

\$980109-19
PD-AMB-785-01

OVERSEAS EDUCATION FUND of the League of Women Voters
1730 M Street, N.W., Washington, D.C. 20036

10p.

QUARTERLY PROGRESS REPORT - AID CONTRACT No. La/711
January 15, 1975

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I. Introduction

In the second level of OEF training under Principles of Organization and Social Reality (Attachment 1) and in the organization development work offered by OEF to the coordinating agencies, emphasis is made on the importance of each coordinating agency making a formal investigation of the needs of the community. OEF is urging each agency to undertake such an investigation with the assistance of a professional consultant in designing the format which, with training in the knowledge and skills necessary, will be carried out by the volunteers themselves. OEF is also encouraging the agencies to seek local as well as US funding sources for such investigations.

OEF has funded two investigations: one by the FOV (Federación de Organizaciones Voluntarias) of Costa Rica (Attachment 2) which focuses on employment possibilities for low income women as a pre-requisite for establishing the Federación's school on vocational training; and one by the coordinating agency in Santa Marta, COVOLMAG (Attachment 3) which covers the needs of the community in general.

OEF has received two other proposals during this period for a community investigation by SEGESVOL, (Ecuador) and ACOVOL, (Colombia) and is presently involved in negotiating with them.

II. Bolivia

During the reporting period two trips were made to the interior of Bolivia by our field representatives and one to La Paz by Louise Montgomery, OEF, Director of Latin American Programs. The first trip to the interior was to prepare the federations for the La Paz meeting which was to discuss the role of CONIF national with the presidents and secretaries of the federations; the second trip to the interior was to train teams in the third level of the training design (Attachment 1) and for the field representative to acquaint herself with some of the member institutions; the third trip, to La Paz, was to visit with CONIF national in La Paz to evaluate the OEF/ CONIF contract.

La Paz meeting. The two field representatives for Bolivia met with the following federations to prepare for the La Paz meeting: Santa Cruz, Sucre, Tarija, Guayaquerín, Riberalta, Trinidad, La Paz, Oruro, and Cochabamba. Average attendance at these meetings was fourteen. The information needed from each federation to be presented at the La Paz meeting was discussed. Each federation was to prepare a report

on its work and prepare questions on what each affiliation was and its relationship with national.

With funds from the AID Mission, OEF financed the travelling expenses of 35 participants representing 15 federations to the La Paz meeting. The results of the meeting and the conclusions reached were made available to the federations (Attachments 4 and 5). One area of unanimous agreement was in the making of a study of their respective communities to better understand the general situation nationally (No. 2 of the conclusions).

Also discussed by the field representatives was the need for a cardex system to record data on the member institutions. This data would facilitate an investigation of the type of work being realized by the member institutions in light of self help and social change. As indicated in the October bulletin, a committee has been formed in CONIF, La Paz to handle the recording of data received from the member institutions (Attachment 6).

Review of the second level of the training design Philosophic and Technical Bases of Volunteerism (Attachment 1) was done by OEF with the teams in preparation for the next courses to be given by them.

Training in third level. The second trip was to train the teams in the third level of the training design. There are approximately eight members in each of the eight training teams. The federations which received the third level are: Riberalta, Trinidad, Tarija, and Cochabamba. The trip was cut short due to a personal tragedy in the family of the Bolivian field representative. It is expected that the remaining teams will be trained early in 1975.

Courses given to date by the respective teams are: Santa Cruz - one at first level Motivation of Volunteers (Attachment 1) to 15 volunteers; Sucre - one at first level to 23 volunteers; Tarija - one at first level to 17 volunteers; Cochabamba - one at first level and one at second level for 23 and 17 volunteers respectively; Riberalta - two at first level with 23 and 16 volunteers respectively; Oruro - one at first level to 16 volunteers; La Paz - four at first level with a total of about 50 volunteers trained. This is a total of 200 people trained by the OEF prepared training teams themselves. All the federations anticipate receiving the next two levels in March. A form for tabulation of courses by each team has been distributed to same (Attachment 7).

In Riberalta one of the affiliated institutions to CONIF is the Alianza de Orientación Ciudadana which coordinates 21 juntas vecinales, which are barrio voluntary groups. Most of these groups are working in self help programs and meet regularly to discuss problems of fund raising, health and vocational training. The president of the Alianza is also the president of CONIF in Riberalta and a member of its training team.

In Tarija, the Club de Madres, an affiliate, has a program involving 200 mothers. It runs a clinic and receives an average of 100 patients monthly. The Club also gives courses in cooking, sewing and crafts for low income women.

