another report about the family of the perpetrator threatening to kill her but the police give her a hard time once again. After further advising her, the community based worker called the police station on this matter. Eventually the report was taken but not until that afternoon
- It was stated by another court support counsellor that the police are often reluctant to take a report when it is a rape case
- Another participant indicated that she knew a child who was raped who told her that she already get rape and was not going back to the police station because the police was hollering at her too much. The child's mother was HIV+ and eventually took on the incident and died. The child also never received the justice she deserved
- One counsellor (man) indicated that he was at the station on the East Coast one day when a girl came in because something had happened to her. The police called the girl in the office and then signalled his friends to come in and did what they had to do with her
- A community based worker and counsellor used her knowledge from the SOA Workshop to educate a woman who was being physically and sexually abused that under the new law rape is an offence even if the couple is married

Upgrading Counsellors' Skills

- One counsellor (male) indicated that the Upgrading for Counsellors Workshop personally benefited him greatly and it helped him deal with clients better
- Another counsellor stated that a client from Berbice was referred by the New Amsterdam High Court Judge to her NGO for counselling. The case was about custody of a child but after digging and probing he found out that the woman's child father use to lock her in the house and beat her. Eventually, the mother of the child left and tried to see the child but the husband refused to allow her access and so she was asking for custody. The counsellor felt that this NGO must be doing something good if the Magistrate referred her to them

- One participant stated that the counselling services of one NGO was of a higher quality than that of the Government Probation & Welfare Department
- One of the counsellors present was of the view that the training the police received did not help them. A recent case was with a girl that went to Providence Police Station to report a rape case that happened the same day. The police at Providence sent her to Brickdam because the incident occurred within their jurisdiction. At Brickdam Police Station the girl was told that she could either wait until 11.00 p.m. to make the report when the officers come or return in the morning. The police did not even advise her that she needs to get a medical report. She went back to the Station with a counsellor advocate but no medical was done to determine the rape. The counsellor is trying to make contact with the woman to follow up but has not been successful
- It was recommended that there is need for a place where victims/survivors can go to get social workers to accompany them to the police station, help them through the process of making a report and so reduce the intimidation which often affects the quality of police reports
- Everyone agreed that all the workshops helped them personally and also helped to boost the quality of their counselling
- There was another recommendation for a workshop that focuses on new techniques for counselling persons to help them disclose their issues

Child Counselling

- Head teacher of a Nursery school and a project coordinator said that she uses information from the Child Counselling Workshop every single with the children at her school. There were 3 children at her school who came from homes with stepfathers who were very aggressive. In turn these 3 children could not settle down to take part meaningfully in any of the activities. Using techniques shared at the workshop the head teacher was able to get the children to calm down and focus using water play. She found out they were being beaten and pressured at home. The head teacher was also able to talk and give some counselling to the parents of these children and has noticed some improvement in their behaviours.

Family Planning

- Counsellor said she found the Family Planning Workshop very beneficial and has been using the information in the communities she works with. In one community a parent who has limited finances and also suffers from hypertension was given information on the advantages of family planning (FP) and she followed up on this and is now on contraceptives. The counsellor had accompanied her to the area health centre for an appropriate form of contraception. Other families were also spoken to about the advantages of FP.
- A community based worker and counsellor was able to introduce a client to the female condom. This client disclosed that her husband would never use a male condom so she was interested in finding out about alternatives for her protection from STI's and HIV. The community based worker and counsellor was also able to talk to another client who already has a lot of children about the benefits of FP. The community based worker and counsellor explained that she using her knowledge of FP especially with clients who are young and already have many children.
- Another participant who works in her community said that she used FP information with young single parents between the years of 18-20 encouraging them to attend the FP clinics at the nearby health centre. The community worker was heartened to now that many of the single parents did register at the clinic and are using contraceptives. She said that most of the women opted for the 5 year method. The single parents she spoke to already have between 1-2 children yet are still living home with their parents. Most of them are in a visiting union with their partners and do not receive regular financial support for themselves or children. The community worker targeted these mothers because of the difficult circumstances they tend to find themselves in. In most cases the single mothers are dependent on their parents for support and assistance.

Parenting

- A counsellor stated that the disability session in the Parenting Workshop really helped her to recognize the cause and symptoms of the problem in one of the children she was counselling who was disabled. As a result of this she was better able to explain the situation to family and source

