

HELP & SHELTER

USAID/Guyana HIV/AIDS Reduction & Prevention Project (GHARP)

Final Report for the period 1 October 2006 to 30 September 2007

Project Title: Training Advocacy on HIV/AIDS and Domestic Violence

I. Executive Summary

Help & Shelter's main objectives for our BCC – Other Prevention Programme were as follows:

1. To increase knowledge of safe sexual practices as a way to reduce risk of exposure to STI's/ HIV/AIDS amongst two thousand and thirty two (2,032) victims and potential victims of domestic violence by September 2007.
2. To expand, build capacity and strengthen Help & Shelter's human resource base through the conducting of two training courses and the development of training materials.
3. To develop and maintain quality leadership and management systems and provide resources to effectively implement proposed activities within Help & Shelter.

In order to carry out the above objectives a number of activities were planned and implemented over this project cycle period. These activities were as follows:

- To counsel (face to face and hotline), refer and conduct educational sessions with 2032 clients through one on one peer education and behavioural change messages for the duration of the entire 12 month project period, October 2006-September 2007 (Objective 1)
- Conduct evaluation of all project activities as they occur. Also through counselling supervision identify problem areas as it relates to counsellor/client services (Objective 1)
- Conduct a 4 day In House Hotline Training Workshop for 20 volunteers in November 2006 (Objective 2.)
- Conduct in collaboration with IDCE a six months Certified Training Programme in Counselling for 25 persons from February 2006-July 2007 (Objective 2)
- Compile and produce a training manual for the Certified Training Programme in Counselling during the month of January 2007 (Objective 2)
- Pay recurrent costs for the office on a monthly basis, October 2006-September 2007 (Objective 3)
- Pay salaries and benefits to staff on a monthly basis, October 2006-September 2007 (Objective 3)
- Purchase new equipment in October 2006 (Objective 3)
- To plan an institutional capacity building workshop for Help & Shelter staff (Objective 3)

Results

BCC- Other Prevention - One on One Community Outreach

For the period October 2006-September 2007 Help & Shelter under its BCC – Other Prevention Programme delivered one on one Beyond Abstinence & Faithfulness HIV behavioural messages to one thousand seven hundred and twenty two persons (1722) persons. This activity was done over a twelve month period as proposed in our project document. Our target set for this area was 2,032 therefore we achieved 84.7 % of our target.

In setting our target we did not take into account the varied clientele who access our counselling service and who also benefited from Abstinence Messages (486 clients), Faithfulness (104 clients), Abstinence & Faithfulness (25 clients). Therefore, even though we did not meet our target for Beyond Abstinence & Faithfulness messages, when we combine our other messages given our totals far exceed the target.

Peer Education

Our figures for peer education indicate that eighty three (83) adult men and one thousand three hundred and thirty eight (1,338) adult women were reached with appropriate BCC messages and information on safe sexual practices.

Hotline Counselling Service

Our 24 hour Hotline Counselling Service received a total of two hundred and thirty (230) calls from members of the public who were given appropriate BCC messages and information on safe sexual practices during this project cycle.

There was an increase in calls after training was done in February 2007 as more volunteer's hotline counsellors were available to take calls during and after working hours and on weekends. Below is a table outlining numbers of calls received per month.

New Clients

Our client base continues to grow at Help & Shelter as, a total of six hundred and ninety four (694) new clients accessed our services and received appropriate BCC messages and information about safe sexual practices from our two (2) full time counselors and two (2) part time counselors for the period October 2006 – September 2007. The other one thousand and seventy eight (1078) persons who would be classified as repeat clients by us, would also have received appropriate BCC messages and information about safe sexual practices

Referrals & Distribution of Condoms & BCC Materials

In the same period we referred fifty one (51) of our clients for HIV counselling and testing, one (1) client for STI treatment. We also distributed four thousand four hundred and seventeen (4,417) condoms and one thousand four hundred and thirty three (1,433) BCC materials to clients. Our BCC materials continue to be distributed in two ways from our counsellors to clients and to the public in general through other public education activities.

BBC- Other Prevention -Training

Another of our targets set and completed for this period were as follows:

- A four (4) day Training Course in Hotline Counselling for twenty (20) volunteers to improve and strengthen the 24 hour hotline service of Help & Shelter. Volunteers would be trained in hotline counselling techniques and the delivery of HIV appropriate BCC messages including safe sexual practices. Our target of training twenty (20) volunteers was not achieved. In total we trained eight (8) volunteers. We miscalculated the numbers mainly because of two reasons firstly we thought more of our volunteers would be interested in this training course and secondly having the session during week days prevented some volunteers who have week day jobs from attending.
- A six (6) month IDCE Certified Training Programme in Counselling for twenty five persons (25). In order to maintain and strengthen the human resource base for Help & Shelter and to offer training to NGO's, agencies and interested persons. We achieved 96% of our target for the IDCE Certified Training Programme in Counselling. Twenty four (24) out of our target of twenty five (25) participants completed the course.

