



COUNTERPART INTERNATIONAL

**HEALTH NGO CAPACITY BUILDING INITIATIVE
FOR CENTRAL ASIA**

QUARTERLY REPORT

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A. Project Purpose

The purpose of the Counterpart project component is to:

Support the development of sustainable NGOs with the capacity to improve health care processes through participatory actions with communities and government

B. Project Impacts

Kazakhstan

Successful start of the Board of Trustees's activity

With consultations from Counterpart Health PC the Association of Medium-tier Medical Workers *Meyrim* developed a fundraising plan within the framework of the strategic plan. The first stage of the plan involved creating a Board of Trustees and was completed. With the help of the Board of Trustees the NGO members contacted the Catholic Church as a potential donor. As a result, the Catholic Church offered humanitarian assistance in the amount of \$3000. Over two months the Church supplied the department with cereals, flour, vegetable oil, and other products on a regular basis. Three functional beds were bought, two stretchers, as well as a wide range of supplementary hospital equipment such as crutches, curtains, and medicine. Moreover, to attract additional resources for development of the organization, the Board members compiled a list of city entrepreneurs and businessmen. Each Board member identified 2-3 entrepreneurs to meet with in order to discuss material and financial support, in return the NGO will offer medical services to the companies and their families. Resulting from this campaign, LLP "Naubaihana" is providing baked goods on a daily basis to the Nursing Department.

Kyrgyzstan

***Tcirina* – Saving Lives**

The Kara-Buurin Central District Hospital of Talas oblast serves a population of 53000 people. Power cuts are quite frequent and long (from 2 to 10 hours). in the village Kara-Buurin where the Central District Hospital is located Consequently, resulting in numerous deaths and special health care for the patients of surgical, reanimation departments and maternity wards. In 2000 alone the hospital logged the following statistics: 36 incidents of halts of medical apparatus for support of functioning of the vital organs; 8 complications in post-op periods; 5 transfers to other hospitals; 20 incidents of complicated childbirths; and one death.

A PCA was conducted by the local NGO *Tcirina* identifying power outages as the most important problem for the district. In cooperation with *Kelajak* community, *Tcirina* developed the project "Ray of light in darkness" focusing on the acquisition of an autonomous power generator for the Central District Hospital. The power generator was installed in January 2002 and there have been five power outages since the installation. Because of the generator, physicians have already saved the lives of four people who were operated at the time of the outages.

Uzbekistan

Advocacy Efforts Build Public Confidence in *Umr*

Parents of children with disabilities spend a lot of money on treatment for their children, and sometimes even transportation fees within the city are overburdening them. Using skills learned at a Counterpart Advocacy training, *Umr's* leader met with the director of a bus garage in Kokand and the director of *Nargiz-Dilorom* transportation company. As a result, the Directors agreed to allow children with disabilities and their parents to use their transportation free of charge until September 2002. Parents and their children presenting *Umr* membership cards will not pay transportation fees. Consequently, 25 children with disabilities and their parents (about 50 people) will benefit from this agreement. This activity has intrinsically increased the confidence of *Umr's* members in the NGO.

C. Project Activity

Management Overview

Regional

The **Second Regional Quarterly Meeting** with the target health NGOs and program coordinators was held on March 23, 2002 after the training "TOT/Social Marketing and Public Awareness Campaigns" conducted in Tashkent.

The goals of the meeting were to discuss the following components of the project:

- Problems and solutions in Capacity building (Strategic planning and Governance)
- Community Action Grant: from PCA research to project implementation. Lessons Learned.
- Advocacy campaigns and social partnership.

All sessions were organized as group discussions among country representatives in order to share country practices and learn new methods.

A **Meeting with Abt and USAID** was held to agree upon the concept, timeline and procedures for the Healthy Communities Grant Program.

Uzbekistan

On April 24, 2002 Counterpart signed an agreement with *Salomatlik plus Ecologiya* NGO as a target health NGO within the HNCBI with approval from USAID.

Staff Development

Regional

The Program Coordinators from Kazakhstan, Kyrgyzstan and Uzbekistan, along with 18 target health NGOs and the Regional Coordinator, attended a regional training in TOT/Public Awareness Campaign and Social Marketing for health educators together with the target health NGOs' representatives on March 18-22, 2002 in Tashkent organized by USAID/GTD project, conducted by Michael Palmbach, Executive Director of Santa Cruz Institute. The Health NGOs representatives were provided with basic tools and techniques in social marketing.

Kyrgyzstan

On April 22-26 Assistant of Health Program Coordinator Svetlana Muzurupkhanova attended a regional basic training in “OD and Art of Consulting” in Almaty in order to conduct OD assessments as an OD consultant.