help for the child

- Another participant stated that the 'Emotional Bank' was of great help not only to her personally but also to parents she interacts with on a regular basis. The presentation on giving children boundaries also hit home for her and it helped her to give her children some freedom while at the same time maintaining some boundaries
- Another participant stated that the 'Seven Petal Shaper' helped her to explain to parents how their problems can affect their children and influence their behaviour. Using this tool has helped the couple or parents she works with to pull themselves together. The participant disclosed that in counselling a parent and child who had a bad relationship but she was able to use the model and other information on parenting from the workshop for the benefit of her client
- One of the counsellors who attended the workshop indicated that spending quality time with children is very important and she usually gives that advice when counselling. She stated that she tells parents to do it via playing games and reading stories and then start a conversation and build the relationship with them. The Parenting Workshop also helped her personally in building a relationship with her daughter and grandchildren
- After attending the workshop a participant stated that she has recognized that she has some challenges with giving positive talks to her 10 year old daughter when she performs badly in her school work. However, she is working on it so as to not make the child feel bad but try to do better
- A community based counsellor indicated that she counselled a child who was sexually abused who was also being verbally abused by her mother these led to the child behaving badly. As a result of this situation the counsellor spoke with the mother and asked her to put herself in the child's shoes and try to understand that the child has a lot of pent up emotions because of her experience and she is acting out because she is being verbally abused by her own mother instead of receiving love and caring words. She indicated to the mother that her relationship with her child will be affected negatively and the child will continue to behave badly if this situation continues
- A parenting and child care facilitator shared that she is using what she learnt from the Parenting Workshop to help parents she is working with. She observed that parents in particular do not know anything much about the stages of development of a child; so when their children start to act out parents often retaliate inappropriately. She also said that she has found the session on Self, including tracing lifelines a useful exercise to start the discussion about their own childhood experiences and how these can be impacting on their present parenting practices. Another aspect she stresses on for parents is not leaving their children unattended or poorly attended as this can have serious consequences for both child and parent
- Another participant said that she counselled a father after his daughter approached her and related her problems. The child was fearful when she learnt that her father would also be counselled. To the surprise of the counsellor, when she called the father he welcomed the help and was glad that there was someone he can talk to and relate his problems. Both the father and daughter were counselled
- it was observed by participants that parents often do not like to talk and discuss their issues but the children are more inclined to do so. It was also agreed that there is need for more parenting skills awareness for parents because most of them do not know how to deal with their children especially during the adolescence phase
- After an awareness session for men facilitated by a male facilitator, the men indicated that they were glad that they came to the session because they learnt a lot
- A head teacher of a Nursery School said the Parenting Workshop has helped her in her interaction with parents and prepared her better to deal with some issues
- One of the community based workers indicated that she had visited the home of a woman to talk about her daughter's behaviour. The woman referred to her daughter as a slut dog with a lot of man just waiting in front of the house for her. The woman stated that she just wish that a car could come and knock her daughter down and finish her off. The daughter was at home at the time and came out and asked the community based worker if she believed what her mother was saying. The girl stated that her mother is talking about her but she is not talking about all the different men she is seeing and involved with. Eventually, the mother and daughter started to fight and the community based workers spoke to them about anger management and continue to

counsel them both. Suzan stated that as parents you have to be careful of what you do and the example you set because it can affect your children

- One counsellor (man) stated that a 10 year old boy told his mother after his parents have separated that the only man that will be entering the house is his father and no one else. Parents have to be careful of what life they live because it can affect the behaviour of their children
- A participant who works with children in an after school literacy programme said that she used the information on child counselling especially with the slow learners on a one on one basis. She said this helped to make the children more comfortable and more confident. She also found that what she learnt at the workshop helped her to deal with children who had learning disabilities in a different way. The workshop also helped her to realize the need to continue her efforts to work with parents of the children as some parents are uninformed about their child's learning disability especially disabilities which affect slow learners. She observed that some of these parents do not have the patience to deal with their children who may be a slow learner and instead compare their children who may have a slight disability with others who are learning faster.
- Another participant tried out what she had learnt first with her own children, getting them to open up more about their feelings. She also used some of the techniques and other information from the workshop in her work with children such as getting them to concentrate on one thing at a time before moving on to something else and giving them more individual attention. She felt that she could have benefited from more information on differently-abled persons

Suicide Prevention

- A male counsellor indicated that he used what he learnt in the Suicide Prevention Training to counsel an HIV infected person from committing suicide. The person is now taking treatment and coping with living with HIV
- A community social worker said that within 2 months of the Suicide Prevention Training Workshop she has been able to refer about 20 persons to the West Demerara Hospital where they have a suicide prevention programme. The community social worker said she was not only referring persons but also following up with them after the hospital intervention. Many of the persons she would have referred were school students. Two other persons who had suicidal thoughts were also referred to Georgetown Public hospital for help. Two of the cases she worked with were students who planned to commit suicide because of the recurring domestic violence which was taking place every night in their homes between the stepfather and their mother. Another student who was also suicidal reported that due to domestic violence her mother had left the home leaving her in the care of her father and brother. Two other cases which she worked with were HIV positive related; in one of these cases after counselling the person realized the importance of not succumbing to suicide. In the other HIV case with counselling the person was made aware that there was treatment for HIV and since then client has been coping well. Among all the person referred for help only a 64 year old man said he still had suicidal thoughts even after going through the programme. Like others who attended the training knowing how to ask direct questions to persons who may be contemplating suicide was very important strategy in getting them the necessary help
- A community based worker stated that since attending the Suicide Prevention Training she has had to deal with 3 suicide cases in her community. In one of the cases an irate male partner threatened to burn down the house, kill himself and the children, when he was told by his wife that she would have him put out of the house for his abusive behaviour. The matter has been reported to the police station but the male partner continues to make these threats. The community worker continues to visit the home and talk to the woman
- The community based worker also indicated that she is counselling two twin girls who attend a Learning Centre for school drop outs and slow learners. The twin's mother stated that every time she asked the girls to do their household chores that they would threaten to kill themselves. The concerned mother spoke to the community worker and asked for help. The community worker continues to counsel the girls.

