



## Tanzania Human Resource Capacity Project Progress Report on MCV Program using Para-social Worker Model



*Mudemu Chicken Farm Project in Bahi District Dodoma; A Para-Social-Worker mobilized community members to use funds generated to improve the lives of families with MVC.*

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## **1.0 List of Acronyms**

**AIHA**-American International Health Alliances  
**DSW**-Department of social Welfare  
**DQA** – Data Quality Assessment  
**LGA** – Local Government Authority  
**M&E**-Monitoring and Evaluation  
**MVC** - Most Vulnerable Children  
**MVCC**-Most Vulnerable Children Committee  
**PSW** – Para Social Worker  
**PSS** - Psycho-Social Support  
**PSWT** - Para Social Worker Trainees  
**PMORALG** – Prime Minister’s office Regional Administration and Local Government  
**PASONET**-Para-Social Workers Network  
**RDQA** – Routine Data Quality Assessment  
**SWOC** –Strength Weakness Opportunity and Challenge  
**THRP** – Tanzania Human Resource Capacity Project.  
**WEI**-World Education International

## **Executive summary**

To address the acute shortage of Social Welfare Officers at the village level, the The Tanzania Human Resource Project--MVC program is working in cooperation with its partner organizations, as well as with Tanzania's Local Government Authorities (LGAs) to train and mainstream a new volunteer cadre of para-professional social workers (PSWs) into the existing local government structure.

Concurrent with PSW training, the THRP aims to strengthen the existing local government infrastructure to connect village level need to ward and district level support over the life of the project. In order to do that, the program is tracking all the work done by the PSWs and PSW supervisors trained, as well as the commitment shown by LGAs and community initiatives in the service of MVC, using metrics by which to measure impact.

The THRP is implementing the MVC program using the PSW Model which entails four main components: Partnership, LGA Advocacy, PSW Training, and Monitoring and Evaluation. During the current implementation year, from October 2010 to date the main activities accomplished include; joint Partnership planning of activities; mentoring and coaching the new PSW actors particularly PACT), and planning meetings with other IPS such as FHI, AfriCare and WEI, AfriCare has committed to use the already trained PSW in Dodoma and Iringa. THRP conducted PSW I training in Iringa, training 617 PSW and conducted the follow-up training in Mwanza Region with 983 trainees became full trained PSW. District and community level follow-up visits for advocacy and data collection to both regions of Dodoma and Mwanza, were done while districts and Regional Government Officials were given feedback. Baseline survey was conducted in Ludewa, Njombe and Makete in Iringa region, the data collected are under process while the findings will be shared with all key stakeholders.

This report presents a synopsis of the main activities conducted, successes attained and challenges encountered by Para social workers in the course of pursuit of their activities. The report also provides suggestions and recommendations including:

- the need of enhancing collaboration with NGO supporting MVC;
- implementing a co-funding strategy;
- Educating village/ward leaders on their role to support MVCs;
- Working with community to increase their awareness on their responsibilities to support MVCs;
- Establishing guidelines for implementing community funds;
- Providing PSW with working tools like bicycles and forms;
- Using Regional Social Welfare Officer for continuous follow-up, mentoring and coaching for supervisors at district level.

It is also suggested that District Social Welfare Officers sensitize Para social workers to join PASONET, improve communication and support between Advocacy team and village/ward leaders to PSWs in supporting MVC, influential people be informed and requested the support for MVC in the respective areas. We also suggest that MVC Advocacy Teams in collaboration with PSWs sensitize the community on formulation of MVC committee, raise funds to support MVC, and concurrently use PASONET to explore other external source of resources.

Generally we may say that despite very difficult and challenging working environment Para - social workers do a significantly commendable job particularly in the identification of children in risky and vulnerable situations They have also linked a substantial number of children with services like schools, If supported and remunerated they can act as a link or bridge through which a lot of unreached children can be reached and either linked with or directly provided with resources and services.

## 1.2 What has been done so far in details?

### A) Partnership:

The MVC component of the Tanzania Human Resource Capacity Project (THRP), in partnership with key stakeholders including the American International Health Alliance (AIHA); the Department of Social Welfare (DSW); the Tanzanian Institute of Social Work (ISW); the Jane Addams College of Social Work (JACSW); and the Prime Minister’s Office Regional Administration and Local Government (PMO-RALG), is designed to support the roll out of Tanzania’s National Costed Plan of Action for Most Vulnerable Children (NCPA) 2007-2010.

