

**CANADA-CARIBBEAN GENDER EQUALITY
PROGRAM
(CGEP)**

END OF PROJECT REPORT

**HELP & SHELTER
COUNSELING, COUNSELING TRAINING AND
ORGANIZATIONAL CAPACITY BUILDING PROJECT
(JANUARY-MAY 2010)**

CGEP Reference number: 0901

14th July 2010

1. Comparative Results Table

ANTICIPATED		ACHIEVED	
Outcomes	Indicators	Outcomes	Indicators
Expanding the provision of counseling services to rural areas	It was anticipated that 250 persons including 50 men in Moruca and Leguan would have accessed Help & Shelter's counseling services within 6 months of the project.	<p>Increased access to quality counseling service in New Amsterdam, Berbice Region 6</p> <p>Greater community satisfaction with the presence of 3 counselors who visited the region on a weekly basis</p>	<p>Counseling service in New Amsterdam for January to March 2010 adults reached were 15 – 12 female and 3 male. Children reached were 37 -9 female and 28 male</p>
Continuing the provision of counseling services at the Crisis Service Centre -2 months April and May 2010	The stats data shows that an average of 30 to 50 new clients access the counseling service on a monthly basis	Access to quality counseling service at the Crisis Service Centre for 2 months from 8 to 4 pm each working day during the week and 24 hours hotline service during the week and at weekends	At the Crisis Service Centre, Georgetown office, the number of adult clients seen during the 2 months on DV issue are 60 female and 10 male. Child -4 female and 2 male

2. Technical Summary

Assessment of results in terms of:

i) Project objectives

Basically, the objectives of the original project are:

To educate and empower people to adapt peaceful and non-violent means for resolving conflicts in their lives and to peruse healthy relationships which are based on mutual respect and appreciation of human

rights through the conduct of counseling (hotline and face-to-face) referrals and the provision of the Shelter. During the reporting period it must be noted that the extended counseling service was conducted in New Amsterdam only and this was due to the non existence of people accessing the service in Moruca; and so the activity in Moruca was concluded on 15th January 2010 with no additional clients added to our data. The feedback received from New Amsterdam was that residents were complaining that one day in the Region was not enough and so an additional day – Mondays was agreed on to satisfy that need.

ii) Cost-effectiveness

The balance of funds on the project had allowed the activity of counseling in New Amsterdam to be extended until March 2010, thus, adequately defraying the cost for the activity.

Allocated funds appropriately expended for the fees for the counselors for 2 months were quite adequate to defray costs as was required at the time.

For activities executed under the project a disbursement cost of G \$1.3 million Guyana dollars was made available for the counseling to be executed at the Crisis Service Centre in Georgetown. The impact of their results would certainly have generated socio-economic benefits, particularly for the benefit of financial reward for the counselors.

iii) Potential for results and/or benefits to be sustained

Describe how the benefits of the project will continue after its completion.

One major factor that would benefit the project after completion is continued funding for the operations at the Georgetown office. To continue the extension in the rural and other areas will also need donor funding for sustainability.

iv) Beneficiary participation

- Identify and quantify beneficiaries (individual or groups, where possible, disaggregated by sex and by other relevant characteristics) and benefits received.

Please see table of stats data for April and May 2010

Month 2010	New clients (face-to face)	Hotline calls	Repeat Clients (face-to- face)	Court support attendances	Client referrals	Non client referral
April	31	32	45	22	25	3

May	35	25	66	40	28	12
Total	66	57	111	62	53	15

Month 2010	Adult women	Adult men	Children
April	24 (between ages 17 to 48)	3 (between the ages of 35 to 47)	3 (between the ages of 7 to 17)
May	36 (between the ages of 18 to 62)	7 (between the ages of 20 to 39)	3 (between the ages of 6 to 14)

In New Amsterdam, for January to March 2010, adults reached were 15 – 12 female and 3 male. Children reached were 37- 9 female and 28 male; and teachers reached were 17.

- Discuss levels and types of participation, effectiveness of mechanisms used to integrate beneficiaries, contribution of participants to project outcomes and evaluation activities.

The project took another level of participation in relation to the group sessions conducted with the children from Vrymans Erven Secondary school and with the teachers who were willing to participate in the public education sessions during their 20 minutes break period. It must be noted that at all times the sessions with the teachers went beyond the time mentioned, most times lasting for about an hour. Sessions were conducted with 17 teachers on topics areas such as the Services of Help & Shelter; Communication Skills and Basic Human Rights.