- In another case one of the participants attending the Suicide Prevention Training disclosed that a woman from her community called her and reported that her husband is always visiting his first wife's home and sleeping over some nights. When he does this he would take his 16 year old daughter with him. The 16 year old daughter has reported that on these occasions her father is touching her vagina and the first wife is allowing it because he is giving her money. The current wife said that she called CPA and reported the matter but her husband has vowed that if anybody comes to arrest him he will kill himself. The woman is worried about his threats since she has two children and he is the sole provider for the home. This participant continues to counsel the family.
- Another participant indicated that she is presently counselling a child that was sexually abused by her step-father. The child disclosed that she told her grandmother but her grandmother told her not to tell anyone. Upon visiting the home, the mother was verbally abusing the child and telling her that she should end her life. The counsellor spoke with the child and asked her direct questions, which the training advised in cases of suicide, as to whether she wanted to kill herself. The child said no. The counsellor continues to counsel this family.
- Participants felt that the information on suicide prevention was very helpful as before she did not know or have a lot of knowledge about this topic. Now she knows where to refer persons and has the number of resource persons she can call for further assistance
- Another participant felt that the Suicide Prevention Workshop was very interesting and she was able to use some of what she had learnt with a female resident who attempted suicide in one of the communities she works in. After talking to the residents it reinforced what the workshop taught that persons attempting suicide very often do not want to die but just need attention. The participant was able to speak to the woman and the woman's husband and encouraged both of them to set aside some time just to talk about themselves, their feelings and spend quality time together

Monitoring/ Evaluation & Documentation & Dissemination

- A project coordinator reported that the M&E, D&D Workshop assisted him in implementing a more holistic assessment process of the current project, helped him to conceptualized a tool for gathering data in the target communities. The workshop also helped to forge a better understanding of "project language" that will influence the concept and managing of future projects. It also helped the project team to make critical decisions regarding expected outcomes and unforeseen occurrences during the roll out of project action. Knowledge gained was also used to help the project with tools that are practical for SMART approaches to project assessment. The information on management of communication and mediums for this is now seen as a vital component to a successful project roll out.
- The information and content was also seen as very valuable for reference and guidance at every level of a project during and after implementation according to another participant. He also felt that this workshop encompasses important and relevant information for personnel at the level of implementation and community dynamics which has to be inextricably bounded for a successful project. A most significant impact of M&E/D&D is that it is relevant to current and future projects as it helps us to record weaknesses, strengths, risks and responsive steps taken after assessments.
- A facilitator, counsellor and community based educator said that she was using information shared from the workshop on the collection and utilization of qualitative data and information in her work with clients.
- Another NGO reported that as a result of attending this workshop a review session on the focus and core area work of the organization with a view to coming up with a work plan to address challenges, strengths and weaknesses was being organized for their organization
- M&E officer from one of the participating NGO said he facilitated a workshop session on Monitoring and Evaluation with youth leaders from 5 communities in Regions 4 and 5 in preparation to do community projects. The workshop training was used to improve how part time staff and volunteers
- conducted community group sessions and one of the outcomes was that it encouraged staff to be more proactive in using the various forms of media to reach communities and peak their interest in our projects

Mobilization & Advocacy

- A facilitator and community based educator said that the information shared was new and very helpful. She singled out the need for sharing of information about project goals and expected outcomes so project team members are better informed about the WHY and rights. the session on advocacy
- Another participant said she used the information for mobilizing for a focus group session for men in a community she works in and for the follow up for a second session. The results of her mobilization was good as quite a few men did attend the session and they seemed to enjoy the session
- Another point raised by a participant was that the session on advocacy and how to advocate imparted new information which was useful. The point made on having the roles of project person defined was particular useful because she had not known about this before. Having worked on a community based project in which community mobilizers were identified she said that the qualities and the relationship of the mobilizer to the community was very important to get right as this can affect the work and outcomes of a project
- M&E officer from a participating NGO said he facilitated a workshop session on Community Mobilization with youth leaders from 5 communities in regions 4 and 5 in preparation to do community projects
- Another participant said the workshop enhanced their communication skills and caused them to become more concerned about various vulnerable groups and their interests.

Results-Based Management

- A project coordinator reported that the performance management table is being used as a baseline model for matching performance with the proposed action set out in the project model. There is a better understanding of how long term and short term planning is necessary to achieve some specific result from project outputs. There is a clearer view of how important it is to manage people, resources and time for successful project implementation. Effective communication is now reinforced as a key to effective networking of beneficiaries. The workshop also helped to define the nexus between community (beneficiaries) and project management for achieving project objectives and successful results
- Another NGO said they were using the format shared during the workshop for participatory project planning