

# **Final Report**

## **The Tanzania Human Resource Capacity Project's MVC Program**

### ***Dissemination Meeting of Initial Findings in the Dodoma Region***

*September 30<sup>th</sup> 2009*

*Protea Courtyard Upanga – Dar es Salaam*

*Facilitated and Written by: Laura Guyer-Miller  
Training Resources Group, Inc.*

## **Overview:**

On Wednesday, September 30<sup>th</sup> 2009, over 35 key stakeholders in the Tanzania Human Resource Capacity Project's (THRCP) MVC program convened at the Protea Courtyard – Upanga to be apprised of initial findings from the Dodoma Region regarding the impact of training Para-Social Worker (PSW) trainees and PSW Supervisors, while working through the LGAs for sustainability.

Workshop participants represented a range of stakeholders including the Dodoma Regional Secretariat, officials from most of the districts in Dodoma, USG-OVC partners, PSW-partners in the delivery of the MVC program, and USAID. For a complete list of workshop participants and their respective contact information, please consult **Appendix I**.

Objectives for the *Initial Findings Dissemination* workshop were:

### **Workshop Objectives:**

- ❖ *Present program progress from recent field assessment;*
- ❖ *Review program experiences on using PSW trainees in the delivery of social welfare services to MVC; and*
- ❖ *Discuss and offer recommendations to address challenges arising from field assessment.*

Likewise, the Workshop Agenda was designed to share information of progress to-date and to invite attendees' participation in offering pragmatic and cost-effective recommendations to address challenges identified in the data.

## Workshop Agenda:

Time	Agenda Item
8.30 – 9.00	Registration of Workshop Participants
9.00 – 9.30	<ul style="list-style-type: none"> <li>• Introductions and Welcoming Remarks – Elizabeth Lema, USAID and Jennifer Macias, TZ HR Capacity Project</li> <li>• Review of Workshop Objectives and Guidelines – Laura Guyer-Miller, Workshop Facilitator</li> </ul>
9.30 – 10.00	An Overview of the PSW Training Program... In the Beginning – Leah Omari, Tanzania Institute of Social Work (ISW) Q & A
10.00 – 10:30	An overview of the current MVC Program... Working with LGAs to Serve MVC through PSWs – Prosper Msuya, TZ HR Capacity Project's MVC Program Q & A
10:30 – 10:45	Morning Tea Break
10.45 – 11.30	Presentation of Initial Findings from the Dodoma Region – Kusekwa Sono, TZ HR Capacity Project MVC Program, with support from Hellen Magige of TZ HR CP Q&A
11.30 – 13.00	Group Work on Programmatic Challenges
13.00 – 14.00	Lunch
14.00 – 15:30	Group Work Report Backs
15.30 – 15.50	Afternoon Tea Break
15.50 – 16.30	General Discussion and Next Steps
16.30 – 17.00	Closing Remarks and Evaluation

## **Historical Context of the MVC Program**

Leah Omari, a PSW partner from ISW, and Prosper Msuya, MVC Program Manager, offered succinct presentations aimed at ensuring all workshop participants had a full understanding of the evolution of the MVC program – both in regards to training PSWs and their supervisors, as well as working with and through LGAs to make social welfare service delivery sustainable.

Following each presentation, there was facilitated Q&A time for clarity. To review both presentations, please consult **Appendices 2** and the Power Point attachment respectively.

## **Dissemination of Initial Findings from the Dodoma Region**

In a concise presentation, Mr. Kuskewa Sono, the MVC program's M&E specialist, offered preliminary findings from 4 of Dodoma's 6 districts supporting PSWs trained by the MVC program. The presentation reflected demographic baseline data on PSW trainees from all of Dodoma's districts including Dodoma Municipality, Bahi, Kondoa, Chamwino, Kongwa, and Mpwapwa.

Furthermore, Sono presented initial impact findings, both on services delivered by PSWs to MVC and their caregivers, as well as LGA support for PSW trainees, PSW Supervisors, and MVC overall, for the first 4 districts targeted in the program. From the follow-up assessment on impact conducted in August-September 2009, Sono shared data on Dodoma Municipality, Chamwino (reflecting data gathered for all wards in these districts), and Bahi and Kondoa (reflecting data gathered for some of the wards in these districts). Likewise, the data also reflected varying degrees of data submission from the various districts, thereby having impact on the total aggregation of data.