Counselling Supervision

Counseling supervision continues on a monthly basis and gives our counsellors the opportunity to discuss difficult or challenging cases and get, if needed, assistance in dealing with such cases. Training in enhancing counselling skills among our counsellors is also done at these monthly meeting etc

Broadcast of PSAs

The Broadcast of our Public Service Announcements (PSA) is an important part of our project as it increases awareness of domestic violence, child abuse, and advertises the services of Help & Shelter which includes our Shelter for battered women, our twenty four (24) hour hotline counseling service and our face to face counseling services.

Data Collection & Quality Assurance

During this project cycle Help & Shelter had submitted monthly monitoring reports and narrative reports to GHARP on a timely basis. In addition to this we had put in place a system to monitor all our GHARP training activities and to a lesser extent our counseling activities through client or participant evaluation forms. Help & Shelter has over the years placed emphasis on the usefulness of data collection and has a system in place which collects and analyses client and perpetrator data on a monthly basis. In addition to this counseling data is also collected as well as data on our court support cases.

Constraints

One of our main constraints has been a lack of training and guidance on the delivery of BCC messages for our counselors who carry out our one on one community outreach and peer education prevention programmes.

II. Description of Subproject

A. Background

Help & Shelter's target groups are adult women, youth and adult men. According to our crisis service data for the period October 2006-September 2007 the majority of our clients (target group) were adult women and men who are

in the twenty (21) to forty (40) age group. Physical spousal abuse is the main reason for our clients seeking our services followed by alcohol and or drug related spousal abuse. We also see a fair number of non spousal/ intra family abuse also and non physical spousal abuse (psychological /emotional abuse). According to figures approximately 8% of our clients are children who have been sexually abused or raped. Below is a chart which outlines some client data collected by Help & Shelter on types of abuse and numbers. Figures of course reflect only information on new clients seen for the twelve month project cycle.

Client Data for the period October 2006-September 2007

Type of Abuse	Total % for Oct 06-Sep 07
Spousal Physical Abuse	39%
Spousal Abuse Alcohol & Drug Related	24%
Spousal Abuse Non Physical	13%
Child Sexual Abuse	2.5%
Rape (children)	5.4%
Rape (adults)	1.3%

Most of our clients reside in the Region 4, Demerara/Mahaica .area but we have also seen a few clients from Berbice, and the Essequibo and the Linden areas. The majority of our clients described their employment status as housewives or full time employed.

Client Residence Data for the Period October 2006-September 2007

Demerara	Berbice	Essequibo	Georgetown	Linden
57.2 %	2.5%	3.6%	32%	4.8%

B. Scope of Work

BCC-Other Prevention

1. The objective of Help & Shelter's BCC-Other Prevention Programme was to increase knowledge of safe sexual practices as a way to reduce risk of exposure to STI's/HIV/AIDS amongst 2,032 victims and potential victims of domestic violence by September 2007. Below is a list of the activities of the work plan for BCC-Other Prevention during this project cycle):

- To counsel (face to face and hotline, refer and conduct educational sessions with 2032 clients through one on one peer education and behavioural change messages for the duration of the entire 12 month project period, October 2006-September 2007
- Conduct a 4 day In House Hotline Training Workshop for 20 Help & Shelter volunteers in November 2006
- Conduct in collaboration with IDCE a six months Certified Training Programme in Counselling for 25 persons from February 2006-July 2007
- Compile and produce a training manual for the Certified Training Programme in Counselling during the month of January 2007
- Broadcast of Help & Shelter's Public Service Announcements (PSA's) on a monthly basis from October 2006-September 2007
- To conduct evaluation of all project activities as they occur. Also through counselling supervision identify problems areas as it relates to counselor/client services.

2. Project Management

The objective of this technical area was to develop and maintain quality leadership and management systems and to provide resources to effectively implement proposed activities within Help & Shelter. In order to achieve this objective the following activities were identified:

- Pay recurrent costs for the office on a monthly basis, October 2006-September 2007
- Pay salaries and benefits to staff on a monthly basis, October 2006-September 2007
- Purchase new equipment in October 2006
- To plan an institutional capacity building workshop for Help & Shelter staff

These activities were done by the project coordinator and the accounting officer whose input had reflected good leadership qualities and skills that met the objectives of the program. The institutional capacity building workshop that was to be conducted during the period by GHARP personnel was not done and we were very disappointed due to the fact that our organization needed some help in this area. It must be noted that in general the project was a success even though there are areas for improvement.