Both these CONIF-affiliated institutions will be evaluated by OEF personnel in terms of social change and self help in March.

Evaluation of OEF/CONIF contract (third trip). OEF was concerned about the need for and lack of base line data and was also concerned that the contract was not being lived up to by CONIF national. The field representatives had reported success in establishing and training teams in eight federations but an almost complete lack of cooperation was reported of CONIF national. The objective of this visit was to evaluate with CONIF national and with the field representatives progress to date in order to plan intelligently for the future.

Louise Montgomery, OEF, and Amparo Giraldo, OEF Field Program Supervisor, met with the CONIF national board in La Paz and with the two field representatives to Bolivia to evaluate the OEF/CONIF contract. Through a series of discussions the group was helped to take an honest look at CONIF, at the commitment they had for service to the federations, at how the federations saw CONIF and at what they expected from the national organization. The latter discussion was based on comments of the presidents and secretaries of the federations in the La Paz meeting held the previous weekend.

Following detailed review of the contract, there was agreement that not enough members of the national CONIF board were available for training to serve as consultants to the affiliates and that, moreover, visits to the affiliates could not be financed in the foreseeable future. Other points of the contract were discussed, and after the second session with the board the decision was made to terminate the agreement with CONIF by the end of March 1975. OEF offered to fulfill a commitment to provide the training teams in eight federations with the third and fourth levels, Administration and Organization (Attachment 1) of training before ending the contract so that all the eight federations with training teams will have received levels one through four of the training.

III. Colombia

Unión de Ciudadanas de Colombia (U.C.C.)

In the reporting period Mona Gordon, a volunteer consultant from the League of Women Voters of Puerto Rico, met with the U.C.C. board from November 29 to December 2. The purpose of this consultation was to assist the newly elected board on functions and program action.

Discussion took place on the decision made at Convention that each national board receive training once a year and that special workshops be held for discussion of leadership and motivation training.

The responsibility of each chapter for some aspect of the UCC's program was reviewed as follows: Barranquilla for training, Cali for the organizing of new chapters (the chapter presidents will be members of this committee and each will help organize new groups in near-by towns), Montería for the budget, Medellín will continue with the National Bulletin with help from Cúcuta (Attachment 8). Some local level programs have been initiated, eg. Ciénaga is carrying out a study on public recreation and Santa Marta a study of fair weights and measures standards. The Medellín, Cartagena, Ciénaga and Cúcuta chapters are using the OEF model design (5 Steps Toward Action) in their local programs.

The national board names the members of each national committee which functions as follows:

Legislative Action Committee. This committee has established a Day With Members of Congress for an exchange of concerns between both the members of the committee and Congress.

National Program Committee. One function of this committee is that of setting up standards for choosing local programs, which will be distributed to the chapter presidents and bulletin editors. This committee is also to send out a memo on the current national program, "Study of the Socio-Economic Condition of Women" (Attachment 9).

Finance Committee. This committee recommends that each chapter make at least one finance call per year on a business. It plans to put out a small pamphlet for internal use on money-raising projects. As approved at Convention, the committee is ~~using~~ the local chapters to provide the travelling expenses of each chapter president to national meetings. At the President's request, the committee is recommending that a percentage, based on the total amount of each contribution received by the chapters, go into the national treasury. The salary for the permanent secretary will be handled by finance calls. This committee is also presently negotiating for funding of citizenship schools to be established by the chapters such as the one established by the Barranquilla chapter.

Organization Committee. For the first time the UCC has an effective set of by-laws. This committee is drafting the model chapter by-laws and urging the chapters to bring their current ones into line with the new ones.

Voters Service Committee. This committee is distributing a memo to the chapters on non-election year activities. The committee is also to publish a list of all elected officials and members of the Executive Branch, or get the information for the chapters. An old pamphlet on the Constitution is being updated by the committee.

Nominating Committee. This committee included a paragraph in the Board regulations stating that the Nominating Committee cannot nominate for president or vice-president someone with no board experience as has often been done in the past.

Coordinating Agencies

In the reporting period ~~six~~ coordinating agencies received OEF technical assistance as follows:

Medellín. The OEF field representative found a severe lack of human relations existing between volunteers and social workers of the ADEVOL coordinating agency. This has seriously hindered the activities of the agency, necessitating that OEF re-evaluate its agreement with them before any further consultation take place.

Neiva. The purpose of the field representative's consultation with COVOLHUILA was to assist the provisional board in preparing its by-laws, its organizational structure and its volunteers in the first level of the training design.

The field representative found the provisional board open to the idea of change and convinced of the need for training and for establishment of a coordinating agency.