However, **key initial findings** were:

- ❖ 70% of PSW trainees provide psycho-social support (PSS) and service referrals to MVC and their caregivers
- ❖ In all wards surveyed, except one, stakeholders were unanimous in reflecting a positive perspective regarding the work of PSW trainees
- ❖ Only Dodoma Municipality has allocated a budget line in their district budget to obligate funds for MVC
- ❖ None of the 4 LGAs surveyed have budget lines in their district budgets to support PSW trainees or their supervisors

- ❖ Except in 1 instance, all PSW trainees are receiving in-kind support from ward and village leaders, including organization of meetings, provision of stationeries, and more.

The data also cited multiple “**Success Stories**” of PSW trainees having positive impact in their communities in a range of ways. Specific examples of ways the PSW trainees and supervisors are working effectively with MVC and with local government are:

- ❖ Success cited in linking MVC to educational resources
- ❖ Success cited in linking MVC to health resources
- ❖ Success seen in inspiring village and ward leaders to establish “community funds” to support work on behalf of MVC
- ❖ Success in co-creating work plans in at least 6 wards, crafted by ward officials and PSW trainees, for working collaboratively in the provision of social welfare services
- ❖ Success reflected by PSW participation in WDC meetings and working with MVCC committees
- ❖ Success in PSW trainees liaising effectively with other OVC/MVC actors in the district, both NGO volunteers as well as village and ward leadership

**Key challenges** surfaced by the data include:

- ❖ Some PSWTs are interested in becoming fully-fledged social workers, but schools fees remain a major barrier
- ❖ LGAs have not allocated budgets to support PSW trainees, though MVC funds are designated in other community/social budgets. However, the latter is very small and used mostly to support MVC schools fees.
- ❖ Data & information flow from the village to the district level is inadequate and irregular. One reason is because there is no consistent supervision from the districts, due to lack of transport; other variables may be at play.
- ❖ There is still a belief in some communities that it is the responsibility of NGOs to support MVC; therefore, efforts need to be made to raise community awareness in this matter.
- ❖ In some communities, OVC/MVC are grouped based on organizational affiliation, which creates confusion in data management (for example, double counting), thereby making accurate data assessment very challenging.

- ❖ Weaving in PSW trainees trained in Year 1 by AIHA/ISW/JACSW who do not currently have PSW trained-supervisors or LGAs benefitting from Awareness training, is a significant challenge needing to be addressed in order to capitalize on the program's initial investment and strengthen Year 1 trainees delivery of services to MVC.

To view the full report of initial findings, please consult Power Point attached.

## **Workshop Participant Recommendations to Address Challenges Surfaced in the Data**

Following the presentation of initial findings, workshop participants were invited to self-select into 1 of 5 groups in order to offer pragmatic and cost-effective recommendations for each of the aforementioned challenges identified in the data. For a complete transcription of recommendations and membership of each of the 5 working groups, please refer to **Appendix 3**. The THRCP MVC program will review these recommendations thoroughly and, where possible, incorporate them into the MVC Program's 2010 work plan.

## **Workshop Evaluation**

The Tanzania HR Capacity Project's MVC program is committed to ongoing transparency and knowledge sharing with all of its partners and key stakeholders. Therefore, this workshop is the first of many to come. In order to ensure that future workshops are even more useful and achieving desired impact, workshop participants were asked to evaluate the helpful aspects of the workshop and to offer one piece of advice regarding what could be done to strengthen future meetings. Workshop Evaluations can be found under **Appendix 4**.

## **Conclusion**

In conclusion, the MVC program was delighted with the representation and active participation of all workshop attendees. It renewed the program's commitment, not only to continue pursuing sustainable impact through partnership with our PSW training partners and the LGAs, but to continue refining, retooling, and re-visioning our monitoring and evaluation process to ensure we are producing evidence-based data that accurately reflects the impact the program is having at the village level.

To all who attended and participated, the MVC program is grateful and looks forward to welcoming further participation in the future. Asante sana.