The project budget total for the reporting period was fourteen million five hundred and eighty thousand and twelve (\$14,580,012) but the records have shown that Help & Shelter had received thirteen million, six thousand, five hundred and eighty five dollars (\$13,006,585). For the reporting period Help & Shelter had expended a total of twelve million nine hundred and thirty four thousand, six hundred and twenty four (\$12,934,624). A refund of seventy one thousand nine hundred and sixty one dollars were made to CSDS at the end of the project cycle.

During the reporting period it must be noted that there was a change in the contractual arrangement of the accounting firm hired by USAID/GHARP. As of June 2007 the new accounting firm, Community Support Development Services was contracted and introduced to the Grantees by GHARP.

III. Subproject Implementation

A. Results & B. Findings

BCC- Other Prevention - One on One Community Outreach

For the period October 2006-September 2007 Help & Shelter under its BCC – Other Prevention Technical Area 1- through two (2) full time counsellors and two (2) part time counsellors, delivered one on one Beyond Abstinence & Faithfulness HIV behavioural messages to one thousand seven hundred and twenty two persons (1722) persons. This activity was done over a twelve month period as proposed. Our target set for this area was 2,032 therefore we achieved 84.7 % of our target.

In setting our target we did not take into account the varied clientele who access our counselling service and who also benefited from Abstinence, Faithfulness, Abstinence & Faithfulness BCC messages over the project's twelve month period as follows.

	Abstinence		Faithfulness		Abstinence & Faithfulness		Beyond Abstinence & Faithfulness	
	M	F	M	F	M	F	M	F
Oct	6	17			2	1	14	116
Nov	4	41			2	8	10	115
Dec	10	26		1			12	81
Jan	12	38	1	6	1	1	18	114
Feb	9	33		3			33	131
March	6	36	3	5		1	35	153
April	4	27	1	5			16	118
May	5	33	3	3			19	125
June	5	36	1	12		3	33	129
July	7	50	3	14		3	25	136
Aug	7	44	4	27		3	30	130
Sep	1	29	1	11			10	119
TOTAL								

BCC MESSAGES	TOTAL (OCTOBER 2006- SEPTEMBER 2007)
Abstinence A	486
Faithfulness B	104
Abstinence & Faithfulness A&B	25
Beyond Abstinence & Faithfulness	1,722

Help & Shelter also records numbers of persons reached through our one on one peer education. Target groups for peer education are adult women and adult men. We have three (3) female counsellors who do the one on one peer education with adult women and one (1) male counsellor who does one on one peer education with men. Figures show that for this project cycle we reached eighty three (83) men and one thousand three hundred and thirty eight women (1,338) through peer education which is a subset of our community outreach programme. Below is a table of persons reached through peer education

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep	TOTALS
Adult Men		5	5	8	7	5	9	3	12	9	14	6	83
Adult Women	91	100	71	98	107	139	96	120	125	143	144	104	1338

Our 24 hour Hotline Counselling Service received a total of two hundred and thirty (230) calls from members of the public who were given appropriate BCC messages and information on safe sexual practices during this project cycle. There was an increase in calls after training was done in February 2007 as more volunteers hotline counsellors were available to take calls during and after working hours and on weekends. Below is a table outlining numbers of calls received per month.

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep	TOTAL
Hotline Calls		4	8	5	21	69	11	13	34	22	21	22	230

Our client base continues to grow at Help & Shelter as, a total of six hundred and ninety four (694) new clients accessed our services and received appropriate BCC messages and information about safe sexual practices from our two (2) full time counselors and two (2) part time counselors for the period October 2006 – September 2007. The other one thousand and seventy eight (1078) persons, who would be classified as repeat clients by us, would also have received appropriate BCC messages and information about safe sexual practices. It is important to note the way we classify repeat clients is that they would have accessed Help & Shelter's counselling services at some time prior not that they would have been given BCC messages or information about safe sexual practices. Below is a chart which indicates new clients seen by the month

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sep
New Clients	50	56	32	49	51	59	65	75	65	71	76	45

Starting in the month of February 2007, we re-introduced and revised a short questionnaire to help us evaluate our counselling services including the quality of our services to our face to face clients. These figures indicate that the majority of clients who filled out questionnaires 97% were well satisfied with our services and 99% said they would return for follow up sessions. In July we added a question to help us track numbers of clients who had received information on HIV we were still in the process of ironing out a few glitches so figures are not included in the table below. Even though responses from questionnaires only represent a little over 4% for this project cycle we intend to make a concerted effort to improve on this. Below is a table which outlines questionnaire responses.