During the first two years, the THRP MVC program conducted regular partnership information exchange and communication meetings with USAID, DSW and PMORALG on program progress; conducted quarterly partners’ meetings for joint planning of activities before execution of training sessions; and mentored and coached the new PSW actors (PACT), including them in THRP MVC program activities. Conducted planning meeting with other IPs such as FHI, Africare, and WEI. Africare agreed to use the already trained PSW in Dodoma and Iringa. Other Activities accomplished include quarterly district and community level follow-up visits for advocacy activities in Dodoma and Mwanza Regions.

### B) PSW Training:

The program has trained Para-Social Workers (PSW) and Para-Social Worker Supervisors who will be providing basic social welfare service delivery to Tanzania’s most vulnerable children (MVC). The Program trained about 500 Para-social workers in testing phase (2008) and has trained over 3000 Para-social workers in second phase:

**Table 1: Summary of the PSW trained in Iringa and Mwanza region the period of January 2011 to June 2011**

	<i>PSW Introduction Training PSW</i>		<i>PSWI Supervisors Training</i>		<i>TOTAL TRAINED ON PSWI</i>		<i>TOTAL TRAINED ON PSWII</i>	
<i>REGION</i>	<i>IRINGA</i>	<i>MWANZA</i>	<i>IRINGA</i>	<i>MWANZA</i>	<i>IRINGA</i>	<i>MWANZA</i>	<i>IRINGA</i>	<i>MWANZA</i>
<b>TOTAL</b>	<b>617</b>	<b>635</b>	<b>114</b>	<b>136</b>	<b>721</b>		<b>983</b>	

*Source: MVC Program PSW training component.*

### **C) Advocacy:**

The program conducted two regional awareness meeting in Mwanza in 2009 and in Iringa in 2011 with all key department heads, including the District Executive Directors. Each district formed MVC teams for advocacy in Dodoma and Mwanza and were supported to do District and ward level advocacy meetings. The program conducted quarterly district and community level follow-up visits for advocacy activities in Dodoma, Mwanza and Iringa regions, based on districts' action plans created during Awareness training. The program facilitated and supported formation of PASONET, the PSW's Network, in Dodoma region and in Mwanza. PASONET is now registered as a civil society organization an advocacy organization for MVC and Para-social Workers. District advocacy teams has been formulated, trained and supported to do advocacy and strengthening the social welfare section of the LGA.

### **D) Monitoring and Evaluation:**

The Program trained PSWTs on the revised data collection tools in Mwanza and Dodoma Regions and incorporated the same into the curriculum in time for PSW I training in Iringa. The program conducted quarterly district and community level follow-up visits for data collection in Dodoma and Iringa asnd provided feedback to district Executive Directors and Head of departments. Various data has been collected and shared with a range of critical GoT stakeholders for the purpose of establishing a compelling case and lobbying for more resources for MVC services, particularly on the part of LGAs. Baseline survey has been conducted in Ludewa, Njombe and Makete in Iringa region that will help as a yardstick to measure the progress that PSW will make in their communities and MVC's families. Two Annual information dissemination meetings with various stakeholders were done in year 2009 and 2010, we are planning to conduct the similar meeting with IPG members and government Officials in September this year.

## **2.0 FINDINGS FROM MONITORING AND EVALUATION FOLLOW-UP**

Monitoring and evaluation has been done to assess the progress made by PSW trainees and PSW trainees' supervisors in delivering basic services to MVCs at village and ward levels; assess the progress made by LGAs in building and mainstreaming a system of support with the LGA structure for PSW trainees and MVCs; examine availability and utilization of community funding to supporting MVC; and assess collaboration between PSW, ward/village leaders and community members in supporting MVC.