## Appendix 1 Workshop Participant Contact List

S.NO	NAME	ORGANIZATION	DESIGNATION	CONTACT TEL/MOBILE
1.	Bonaventura J. Tesha	BAHI D.C	CDO	0784 735286
2.	Robert Sungura	Kondoa	CDO	0787 577270
3.	Paul Komba	BAHI D.C.	Ag. DED	0766 056986
4.	Emmanuel Chinduwoli	Kondoa DC	Ag. DHRO	0786 213234
5.	Emilian Ngiliule	BAHI D.C.	Ag. DHRO	0786 808865
6.	Datus Ng'wanagwa	Africare	Project Coord.	0787 273838
7.	Faraja Maduhu	Chamwino	Ag. WO	0713 889128
8.	Theresa J. Kaijage	ISW	ISW	0784 743496
9.	Leah Omari	ISW	ISW	0754 438899
10.	Claude Njimba	ISW	Lecturer	0754 808653
11.	Anthony N. Mbabile	Mpwapwa	DSWO	0784 845496
12.	Tunu Ally Amanzi	Municipal Dodoma	Ag. MHRO	0754 535764
13.	Sally Chalamila	AIHA	Country Director	0782 962580
14.	Petro Pamba	CSSC	ITO	0754 770866

15.	Leopold Makangila	Kongwa DC	CDO	0784 426986
16.	Anna Mgoyezi	Kongwa DC	DHRO	0756 548560
17.	Sanford Kway	PMORALG	MVC Focal Pers.	0754 290074
18.	Zaina Msangi	Chamwino DC	CDO	0786 400492
19.	Edina Palla	Chamwino DC	Ag. DED	0713 684412
20.	Allan M. Bernard	DED Mpwapwa	HRO	0784 360301
21.	Tumsifu Mwasamale	RAS - Dodoma	Youth Officer	0713 121119

## Appendix 2 Overview of the AIHA/JACSW/ISW Partnership Program

Slide 1

**The Emergence of Para-Social Worker  
Training in Support and Care of Orphans  
and Vulnerable Children in Tanzania**



Ms. Leah Omari, ISW  
Dr. Nathan Linsk, JACSW

Slide 2



*"I found it difficult to  
cope and didn't know  
who to turn to."*

Asma Yusuf

Slide 3

**PROJECT OVERVIEW ...  
In the Beginning**

- The Project started as a Social Work HIV/AIDS partnership for OVC in Tanzania, between ISW and Jane Addams College of Social Work, University of Illinois, Chicago.
- It was supported by the AIHA Twinning Center, with funding from PEPFAR, in collaboration with CDC & USAID.
- All programs were conducted in collaboration with the Department of Social Welfare (DSW) and working, as possible, with local government municipal authorities and NGOs.

Slide 4

**Year 1 OBJECTIVE**

To address Tanzania's immediate and long-term needs for trained social workers to provide care and support to OVC.

***Specific objectives included:***

- *Strengthening the role of social workers as case managers; and*
- *Increasing the capacity of community volunteers to access resources for improving care for OVC and their families.*

Slide 5

**Year 1 OBJECTIVES CON'T.**

- Partners developed a set of educational programs and related trainings to initiate Para-Social Work (PSW) services for vulnerable children in Tanzania.
- Three training curricula have been designed to capacitate community workers with critical social work skills needed to effectively deliver basic social support services at the local level.

Slide 6

**TRAINING CURRICULA**

**1. Introduction to PSW Course...Year 1**

- This course focused on teaching beginning skills for case management of OVC within the context of HIV-related issues and child development.
- Key topics include:
  - *outreach;*
  - *engaging children and families;*
  - *preliminary assessment and service planning;*  
*and*
  - *ongoing service management and follow-up.*

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**TRAINING CURRICULA CON'T.**

**2. Supervised Para-Social Work at the Village Level...Year 2 (offered in collaboration with the TZHRCP)**

- This course focuses on training selected PSWs in supervisory skills to assume oversight of their PSW trainee colleagues.
- These "PSW Supervisors" are placed at the Ward level and complete the initial PSW Course, followed by an additional 4-day supervisory training that includes content presentations and case-based skills.