***Effectiveness of mechanisms used to integrate beneficiaries:**

The only means of effectiveness of mechanisms or strategies used to integrate beneficiaries is when they want to play an integral part of the organization by becoming a volunteer or when they are prepared to talk about their experiences. There are a few cases that could be highlighted to capture this factor.

Success Story:

SR came into the office to report an abused case referring to several incidents of the various forms of abuse perpetrated on her by her partner. The arrangement between she and her partner was that she would leave her job to do a business at the house they were living in, while her partner was overseas. The business was striving very well and on his return through his intervention the business went in a decline. Several incidents happened until SR was asked to leave the home after all her investment was poured into the business. She felt devastated and wanted to kill herself. SR visited H & S office and the counselors spent several hours with her. It was the first visit at the office when she said that she would kill herself. With several repeated visits SR is now a volunteer who recently participated at the

orientation program with H & S and who is attending the University of Guyana pursuing a Diploma in Social work.

The students in Berbice, after being empowered during the period, did a skit at one of the school assembly, on their own behavior and attitudes portrayed in the class room setting and also the behavior of their teachers. These students received high praise in their performance by their peers and the teachers, who acknowledged and complemented the work of Help & Shelter.

***The levels and types of participation by the beneficiaries:**

- The levels and types of participation by beneficiaries can be classified as the clients, victims or survivors and perpetrators of domestic violence – women, children, youths and men who would have primarily benefited from face-to-face and hotline counseling, group sessions with the students, group sessions with the teachers, the referral services and the intake at the Shelter as residents. Of course, these participants constitute the principal target group.
- Another level is the project staff; the project Coordinator, Accountant and Counselors; the mobiliser and the support staff from Comforting Hearts Organization in Region 6. These identified project operatives who functioned at this level necessarily had to interface with one another on a regular basis in order to produce desired results.

v) Innovation and creativity

Describe any new ideas and approaches used to achieve the results.

The group sessions with the students from Veryman's Erven Secondary school was a new intervention in terms of creativity in assisting the participants to share experiences and to have interactive discussions on the topics presented which were; Self Esteem; a film on Self Esteem was shown; Positive Attitude; Anger Management; Changing Violent Behaviour and Communication. Changed behaviours were actually identified in a positive way very early in the program.

vi) Prudence and integrity

Describe how project fund and resources were used.

All the resources (financial, human and material) of the project were used with outmost prudence and integrity. Funds allocated and disbursed for the project were expended and utilized strictly in accordance with the project purpose. This was at all times done in the most transparent and cost effective manner that was definitely consistent with proper accounting principles, guidelines and practices.

Human resources utilized on the project were judiciously deployed and managed to produce the desired results. All this took place in an internal project environment where maximum economic use was made of all materials appropriately procured.

vii) Strengthening of executing institutions

Describe how the institution was strengthened as a result of the project.

- The staffing requirement of Help & Shelter was not only sustained through project funding, but the counseling service was also expanded into 2 rural areas and 1 town and the continuation of the counseling activity at the Crisis Service Centre in Georgetown.
- Greater public awareness of Help & Shelter and the services provided as a result of the extension of its services in Region 6.
- The networking and good working relations with the police and other agencies/NGO's in Region 6 have been accomplished.
- Experience gained in coordinating and monitoring project activities has resulted in enhanced project management capability.

viii) Unexpected results

The sessions done with the students from Vryman's Erven Secondary School started on the 18 January 2010 after an incident of physical assault where 2 students were involved in a fight, one causing injury to the other with the use of a knife. This incident was reported to the coordinator at The Transitional House on Friday 15 January by the police and intervention was made immediately. Further intervention from Help & Shelter, meeting with the officer in charge at the Department of Education and the welfare officer and more intervention with the police has caused the student (the offender) from being sent to NOC. The parents and guardian of the student had visited the office and were also counseled. This incident had initiated working with the students and teachers through the submission of a letter requesting the conduct of this activity. Our intention was to work with 4 of the 'troubled' schools in New Amsterdam, but on receiving a list of 79 students (boys and girls) from Vryman's Erven Secondary school we recognized that the task would have been hard to achieve so we had decided to work with 21 students from this school on Mondays and Thursdays to allow the sessions to be more effective. Group and one-on-one interaction were done on the days mentioned. Sessions with the teachers at the same school started a week after we would have worked with the students based on our suggestion and acceptance by the Head Mistress and her deputy. Three sessions were conducted with 17 teachers during their 20 minutes break period starting from 10:20 but the session had lasted for an hour all the times we had met with them. These sessions bought out the fear, disgust, frustration and unwillingness of the teachers –one teacher said that he was prepared to defend himself by learning karate since several students would have different weapons in their possession when attending school.