### **2.1 M&E Findings from Dodoma region**

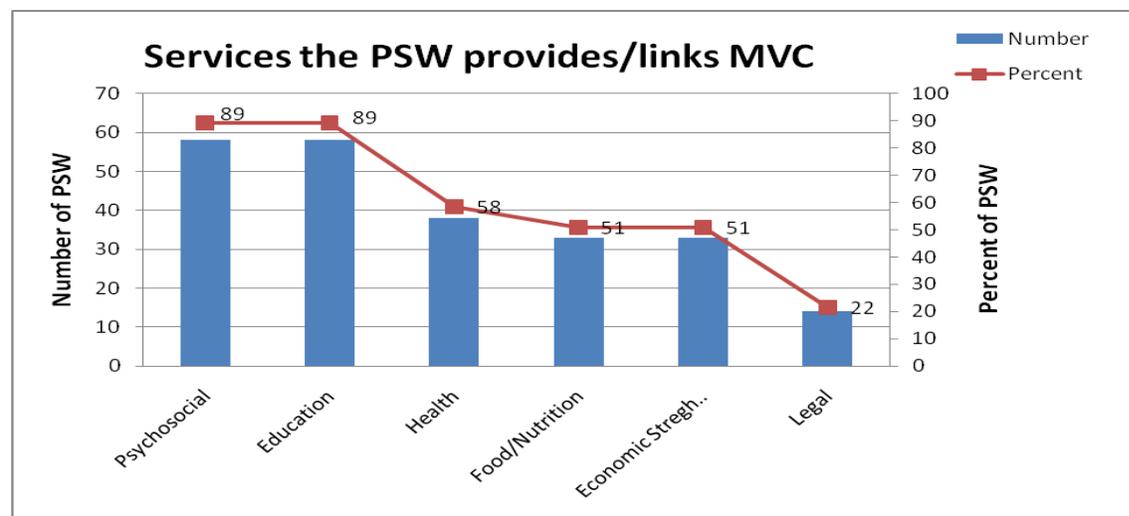
The M&E and Advocacy teams visited 44 wards out of 164 (27%) in Dodoma including: Dodoma Municipality - 7 out of 31 (23%) wards , Chamwino DC- 8 out of 25 (32%) wards, Bahi DC- 8 out of 21 (38%) wards, Kondo-8 out of 35 (22%)wards, Mpwapwa-8 out of 30 (26%) wards, Kongwa-5 out of 22 (22%) wards. The study was done in March, 2011

**Table 2: Findings from Dodoma Districts: PSW status**

District	NO OF PSW TRAINED IN VISITED WARDS	NO. DROP OUT	% DROPOUT
KONDOA	44	12	27%
MPWAPWA	27	7	26%
KONGWA	19	5	26%
DODOMA MC	20	9	45%
CHAMWINO	18	5	28%
BAHI	17	8	47%
<b>TOTAL</b>	<b>145</b>	<b>46</b>	<b>32%</b>

The PSW drop-out seem to be higher in Dodoma Municipality(45%) and Bahi (47%) which are all above the average in the region and while compared to Mpwapwa, Kongwa and Chamwino. where drop-out rate is relatively low.

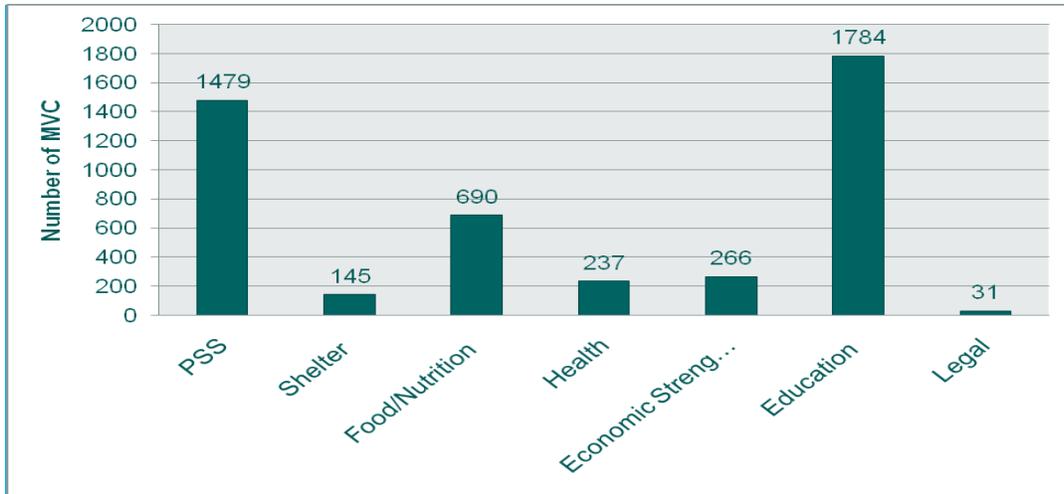
**Figure 1: Observed achievements during M&E follow-up**