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**TRAINING CURRICULA CON'T.**

**3. PSW Follow-up Course – Coming Soon (January 2010 – pilot)**

- This component, currently in development, will offer PSW trainees follow-up skills after 6 months or more of supervised practice.
- The course will target the following:
  - *reducing stigma and discrimination;*
  - *working with local governments;*
  - *care and support for children living with HIV;*
  - *child status assessment;*
  - *HIV risk reduction;*
  - *preparing families to care for additional children, and addressing needs related to diverse family situations — e.g. polygamous families, different cultural aspects, and families that are mobile or pastoral.*

Slide 9

**Measuring Positive Impact...Year 1**

- To measure the immediate outcome of the *Introduction to Para-Social Work Course*, partners designed a pre- and post-training questionnaire to measure course participant knowledge and skills on the social work process for working with vulnerable children and families.
- Using the pre-test as a baseline, all participants gained knowledge and skills due to the intervention.

Slide 10

**Measuring Positive Impact...Year 2**

- In Year 2, we have begun to conduct follow-up with PSW trainees by telephone within 2-3 months of the PSW training. The purpose is to assess outcomes in terms of changes in practice in work with vulnerable children, families and communities. This is now getting underway.
- We also have begun to visit a sample of PSW trainees through site visits to measure changes in ongoing activities. We will identify specifics that reflect changes in the lives of the clients, (e.g. assessments completed, care plans developed, referrals made and completed.)
- This is being done in collaboration with the TZ Human Resource Capacity Project, with both data sets being complementary to one another.

Slide 11

**Measuring Positive Impact...the Future**

- A future need will be to directly assess changes in the children using the Child Status Index or other measures.

Slide 12

**PROJECT COVERAGE AND KEY  
OUTCOMES...Year 1**

In Year 1, the Project was able to train 642 PSW trainees using the introductory PSW course. The regions covered in Year 1 were:

- Dar es Salaam
- Iringa
- Mbeya
- Morogoro
- Lindi
- Mtwara

• Partners also trained 55 master trainers in the PSW curriculum, thus bolstering sustainable local capacity.

Slide 13

**PROJECT COVERAGE CON'T.**

- As of September 2009, partners have trained the total of 1295 Para-Social Workers.
- This includes 99 officers fulfilling the social welfare service coordination role.
- In Year 1, the majority of volunteers came from Civil Society Organization including NGOs.
- In Year 2, baseline data, offered soon, will show different PSW trainee demographics.

Slide 14

**A Para-Social Worker is...**

This shows that a PSW trainee is :

- A volunteer who has received training to assist in the delivery of foundational social welfare services.
- PSW trainees are basically community workers who provide care and support to OVC and families by linking them to much-needed assistance.
- PSW trainees may assess needs, provide support and refer clients to needed services.

Slide 15

**Para-Social Worker Con't.**

- **Para-Social Workers may be:**
  - Community-based volunteers
  - Home-based care workers
  - MVCCs– Most Vulnerable Children Committee members
  - Others who are committed to helping MVC within their community

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**Para-Social Worker Con't.**

By the end of the initial training, PSW trainees are expected to do the following:

- (a) outreach and identification,*
- (b) assess needs,*
- (c) case management and resource linkages,*
- (d) counseling,*
- (e) family support, and*
- (f) ongoing service coordination.*

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**Para-Social Worker in Action**



Slide 18

**What Have We Learned?**

From our pre- and post-questionnaire data, PSW trainees report that PSW training:

- Decreases stigma and discrimination related to MVC among those trained;
- Enhances system responses to MVC needs;
- Equips Para-Social Workers to apply relevant social policies to effectively assist MVC;
- Develops master trainers prepared and available for ongoing training for Para-Social Workers and Para-Social Worker Supervisors; and
- Develops a cadre of Para-Social Workers to address the needs of MVCs throughout the country

## **Appendix 3      Workshop Participant Recommendations to Address Challenges**

### **Group 1 Challenge – Helping Communities Look to LGAs Rather Than NGOs to Support MVC**

Group Members:

- Emilian Ngiliule – Bahi DC (Ag. DHRO)
- Bonaventura Tesha – Bahi DC (CDO)
- Robert Sungura – Kondoa DC (CDO)
- Joyce Kivamba – PACT TZ
- Benard Mwela – DED Mpwapwa (HRO)
- Emmanuel Chinduoli – Kondoa DC (Ag. DHRO)
- Gaspar Komba – Bahi DC (Ag. DED)
- Prosper Msuya – TZ HR Capacity Project – (Program Manager)

Top 3 recommendations to address this challenge:

1. To advocate MVCs agenda to village council, ward and district levels to accept the fact.
2. To help the community to identify and utilize fully available resources to MVC.
3. To strengthen and establish MVCCs at all village, ward and district levels.