The field representative discussed in detail the concepts of coordination, organization and planning with the provisional board.

COVOLHUILA committed itself to have ready the by-laws and the organizational makeup of the agency for its inauguration by the month of April, 1975.

Thirty-five volunteers participated in the first level training course and indicated interest in a coordinating agency, its objectives and requirements for affiliation.

The field representative had the opportunity to discuss with the course participants their programs and the need to evaluate them in light of the concept of self

help and found the group very receptive to this initial stage of evaluation.

The field representative agreed to return in February to give the second level of training.

Ibagué. The field representative met with COVOLTO, the coordinating agency of Tolima to help set up a training team as requested by its president. The field representative worked with 16 volunteers, some members of the board, others members of affiliated institutions. The following questions were analyzed: what did they understand training to mean; why did they consider it important; and what was it for. Answers to these questions were discussed and agreement was reached on the need for clear objectives of the training team. To establish a training team various stages must be dealt with. Therefore, five working sessions were planned, one per month from November to March. At this time objectives are defined and a rapport among the groups established. Availability of each volunteer is determined. By February it is hoped that the members of the team will be identified. The field representative is returning in February to initiate training of the team if they are ready, or to help them with any obstacles. At that time a study day on self help is also planned.

Cúcuta. The object of the field representative's visit to Cúcuta was to explore the possibilities of forming a coordinating agency there. The president of ACOVOL, (Bogotá) accompanied the field representative to present ACOVOL as a possible model by explaining its objectives, functions and services.

The field representative met with representatives of six well-known voluntary groups. Working in small groups, they explored the concept of coordination and, after much discussion, arrived at a consensus as to its definition. With the assistance of the UCC (Unión de Ciudadanas de Colombia) of Cúcuta a study day was held with 30 participants where the following concepts were analyzed: the principles of the dignity of the individual and its relationship to the work of the volunteer; the concept of leadership and the many facets of coordination. This study day served to motivate the volunteers towards a coordinated effort. A result of the study day was the formation of a committee to study in depth the pros and cons of forming a coordinating agency, which would be presented as a guideline for further exploration of the idea in April. The OEF field representative will consult with them in April to assist them in evaluating the findings of the committee.

Pasto. In November the field representative met with the board of ANAVOL to evaluate their by-laws. They were in agreement that changes were needed but did not arrive at consensus. Therefore, the board undertook the responsibility of arriving at a clearer position by the time of the field representative's next consultation in April.

One of the main objectives of this visit was to meet with the institutions affiliated to ANAVOL. The field representative met with 10 such groups where discussion on self help and possible programs meeting this criteria took place.

She met also with the training team which was in need of support to give the first level of training.

The field representative will meet with them in April to train the team in the second level and assist the board with its by-laws and give a study day on self help.

Popayan. The purpose of this trip was to analyze the functioning of UNIVOLCA and the member institutions. This coordinating agency is in need of intensive technical assistance. There are many expectations and many reservations. It is the only coordinating agency whose president is a young university man with many good ideas. He is well accepted by the board. The volunteers need as much training as possible to understand better the aspects of coordination, its objectives and services.

A work plan was established by the group and focused on the following: 1) revision of by-laws 2) need to acquire legal status 3) motivation of group who had received first level of training to continue 4) motivation of member institutions to send their delegates to the agency meetings 5) collection of data from the member institutions 6) preparation for the Day of the Volunteer.

IV. Costa Rica

OEF offered no technical assistance to the Federación de Organizaciones Voluntarias in Costa Rica during the reporting period since the field representative for that country had not as yet been replaced. OEF has however, planned consulting with the FOV in February of 1975.

The FOV training team gave a course on the first level of the training design in the fall of 1974.

V. Ecuador

Quito. The field representative spent two weeks in October with the finance and investigation committees and the training team of SEGESVOL, Secretariado General de Servicio Voluntario to clarify their objectives and plan programs. She also assisted the new members of the training team in the first level of the training design. The latter was in line with SEGESVOL's plans to expand its training team in order to be able to intensify its training activities. With the expanded team it was able to give two first level courses within a span of three weeks.

During this time the field representative, in an effort to get the community investigation project moving, suggested a meeting of a small working group. During the discussion it emerged that the government was possibly preparing a similar study. Investigation indicated that the Ministry was making a study on the existing volunteer organizations, not a needs assessment study. The Ministry approved SEGESVOL's investigation and offered to open its archives for whatever data might be useful. This would include pertinent information emerging from its current study of voluntary organizations. A second meeting of the working group was held during which the project's general and specific objectives were tentatively defined. For example, the providing of information necessary to form a realistic basis for voluntary programs dedicated to effective human promotion and social change through an internal (organizations affiliates) and external (the community) study; the raising of public conscience to the needs of the community; the providing of information for placement of volunteers and for programming of voluntary organizations through a directory of social welfare services.