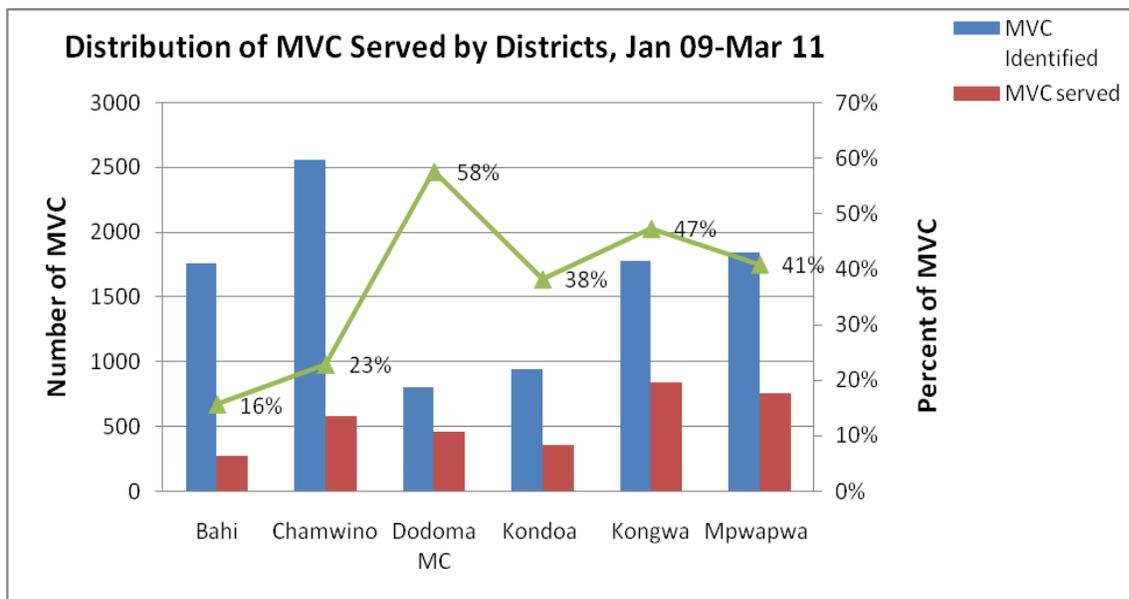
The findings show that two domains, psychosocial support and education, both scoring 89% are services significantly provided to MVC in the areas visited; similarly these might be the services highly demanded but also easy for the PSW to provide directly (psychosocial) and visible (Education). Legal services scored the lowest percent. The reason might be the invisibility of child abuse and child rights violation actions or the low knowledge of the community members on child rights and the absence of child legal services in the community. Further study need to be done on how child protection issues are addressed in the community given the new strategy on addressing Violence against Children (VAC).

The figure below illustrates further on the distribution of MVC served by type of service.

**Distribution of MVC Served by type of service**



**Figure 3: Distribution of MVC Served by District**



The data above show that more efforts are needed to address the identified but not served MVC as no single district managed to serve all identified MVC the range of MVC identified and served is between 16% and 58%.

### Community funds for supporting MVC

- 12 out of the 44 (27%) wards visited have established community funds for supporting MVC
- Only five wards (Fufu, Majengo and Mundemu, Iduo, Kola) have utilized the funds to support MVC
- Six wards (Mlowa Bwawani, Mvumi Makulu, Mvumi Mission and Hazina) are suspected of misuse of funds
- In three wards ( Kikuyu, Mtitaa and Msisi) the funds are available but not utilized

### 2.2 Success Stories From Villages Visited in Dodoma

- **Chandama ward-Kondoa –Dodoma:** PSW identified and linked an HIV-positive MVC to CTC for post test support services. Mobilized the community to donate funds for transport to the clinic and for food.
- **Goima ward -Kondoa-Dodoma:** PSW identified disabled MVC who was locked away from the community for a long time. The community did not know that he was alive. Finally the MVC was enrolled to Primary school.
- **Iduo ward -Kongwa-Dodoma:** The community cultivated two acres of sunflowers to support MVC for secondary school. To date five MVC have been supported
- **Kolo ward -Kondoa-Dodoma:** The community cultivate two acres of land for garden and other farming to generate resource to support MVC, so far 15 MVC are getting different support including education and food

### 3.0 Findings from four Districts in MWANZA REGION: (Magu,Kwimba Misungwi and Ukerewe)

Monitoring and evaluation follow-up exercise involved four districts, Out of each district the team planned to include eight wards. Two wards were not included in the evaluation exercise due to communication problems. The total number of wards visited against trained Para social workers and their subsequent drop out status is as summarized in the following Table.