Month	Very Good	Good	Fair	Poor	# Who Would Return For Follow Up	Total # who Filled Out Form
February	16	6	1		23	23
March	11	4	1		16	16
April	7	5	2		7	7
May	9	3	1		12	13
June	10	9			19	19
July	8	1	2		11	11
August	13	6	1		20	20
September	NIL	NIL	NIL	NIL	NIL	NIL
TOTAL	74	34	8		108	109

Under Help & Shelter's Prevention Other Programme other activities carried out were referrals for HIV related services and the distribution of BCC materials and condoms to clients. For this project cycle we distributed one thousand four hundred and thirty three (1,433) BCC materials and four thousand four hundred and seventeen (4,417). In addition to this we referred fifty one (51) clients for HIV counselling & testing and one (1) person for STI treatment. Below is a chart of referrals, BCC material and condom distribution during this project cycle. The * next to the number for referrals for other HIV services indicates referrals made during the month of October 2006 to Help & Shelter's traditional service care providers such as the Legal Aid Clinic, MLHSSS, Guyana Police Force, and other social/welfare agencies. We were subsequently informed that all referrals must only be for HIV related services.

Month	Referrals for HIV C&T	Referrals for STI's	Referrals for Other HIV Services	BCC Material Distributed	Condoms distributed
Oct	1		26 *	239	354
Nov	4			228	314

Dec	4			108	476
Jan	8			51	263
Feb	8	1		359	333
March	4			155	155
April	3			76	492
May	2			68	401
June	4			4	321
July	2			3	414
Aug	6			77	434
Sep	5			70	460
TOTAL	51	1	26	1433	4417

BBC- Other Prevention – Training in Hotline Counselling

Another of our targets set for this period was to conduct two separate Prevention Training Courses:

During the month of February 2007 a four (4) day Training Course in Hotline Counselling for eight (8) persons was conducted in order to build capacity and strengthen the 24 hour hotline service of Help & Shelter. Volunteers received training in hotline counselling techniques and HIV appropriate BCC messages including safe sexual practices. Our target of training twenty (20) volunteers was not achieved. In total we only trained eight (8) volunteers. We miscalculated the numbers mainly because we thought more of our volunteers would be interested in this training course and having the session during week days prevented some volunteers from attending.

Participants' evaluation forms were prepared and completed by participants on all four (4) days of the course. Overall the feedback was very positive and indicated that the information was presented in a way that all participants understood, expectations were achieved and their understanding and knowledge of counselling skills were increased. Handouts were rated as useful and informative and all participants felt that the facilitators did a good job.

IDCE Certified Training Programme in Counselling

A six (6) month IDCE Certified Training Programme in Counselling for twenty five persons (25). In order to maintain the human resource base for Help & Shelter and to offer training to NGO's, agencies and interested persons. Participants would also be classified as would be volunteers to strengthen the pool of counselors within the organisation. We achieved 96% of our target for the IDCE Certified Training Programme in Counselling. Twenty four (24) out of our target of twenty five (25) participants completed the course.

A series of nine participants evaluations were done at regular intervals during the length of the course which covered separate topics taught during the course by different facilitators. Below is a condensed table with evaluation responses.

IDCE/HELP & SHELTER Counselling Course Participants Evaluation Response

	% of persons answering Yes
Was Aim of the Sessions Achieved	89%
Was information presented in a way you could understand	88%
Did you learn new ideas skills	81%
Did sessions increase your understanding of counselling	94%
Did session increase your understanding of HIV/AIDS, & Related Issues	70%
Did you enjoy activities	78%
Did you like the way session was facilitated	85%

BCC- Other Prevention -Material Production/ Dissemination

Under this heading two activities were completed:

To develop a comprehensive training manual for the 6 months IDCE Certified Training Programme in Counselling. This activity was completed a consultant was hired to produce the manual which was done. Copies of this manual were reproduced for our training facilitators and GHARP.

To sensitize the general public on the services of Help & Shelter especially those persons experiencing domestic violence; Help & Shelter arranged for Public Service Announcements (PSA's) to be broadcast on a monthly basis. King's Advertising Agency was contracted to arrange for continued broadcast of these PSA's on TV and radio stations. PSA's aired.

TV Stations	Spots for 12 month period	Radio Station	Spots for 12 month period
VCT 28	144	98.1 Hot FM	228
RBS	108	VOICE OF GUYANA	120
GWTV 2	144		
NCN 11	180		
HBTv 9	144		
TARZIE (Bartica)	180		
LRTV (Berbice)	156		
LTV (Linden)	144		
RCA (Essequibo)	180		
TOTAL	1452	TOTAL	348

BCC- Other Prevention – Counselling Supervision

This activity was carried out. Monthly supervisory meetings with counselors were held in order to review counselling activities, discuss difficult cases and review record keeping.