Uzbekistan

The Health PC participated in the following training activities:

- Effective Leadership and Personnel Management training together with Counterpart Uzbekistan staff on February 4-9, 2002
- Project Design training of Counterpart Uzbekistan on March 13-15 in Ferghana city
- Facilitation Skills Development Training in Tashkent on April 15-16 in Tashkent
- Regional Basic Organizational Development and Art of Consulting training on April 22-26 in Almaty

Objective #1: Develop the organizational capacity of target health NGOs working for improved quality of primary health care. (Please see attachment #1 for grant monitoring and attachment #2 for training highlights)

Kazakhstan

As it was planned for the quarter, an OD reassessment was conducted with the Kazakhstan Association of Family Physicians. The purpose of the second assessment was to track the changes within the organization for the observed period, conduct a needs assessment for further support and develop a capacity building action plan for the next 6 months. The participants noted the following positive changes within organization:

- An executive director was hired
- The work became planned, not spontaneous
- Branch directors’ work became more active
- An executive director and directors of branches were trained in NGO management
- An agreement with ZdravPlus on institutional grant for the Association was reached

During the reassessment the following weaknesses were identified: weak internal system of reporting; lack of connection with mass media; limited package of services for members.

Strategic Planning

Initially a strategic planning process was perceived by target NGOs as a tool for operational planning. However, after consultations with the Health PC, they realize the benefits of it. To date, all six target NGOs have finished working on their strategic plans. Three NGOs have adjusted the priorities in their strategic plans and started to implement them considering unstable political situation in Primary Health Care and consultations from OD specialists.

Governance

On February 20 the Association of Medium-tier Medical Workers *Meirim* held its first board meeting. The Board includes representatives from merited citizens of the city, Veterans’ Council members, Maslikhat deputies, representatives of the copper enterprise *Kazakhmys*, head of the City Health Department, and physicians. The Board members promised to support the Association in its development as an NGO. The meeting demonstrated the increasing role of boards as a democratic tool of governance in the NGO sector. The Association plans to organize a roundtable with the representatives of business circles to discuss opportunities for collaboration.

Human Resources

Following consultations by the PC on an application, the president of the Association of Medium-tier Medical Workers *Meyrim* and the vice-president of SAMS won grant for participation in the Magee Women's Care International Public Health Leadership workshop. The seminars will be held in Almaty (Kazakhstan) and Pittsburgh (USA, Pennsylvania).

Participation in International Conferences

The president of the Association of TB Patients and the President of the Semipalatinsk Association of Family Physicians won grants for participation in an international conference on "Developing Primary Health Care and Family Medicine". The conference was initiated by ZdravPlus, DFID and Public Health Care Ministry of Uzbekistan. The presentation made by the Association of TB Patients on the "Role of NGO in reforming Primary Health Care and Community Involvement within the Framework of the fight against Tuberculosis", reflects the main principles of PCA and work with community. These two NGOs were the only representatives of the NGO sector of Central Asia, with the balance of participants coming from state health care institutions.

Volunteer Management

During the process of strategic planning, the Association of Family Physicians identified the lack of adequate human resources to achieve strategic goals. According to a six-month operational plan, the NGO has attracted five volunteers. The main responsibilities of three of the volunteers are to participate in the organization and implementation of public awareness campaigns and to prepare materials (typing, copying etc) for weekly meetings of the Board. The other two volunteers are responsible for computer literacy of members of the Board and members of the NGO.

Membership Development

The Association of TB Patients has had a constant increase in membership. By April 15th the number of members in the organization was up to 100. This increase is attributed to the enhanced image of the NGO after the first PCA exercises and subsequent activities and the unique position of the NGO as advocate for TB patients in Kazakhstan.

Kyrgyzstan

- Following the results of the last OD reassessments, a 2-day training on Team Building and Conflict Resolution was provided to *Tcirina* (February 5-6) and *Geneco* (March 29-30).
- On March 27-28 an OD reassessment took place in *Geneco*. The action plan was developed reflecting the requirement for training newly employed personnel.
- On March 25-27 an OD reassessment was conducted with *Tcirina*. The collected data was discussed at a meeting with key personnel and the subsequent action plan was developed and approved by the NGO members.
- On March 22-24 an OD reassessment was conducted in the *Hospital Association*. According to collected information there was significant development in capacity building of the organization. It was decided to develop an action plan in order to strengthen the relationships with main stakeholders and mass media.

Strategic Planning

By the end of April strategic plans for all target NGOs were developed. Strategic plans were discussed at general meetings and approved by governing bodies and NGO members. Monthly work plans are based on these strategic plans.