The field representative and the field supervisor met with SEGESVOL in December. During this period they reviewed with the board the OEF/SEGESVOL contract (Attachment 10). It was emphasized that OEF had to have a concrete plan of work which would have periodic evaluations built in. A work plan for the OEF representatives

was established with the board for the following week which included meeting with the board and with each committee. The board expressed its concern that due to limited human resources the work outlined up to 1976 was more than the agency could handle. In order to get to the cause of limited resources a meeting was planned with the Motivation Committee to study the way in which the work of SEGESVOL could be made known to more voluntary institutions so as to increase the membership. At this time a review of the work to be done regarding the coordination of the membership by areas of service took place.

Motivation Committee. OEF met twice with the chairperson and members of the committee to analyze the importance of the committee to the growth of SEGESVOL. The functions of this committee were scrutinized and the conclusions arrived at to be implemented in early 1975 are as follows: 1) that the committee be officially formed 2) that its members have those qualities necessary to carry out the functions of the committee by being especially trained and 3) that there be visual material made available which would enable members and non-members to fully comprehend the structure of the organization and the importance of their affiliation based on the goal of effecting change through coordination.

Training Committee. This committee is made up of nine volunteers who at present are divided into two teams, both giving the first and second levels of training. Changes in the design of the first and second levels were discussed based on the specific needs of SEGESVOL. The need for a detailed and thorough presentation of the concepts outlined in the design to better enable the participants to apply them in their work was analyzed. One meeting was devoted to demonstrating how a course is designed so that in the future the team, on its own, can design a course with the necessary components and methodology based on a specific need of SEGESVOL.

Finance Committee. OEF met with four members of this committee to analyze the budget. Discussion took place comparing the agency's income with the anticipated expenses showing the effects of inflation. From this discussion it was concluded that the annual SEGESVOL budget would necessitate funding campaigns to raise approximately one thousand sucres for the coming year.

Investigation Committee. The need for both internal and external investigations was discussed. An internal investigation would cover: the type of institution affiliated -- promotional or traditional; number of volunteers working in social promotion; member institutions in need of volunteers and the kinds of services offered. The external investigation would cover: an investigation of the needs of the community so that the agency can plan with its membership programs based on the real needs of the community; the available resources offered for social promotion either government or private; the possibility of getting a professional to direct such an investigation, which would also include the training of volunteers to participate in it. It was concluded that OEF would receive a tentative proposal for such professional consultation to begin in the first semester of 1975 (see Introduction above).

Both the board and the committee felt the investigation was necessary to the agency in order to be able to provide information and orientation to the public and to its membership on services available. More importantly, this investigation would also serve as a basic motivating tool in getting more volunteers interested in working on the programs of the member institutions and of the agency.

Areas of service. Review was made of the need for each institution in an area

of service to compile information on and visit with other institutions within that area to better enable collaboration and definition of objectives and functions. The future necessity of meeting with the Investigation Committee in order to establish programs in those areas not yet covered, or minimally covered, was emphasized.

Technical resource person. The technical resource person was present at all the meetings with the board and the committees. There were individual meetings with her to study her functions within the organization (Attachment 11). Her future role looks very promising although she will need periodic special training to assist her with the many changes foreseen in SEGESVOL.

Guayaquil. During the reporting period, OEF field representative spent eight days in Guayaquil to 1) meet with the board of ACORVOL (Agencia para Coordinación del Voluntariado del Guayas) and 2) work with the already formed training team and 3) meet with the areas of service group.

At the board meeting priority was given to establishing the four basic committees of Finance, Public Relations, Training and Motivation. The by-laws of the organization were reviewed by the Government for approval. Special focus was given to the relationship between ACORVOL and OEF. It was explained that OEF would henceforth work with ACORVOL only if the new agency so desired, and if so, ACORVOL had to decide what kind of help it wanted and in what areas. The group needed to define its goals and to develop the skills needed to achieve them. The possibility was discussed of establishing an agreement or "contract" in which both ACORVOL and OEF would have a clear understanding of what the goals were and in what time frame they were to be planned for. Elaboration of a contract did not take place during this visit, rather the board was left to reflect on these points which could be taken up again during the next consultation in December.

The training team was already functioning but needed to be formally structured by electing a committee head or coordinator. The OEF field representative worked with the training team in reviewing the first level and in developing their training skills in preparation for giving it.