Data Collection

During this project cycle Help & Shelter has submitted monthly monitoring reports and narrative reports to GHARP on a timely basis. In addition to this we have put in place a system to monitor all our GHARP training activities and to a lesser extent our counseling activities through client or participant evaluation forms. Help & Shelter has over the years placed emphasis on the usefulness of data collection and has a system in place which collects and analyses client and perpetrator data on a monthly basis. In addition to this counseling data is also collected as well as data on our court support cases. Data collection continues to be collected and stored on a monthly basis for the purposes of dissemination to persons seeking such information and also to agencies such as the Documentation Centre, the Bureau of Standards and the Ministry of Labour, Human Services & Social Security and other contact persons in outlying regions.

Project Coordination

The project is coordinated through the functions of the NGO/ project coordinator who through direct supervision, reporting and feedback mechanism and intervention is able to ensure that the relevant project activities were appropriately carried out in accordance with the required time frame and cost schedule.

C. Constraints

One of our main constraints has been a lack of training and guidance on the delivery of BCC messages for our counselors who carry out our one on one community outreach and peer education prevention programmes.

D. Management

The staff under this project remained the same throughout the reporting period and is listed below:

Margaret Kertzious – Project Coordinator
Petal Baboolall – Full-time counselor
Carol Innis-Baptise – full-time counselor
Karen Gomes – Part-time counselor (court support)
Julian Haynes – Part-time counselor
Niveta Shivjatan – Finance Officer
Dennis Cuffy – Part-time - Supervisor
Danuta Radzik – Monitoring & Evaluation officer
Pansy Christian – Cleaner

The overall execution of the project activities were done in an atmosphere of cooperation and team spirit from the above mentioned staff members. Even though there was no strategy to prevent burnout; a strategy was used to

motivate staff to get the work done. We have been operating and still are, under limited human resources based on unlimited demands, but we were able to conclude the activities with major success.

Help & Shelter depends on volunteerism for the conduct of its work and so we commend the directors who are all volunteers and who have managed in their capacity of serving on the several committees and attending planning meeting every fortnight to guide the process of the project activities. The coordinator also met with staff and directors every month where discussions were conducted in regards to the smooth implementation of the project activities.

During the reporting period staff members attended several training sessions coordinated and planned by USAID/GHARP for the benefit of the organization and its staff for the purpose of quality service delivery to our clients.

As relates to the budget, as mentioned above, there was a change in the accounting firm contracted by USAID/GHARP. The project began with Maurice Solomon & Co. Chartered Accountants and at the beginning of June 2007 Community Support Development Services was replaced from Maurice Solomon. The project for the period was funded directly by USAID/GHARP. No other party shared any cost to the project as so verified by Help & Shelter.

IV. Lessons Learned/Recommendations

During the implementation of the several activities under the technical areas, Help & Shelter's staff interacted with several persons including clients and what was important to note is that persons living with HIV suffer from discrimination at various level. There are few support systems, if any, in place to deal with this kind of abuse.

At the level of other social ills in our society such as sexual violence perpetrated on children, we are of the view that even though the victims are exposed to HIV and AIDS we also know how they are affected psychologically and mentally for the rest of their lives and as adults the consequences they have to face in their relationships with their counter-parts.

Help & Shelter would therefore recommend that USAID/GHARP do a survey of service providers to verify the fact that persons living with HIV are given the require services provided for them. The people living with HIV need a hospice where they can work and be comfortable other than being discriminated.

From experience we have learnt also that sexually abused children find it difficult to follow-up on doing further HIV testing. Even the parents of the victims are not prepared to follow-up on further testing and here is where more support system needs to be in place to encourage the parents and to make sure that this is done. The educational session with clients on a one-to-one counselling, is a major activity that has shown excellent results for the clients who have experienced an enthusiastic response for the information received, but then this may cause at some stage, the counselor to feel burnout and so a suggestion of group therapy should be introduced into the system.

The project assessment done through the use of the TOCAT tool bought out the weakness and strengths of the organization and the recommendations under the various issues made for improvement has definitely made an impact as to what our problems are; how we proposed to solve them and the priority areas recommended in addressing the issues. We would recommend that a mid-term assessment using the same tool be done for the purpose of what it is intended for.

V. Materials/Products

A training manual to be used by facilitators was produced for the Help & Shelter six month IDCE certified course in counselling.