One of the important issues reflected in strategic plans is long term financial planning. The *Hospital Association* of the Kyrgyz Republic started designing ecological projects on utilization of biological waste and an improvement of the areas surrounding the hospitals. For this purpose they established a new ecological NGO *GospMedEco* (hospital medical ecological NGO). The WHO is considering this NGO as a potential grantee. In strategic plans the *Hospital Association* and the *Family Group Practitioners* expanded the list of provided services, particularly as they started providing new training workshops. Based on acquired expertise from Counterpart they have developed training workshops in Strategic Planning, Fundraising and Project Design. It turned out that there is a considerable appreciation of these workshops from clients (according to the OD assessment).

According to their strategic plan *Tcirina* introduced new types of services such as the “visiting nurse” service where they provide medical and social support to the most vulnerable elderly people (5) in the Kyzyl-Adyr village. The positive response from clients shows the need for this work.

Governance

There are four effective governmental bodies in the NGOs: the *Hospital Association* of the Kyrgyz Republic, the *Family Group Practitioners Association*, the *Kyrgyz Club of Hypertension Patients* and *Geneco*.

There is still a need for training in governance for target NGOs. The target NGOs requested to conduct Counterpart’s training with the following intense consultations related to this issue. OD assessments revealed an awareness of the roles and responsibilities of governing bodies by NGO members. *Sanitas* and *Tcirina* are planning to establish a governing body in the nearest future, but they need additional training in governance structures.

Human Resources

As of February 2002, the secretaries from four target NGOs (the *Kyrgyz Club of Hypertension Patients*, *Sanitas*, *Geneco* and *Tcirina*) have received salaries provided by Abt Associates. These staff members perform duties on a permanent basis and are responsible for reporting to Counterpart.

Volunteer Management

There are two new volunteers in the *Hospital Association*. They are actively involved in different administrative work, such as data processing. The *Family Group Practitioners Association* recruited one volunteer who is acting as an IT specialist and web designer.

Financial Sustainability

Six target NGOs develop strategic plans and three of them have long-term plans for financial sustainability:

- 1) *Hospital Association* - under process of designing ecological projects, started collection of membership fees of 5000 soms (\$100) from oblast hospitals and 3000 soms (\$60) from central rayon hospitals and plans to provide paid services (consultations on hospital financial management)
- 2) *Geneco*-developed a project for MASHAV for the opening of medical diagnostic center (paid services), membership fee is 10 soms per persons (1760 soms per year=\$35)
- 3) *Sanitas*- detoxification services for alcoholics and drug addicts, consultations/treatment of drug addicts and alcoholics (paid services)

Membership Development

Name of NGO	Number of members in 2001	Number of members in 2002	Increase in %
Tcirina	15	15	0%
Geneco	60	176	193%
Kyrgyz Club of Hypertensives	140	350	150%
Sanitas	48	63	31%
FGPA	758(FGP/FMC*)	758(FGP/FMC*)	0%
HA KR**	130	70	-53%

The increase in membership is based on:

- 1) *Geneco* – the organization regularly attracts humanitarian assistance (medical equipment, medical uniform, furniture, second-hand clothes and shoes). It increased the image of the NGO and members of the NGO have the privilege of receiving humanitarian goods.
- 2) The *Kyrgyz Club of Hypertension Patients*- the grant from the Imperial College (medical examination/consultations/treatment/trainings) has allowed for the expansion of activity into the southern part of the Republic. The *Kyrgyz Club of Hypertension Patients* has opened its affiliate in Osh city.
- 3) *Sanitas*- promotion of the activity of the organization through the monthly issued bulletin, mass media, roundtables and newly introduced services (for inpatients).

Uzbekistan

Strategic Planning

During the quarter *Soglom Ayol* developed a one-year Strategic and a six-month Action Plan with assistance from the Health PC and Counterpart staff.

Human Resources

All seven target NGOs were trained in NGO and Community, Financial Sustainability, Coalition Development, Team Building and Conflict Management, Presentation Skills Development, Volunteer Management, and Fundraising.

- The *Association of Endocrinologists* has two staff members funded from rendering paid services and five people are paid from MPG project.
- The *Public Center Umr* has five people from the organization paid within MPG project.
- The *Association of SVPs* pays the Executive Director and an accountant with funds generated through membership fees that the Association monthly collects from member-SVPs. The accountant was selected among volunteers of the NGO.

* The number remains the same due to full membership (only FGP and FMC can be the member of the Association)

** Due to reforms of the hospital system 60 hospitals were closed. Only the legal entity (a hospital) can be a member of the HA-KR. There is also a full membership in the organization.