### **Group 2 Challenge – Facilitating the LGAs to Budget for PSWs and MVC**

Group Members:

- Kwayi S. – PMORALG (MVC Focal Person)
- Mgoyezi A G- Kongwa DC (DHRO)
- Palla E. - Chamwino DC (Ag. DED)
- Kaijage Justinian – TZ HR Capacity Project (Training Coordinator)
- Faraja – Chamwino (Ag. WO)
- Zaina Msangi – Chamwino DC (CDO)

Top 3 recommendations to address this challenge:

1. Formal sensitization meeting – wale wote wanaohsika ne budget process

2. Professional S/W should be recruited
3. Establishment of Council MVC fund
4. Orient those concerned with budget matters

### **Group 3 Challenge – How to Support PSW Trainees who Want to Be Social Workers**

Group Members:

- *Sammy Mulemba – MOHSW (MO)*
- *Leopold Makangila – Kongwa DC (CDO)*
- *Anthony Mbabile – Mpwapwa DC (DSWO)*
- *Furaha Dimitrios – ISW (OVC Project Coordinator)*
- *Claude Njimba – ISW (Lecturer)*
- *Theresa Kaijage – ISW (ISW)*
- *Tumsifu Mwasamale – RAS Dodoma (Youth Officer)*

Identified Challenges:

- Goodwill to undergo training
- Funds
- Qualifications (at least 5 passes from Level Four)

Top 3 recommendations to address this challenge:

1. Village, ward and district to budget for PSWs Training
2. Stakeholders to donate the training cost for PSWs
3. Council via CDG, TASAF, to “top up” for matching grant

### **Group 4 Challenge – Weaving in Year 1 PSW Trainees**

Group Members:

- *Selemani Mdaba – TZ HR Capacity Project (Local Gov't Specialist)*
- *Yunusu Rugeiyamu – Dodoma RS (AAS – SO)*
- *Leah Omari – ISW (ISW)*
- *Joyce Kivamba – PACT (PO)*
- *Sally Chalamila – AIHA (Country Director)*

Top 3 recommendations to address this challenge:

1. Assessment – Find what, who and where Year 1 PSW trainees are... (entry point is via the 99 government officials trained in Year 1)
2. Merge Year 1 PSW trainees with LGAs (emphasis on FBOs, CBOs, are not owners – still report to government)
3. Link them to follow-up (address 6 months supervision here)

Note: For all three to happen there needs to be ownership by the LGAs!

### **Group 5 Challenge – Assuring Data Flow & Quality**

Group Members:

- Hellen Magige – TZ HR Capacity Project (M & E Manager)
- Euphrezia Anthony – Dodoma Municipal (SWO)
- Tunu Amanzi – Dodoma Municipal (Ag. MHRO)
- Dr. Juma Lungo – UDSM – (Lecturer)
- Datus Ng'wanagwa – Africare – (Project Coordinator)
- Kusekwa Sono – TZ HR Capacity Project – (MVC M&E Specialist)

Top 3 recommendations to address this challenge:

1. Centralize data collection tools
2. Clarify roles and responsibilities with regards to data collection
3. Motivate Para-Social Workers, Supervisors and district (timely submission, accuracy and completeness).