#### Districts and wards visited against availability of Para social workers

District Name	Wards Visited	No of trained Psws	No of drop outs	% of Drop out
Ukerewe	7 wards (Bwiro,Bukindo,Murutunguru, Bukiko,Bukungu,Kagunguli,Nakatunguru, Kagera)	21	0	0%
Magu	8 wards (Lutale,Mkula,Ng'haya,Nyanguge,Kiloleli, Kitongosima,Mwamanyili )	29	6	20%
Misungwi	7 wards (Koromije, Misungwi,Misasi, Kanyelete,Kasololo,Sumbuğu,Mbarika)	31	3	10%

Kwimba	8 wards ( Fukalo, Malya, Ngudu, Mhande, Wala, Kikubiji, Lyoma and Mwamala)	40	4	10%
<b>Total</b>	<b>30 wards</b>	<b>121</b>	<b>13</b>	<b>10.7%</b>

Source; Field Data, June 2011

The scenario in Mwanza shows a lower drop rate compared to the dropout rate that was found in Dodoma Region. However the same also suggests that if provided with some additional support including transport and financial incentives retention rate of PSWs in some regions might be higher.

### 3.1 Main Achievements of the program

Despite the fact that Para social workers proved to be working in a non- supportive and difficult working environment there are achievements that are worth cherishing. Among others significant achievements include linking of children with different resources especially school for those who had passed their primary education but parents were not able to pay for their secondary education .Some were linked to religious and community based organizations like HISA groups (popular in Misungwi) who they obtain scholarly materials, rescue of some children from very critical situations. Case examples are compiled in ward specific success stories.

At district levels achievements include efforts to raise funds to support OVCs For instance Kwimba district has raised approximately 3,170,000.Tshs, Advocacy teams have reached some wards though no follow up was made thereafter, Almost all districts support a small proportion of orphans and vulnerable children by paying their school fee but the question that remains un answered is how are other non educational needs of such children met? Some districts like Kwimba have employed about 3 people to work as social workers though they are not professionally trained as social workers rather as sociologists and community Development officers.

## 4.0 MAJOR CHALLENGES

- Poor cooperation from some families and village leaders and high expectation for material support.
- Inadequate knowledge by key ward/village leaders and MVCC committees of their role in supporting PSW and MVC. Most leaders see this as NGO role.
- Lack of incentives and transport facilities for PSW.
- Lack of government employed PSW supervisor in some ward who can link PSW to service providers and village/ward leaders.
- Lack of consistent physical follow up and mentoring of PSW at LGA level
- No budget lines for supporting MVC in most of ward and villages/Mitaa
- No sources for generating funds for community funds in most of the villages/wards.
- Limited services/ resources and NGOs for providing direct support to MVC
- Low level of cooperation between PSWs and village leaders in some villages due to lack of knowledge on their roles regarding MVC and PSWs
- No MVCCs in some villages
- Poor understanding of community members that Para- social workers have material support for MVCs

- Some Villages with vacant position for PSW
- Replacement of Para social work supervisors with untrained officers (on issues of care and support for MVCs)

## **5.0 RECOMENDATIONS**

- Provide transport and stationaries to PSW
- Collaboration with NGO supporting MVC
- Implement co-funding strategy with a signed memorandum of understanding
- Educate village/ward leaders on their role to support MVCs and working with community to increase their awareness on their responsibilities to support MVCs
- Establish and implement guidelines for implementing MVC community funding schemes
- Use Regional Social welfare Officer for continuous follow-up and mentoring and coaching for supervisors at district level
- District Social Welfare Officers spear head and sensitize Para social workers to join PASONET
- Since needs for MVC are not only material, facilitate PSWs to use PASONET and existing structures to start Psycho-social support clubs
- Improve communication and support between Advocacy team and village/ward leaders to PSWs in supporting MVC.
- Influential people should be informed and requested the support for MVC in the respective areas.
- Advocacy team in collaboration with PSWs do community sensitization on formulation of MVC committee and raising funds to support to MVC
- Use PASONET to explore other external source of resources

## **6.0 WAY FORWARD**

- Empower councils to collect data and prepare reports for their MVC annual dissemination.
- Develop a tracking system/tool to track PSWs who has dropped out
- Harmonize M&E tools and develop a case book for PSWs data collection and reporting.
- Distribute guideline for PSWs activities/support to MVC.
- Retrain Advocacy team on their responsibilities and Monitoring and Evaluation of PSW activities and
- District social welfare officer need to plan for re-training PSWs to enhance their knowledge on MVC issues