The delegate to the board of the child services area requested OEF consultation regarding one of the organizations represented in the group, the Hogar de Cristo, which runs a recreation center for boys and a home for abandoned girls. This institution wanted to reorganize its program and after consultation on its problems it was suggested that other institutions within ACORVOL might collaborate with the Hogar. At the next area meeting the Hogar discussed its problems and exchanged ideas with the other groups which resulted in plans for future collaboration.

The OEF field representative and the field supervisor met again with ACORVOL in early December to 1) discuss the OEF/ACORVOL contract 2) to assist the newly elected board with the coordination in areas of service and 3) to give the course on the second level of training.

OEF/ACORVOL contract. In analyzing the contract the board made a study of the needs and resources available to fulfill the work plan from the present to June, 1976. OEF is providing periodic technical assistance with a field representative who will, as spelled out in the work plan, devote time in training of the training team and in assisting the coordinating agency in its further development. The organization understands clearly that their failure to comply in either area of the work plan could mean a termination of the contract.

Service areas. OEF met with the child service area to assist them in coordinating their activities and to use this meeting as a model for the board in consulting with its members in other areas of service. The following points were analyzed: the objectives of the group, the function of the delegates of the member institutions to the group, the need for a system which would provide information and an exchange of services. The future possibility was studied of the group's providing a program for child services based on the community needs identified in a thorough investigation.

This meeting was helpful in giving the member institutions an opportunity to meet other volunteer groups involved in the areas of child services and providing an exchange of ideas on the common area of interest. It was also helpful in demonstrating to the board and other volunteers how coordination in these areas can be carried out. The value of each institution's giving the agency all the information possible -- objective, program and data -- regarding its program, was emphasized, especially in light of future changes which inevitably would take place.

Course on second level. The 19 participants in the course were in the most part young volunteers with much enthusiasm. Some aspects of the first level were reviewed and the second level was adapted to meet the needs of the group. The conclusions reached by the group were: 1) that their programs should result in concrete self help activity and that there be re-evaluation of same 2) that possibly their programs were not helping the individual to better his or her condition but rather were maintaining dependence and 3) that fundamental changes should take place in these programs (Attachments 12 and 13).

Cuenca. The purpose of the field representative's visit to Cuenca was to explore possibilities for future work there.

Cuenca, a city of mountainous terrain, has a population of approximately 100,000. The Red Cross has started many of the voluntary organizations presently functioning in Cuenca and serves as an informal coordinator of their activities. Our field representative estimated there to be about 15 volunteer organizations in Cuenca. Most programs are of the traditional type -- educational scholarships, gifts to the poor at Christmas, etc. with few exceptions.

The conclusions arrived at by the field representative after this exploratory trip were the following: 1) there is uncertainty as to whether enough is going on in the city in the way of volunteer work to warrant great expenditure of time with a view to developing a "third city" coordinating agency as per current country plans for Ecuador. Therefore, before any decision is made about beginning work there, it might be worth while giving a training course for volunteers to see what kind of response develops. 2) It might be more useful to think of this being promoted by either Quito or Guayaquil coordinating agencies at some future date. This could be stimulated with an initial course for volunteers in which the training team might consist of an OEF representative and selected members of Guayaquil or Quito training teams. This would assume that one or both of the two existing coordinating agencies will develop to the point where they have the technical and financial resources to undertake this kind of promotion, as ACOVOL has done in Colombia.

VI. Peru

OEF field representative held a course from October 4-10 with SNIPBS, Secretariado Nacional de Instituciones Privadas de Bienestar Social. The participants were

present volunteer members and some representing a new volunteer group which had recently affiliated with SNIPBS. The course took place just after the famous earthquake. Nevertheless, 15 out of the 20 registered participated in the course.

As mentioned in the last report, the forming of a new, entirely SNIPBS-based training team is being explored. The field representative was able to identify during the course two or three who could be candidates for such a team.

A considerable amount of time was spent in analyzing examples of paternalism and self help and the differences were finally understood quite clearly, though not without the usual painful defensiveness on the part of some, as the implication of the discussion put into question attitudes and actions of many years standing.

At this consultation OEF suggested that the next board meeting explore precisely what SNIPBS expects and wants from OEF and that it be communicated to Washington. Even if OEF's presence remains a limited one in Peru, any future relation with SNIPBS should be based on a "contract" with concrete goals.

VII. Intercambio

Attached are the October and December issues of OEF's bi-monthly Spanish-language newsletter, Intercambio, with an English summary translation of both. (Attachments 14 through 17). The December issue covers the XV OEF Multinational Seminar.