## **Appendix 4      Workshop Evaluations**

### ***Most useful aspects of this workshop:***

- The workshop was so informative in the sense that many Para-Social Workers have been trained and the stories of feedback from the field
- Nice presentations with nice gestures and intonation
- Exchanging views among participants such as LGAs, RAs, NGOs, and USAID
- The time table for activities was followed effectively
- Well planned workshop in terms of materials, data and findings
- Experiences shared have built my capacity in doing better for MVC
- Excellent facilitation – thank you!
- Very well planned and highly informative
- The training was very well prepared
- I have been surely made relaxed after the discussion of the challenges – this job or program is not as easy as we think; I say so because it involves using reports from people who work in the wards and villages, far from many of us who sat here today. I felt like we don't know what is really going on at the field level. But, at least I am convinced that given we solve the challenges mentioned, we will come out with good results.
- This workshop was the best! No thing to change – Keep it please as it is!
- The way the workshop was organized (i.e. to invite various institutions, offices, NGOs, etc. who deal directly with training of social workers, PMORALG, RAs Dodoma, LGAs, etc.
- The way delivering skills on how to care and support MVC
- It also helped to avoid double counting
- Sharing progress made by MVC programme to date
- Proving evidence-based data – Thank you for that!
- Well articulated presentations
- All presentations were good
- The invitations with ownership elements in the councils
- Good participation from participants
- The initiatives of TZ HR Capacity Programme to cooperate with LGAs in terms of training of PSW in Dodoma region
- Today's meeting will help me to do better with my day-to-day activities, as well as opening the way of sharing with others matters concerning MVC
- The most useful topic I learned today is about initial findings, gender statistics for Para-Social Workers in Kondoa, Bahi, Chamwino, and Dodoma Municipal
- The language used throughout the discussion is very essential for today (international) – the “Market” language

- Modes of presentations were good and participatory. Well done.
- I have appreciated the workshop for I have got so much knowledge from it
- Format of the workshop and content of the presentations
- Strong contributions from all (next time – they should be recorded for action/implementation)
- Sharing on how we can improve the program
- Recommendations session was super!
- Extraordinary meeting. To be honest, I was so blind about this wonderful programme. Asante.
- Group work to discuss and recommend the challenges faces the MVC programme
- Well Done!
- Be able to know some of the new stakeholders to whom I was able to share with them on quality std. of the training itself
- Sharing was so good

***Suggestions to strengthen the next M&E Dissemination Workshop:***

- TZ HR Capacity Programme needs to strengthen their approach to selecting the Para-Social Worker trainees; it is my feeling that we need to have people who have direct contact and working with the children
- Next time, invite a few from other regions – p.s. Mwanza should have been here because they are next
- One-day workshop is not enough so we should increase the days to 3
- To add a number of days for seminar of this kind so as a participant I can achieve what is intended
- More follow-ups are needed to “wake up” our district/municipal directors
- Incentives and “matching grants” are needed to be put into writing
- I would have also liked discussion on the possibility of establishing a Working Group on LGAs, specifically around MVC
- The District Executive Director and District Planning Officer to attend these workshops in the future
- I advise workshop days increase in order to have more experiences
- The arranged seminar should take officers who are more concerned with the project
- Include efforts made to get funds allocated to LGAs in the councils
- Quality of data on MVC served
- We are far from here – a one-day workshop is not good. Sometimes it will be better to have at least 3 days workshop

- All LGAs should ensure they allocate resources for the PSWTs and must present them in the next workshop!
- Allocate more time for the workshop – at least 2 days instead of 1 day
- To have mid-year meeting instead of one year meeting
- It would be useful if Minister of Health & Social Welfare will communicate with the Minister of Finance to consider issue of budget in the next financial year – that councils and municipals be ordered to put budget for said year
- The time is not enough, so next time save the workshop to have 2 days
- Time should be lengthened from 1 day – 3 days
- 1 day isn't enough for the workshop to bring about successful results. It should be at least 3-4 days
- Avail an opportunity to hear from selected small groups asking trainees or in practice of their experiences in the field
- Use two days to present and discuss and strategise ways forward
- Next dissemination meeting is strongly requested to ensure other stakeholders like PSWTs and supervisors are involved
- Send presentations in advance to participants
- We want to see more/majority SW officials from LGAs in the next workshop
- More meetings – as many as you can!
- Timing – the group discussion needed to be taken earlier when all participants' minds are still fresh
- Invite other stakeholders supporting MVC
- Having a range of stakeholders in the room with different experiences
- The training could be more exhaustive if it was for 2 days – this could allow the sharing of case studies/experiences
- A site visit for those who have not seen the success stories of the PSW training