3. Other Accomplishments

Help & Shelter's networking system had been strengthened through the conduct of the activities the project accomplished during the project cycle.

4. Project Management

Project activities for the period January to May 2010 commenced with a balance of \$847,650 of project fund with an additional 1.3 million to continue the counseling at the Georgetown office. The overall implementation of activities was executed in a timely manner consistent with revised planning and related outcomes.

The Crisis Service Coordinator was responsible for the day to day activities conducted at the Georgetown office during the project cycle with other supporting staff. The directors and staff met every second week at the scheduled planning meeting and the board meeting is held on the third Thursday of each month to discuss, review, plan, organize and to make decisions on all project activities executed by the organization.

5. Lessons Learned

Describe lessons learned by the executing Organization and beneficiaries (where applicable) and how they might be applied, by the Executing Organization or by others, particularly with respect to:

- **responses for advancing the strategic interest and rights of women involved in the project;**

One of the important lessons learnt by the Executing Agency is that it cannot provide a one- stop service or act in isolation in advancing the strategic interest and rights of women and children. There is need for continued networking with other organizations such as the Legal Aid Clinic through which clients can have access to or benefit from effective legal representation at reasonable costs.

Another lesson learnt from the experience was that collaboration must to be maintained with the Government departments such as the Ministry of Labour, Human Services and Social Security, the Guyana Police Force and the organizations where clients can benefit from the program.

- **institutional capacity building (in terms of technical and/or management capacities)**

Another important lesson gained from the project is that given the peculiar socio-economic and political conditions inherent in Guyana, any Non-governmental Organization such as Help & Shelter will always be continuously dependent on the support of International Donor Agencies. Core funding is required on an on-going basis and can certainly have implications for further strengthening of the institutional capacity.

Emphasis should also be made in terms of building capacity with other organizations, particularly in the rural and other areas for the benefit of victims of domestic violence.

- **the planning , implementation and/or evaluation of gender equality activities;**

Experience has shown that for successful planning, implementation and evaluation of gender equality activities, effective networking has to be done with other organizations.

- **the sustainability of the project results and benefits; and**

It is in this area of institutional capacity building that perhaps the most sustained action has taken place. Help & Shelter has produced brochures, pamphlets, posters, videos that exposed the causes and consequences of gender-based violence and increased the knowledge of victims concerning legal services and their human rights.

- **Executing Organization and Gender Management and administration practices.**

Experience has taught the Executing Agency that whilst administering the Gender Equality fund project, care always has to be taken to ensure that in the execution of its activities, no gender bias is perceived by the primary participants as being projected. This means that although on a comparative scale for domestic violence cases, there are usually more female than male victims, yet the issue of male victims or even female perpetrators would have to be addressed with equal importance. Hence the terminology used to express the issue is that of gender base violence.

6. Other

The Executing Organization may wish to bring to attention other issues, including the implications of the project for the institution's future activities, and/or to policy and practices, etc.

Help & Shelter as the executing organization of this project wishes to bring attention to the fact that although the CIDA/GEF project has now come to an end, there is a significant demand for activities to be conducted with other NGO's; to continue the extension of the counseling services in the areas work was executed and other rural areas and for the counseling service to continue in Georgetown.

APPENDIX A: CGEP SUB-PROJECT BENEFICIARY ANALYSIS

Beneficiary Reached – Target Population				
People Reached	Direct #		Indirect #	
Sex				
Male 3+28+8+3+7	49			
Female 9+9+12+24+36+6	96			
Not disaggregated				
Age				
Children 7to 17				
Youth 18 to 22				
Adult 23 to 55				
Elderly 62				
Not disaggregated				
Locality				
Rural				
Urban				
Peri-urban				
Not disaggregated				

Beneficiary Reach Characteristics

- Disabled
- Food insecure
- Homeless
- Indigenous
- Internally Displaced
- Landless
- Minority Ethnic/Religious groups
- Out-of-school
- Poor
- Refugees
- Unemployed
- Victims of Conflict
- Victims of Natural Disaster
- Victims of Human Disaster