Volunteer Management

NGOs are earning public confidence by increasing services, advocating for their clients, becoming more sustainable, and playing an active role in a society helping communities to solve their problems. All of the above are resulting in more volunteers and members joining these NGOs.

- The number of volunteers has increased up to five people in the *Association of Endocrinologists*. A possibility to learn how to use computers acquired within MPG project by the Association of Endocrinologists has motivated those volunteers to join the NGO.
- The number of volunteers for the *Public Center Umr* has increased from seven to ten during the quarter.
- During the quarter the *Association of SVPs* attracted three more volunteers. Now there are five volunteers in the organization.
- The *Esculap Medical Center* has one volunteer.
- *Soglom Ayol* has attracted three more volunteers into the organization. At present, there are six volunteers.

Financial Sustainability

To date, within the planned activities on MPG project the *Association of Endocrinologists* has introduced membership fees at the rate of 20 cents per month per person. Thus, NGO collects about \$4 from membership fees per month. During the OD Assessment an absence of paid staff and a lack of motivation of people working there were identified. The NGO wrote a project proposal for Mentoring Partnership Grant Program of Counterpart. The Health PC has consulted NGO in proposal writing and has recommended to focus on the weaknesses identified during the OD assessment: Financial Sustainability, Human Resources Development and Volunteers Management. In February 2002 the *Association of Endocrinologists* acquired a grant within this grant program and purchased the following office equipment: two computers, a printer, a Xerox machine, a fax machine, connected to Internet and got an e-mail. After equipment installation in March the NGO started rendering paid services by making copies, typing for students of college located nearby as well as for other clients. About 2000 people got an opportunity to use typing and copying services provided by the NGO; additionally, the Association has two paid staff due to grants and project activities which makes it financially sustainable.

In addition to acquired grants, membership fees, and some funds received from fundraising activities, *Public Center Umr* is going to render paid services within the MPG project and after. The paid services will be rendered by using medical and office equipment such as computers, Xerox machine and printer. During the OD Assessment the lack of increase in membership and human resources were identified. The Health PC consulted the NGO in how to increase membership. Together with the OD PC they developed a Strategic Plan including membership development. *Umr* has had focus group discussions where parents of children with disabilities were encouraged to become members of the organization. At present there are 42 members of the organization who pay annual membership fees at the rate of 200 sums (reduced amount for clients). *Umr* got an oral agreement from the medical college (100 students) that the latter will become a collective member.

As a result of fundraising activities the *Association of SVPs* reached an agreement with local “Kamolot” TV in Ferghana city to produce a film about the Association of SVPs’ activities free of charge. It is expected that after showing the film on TV, the NGO would be able to attract more human resources and volunteers as well as some funds, and strengthen its relationships with Governmental organizations.

Esculap Medical Center used to have difficulties conducting seminars on hygiene for its clients as it requires financial resources. After Counterpart trained members in Fundraising, the leader of the organization met with the Director of “Dias” drugstore in Kokand and they have reached an agreement that *Esculap Medical Center* will develop an advertising brochure for the drugstore and the drugstore will cover the expenses of one seminar on “Elementary rules of general and personal hygiene” for the boarding school # 9 for short-sighted children of Kokand city planned for June 2002. The need in the seminar was raised by “Rushnolik” NGO whose target group are near-sighted children including those attending school #9. It is expected that about 30 near-sighted children will benefit from this seminar learning about hygiene which supposedly will promote prevention of infectious diseases among those children. The kindergarten #14 has applied to *Esculap* to conduct seminars on personal hygiene for the children on a paid basis.

Membership Development

- The *Association of Endocrinologists* has increased its membership from fifteen to eighteen. Three volunteers have become members of the organization.
- The *Public Center Umr* has made progress in Membership Development. For the previous period the NGO increased its members from ten to forty two. Currently *Umr* collects membership fees from their members. Moreover, *Umr* signed an agreement with the Medical College to become collective members of *Umr*. The Center is planning to attract for membership some other Governmental Organizations.
- During the quarter the number of members of *Esculap Medical Center* increased from eight to twelve people.

Governance

Structures have not changed in the NGOs.

Objective #2: Develop community outreach and advocacy skills within the target health NGOs to better inform select populations and promote quality primary health care.

Kazakhstan

During the quarter two NGOs have conducted Participatory Community Appraisals. The initiative groups consisting of community members and stakeholders in alliance with target NGOs elaborated Community Action Plans based on the following PCA results:

NGO	Community	Key problems identified
Association of TB patients	Ex-TB patients and medical workers of TB cabinet in Bakanas village	<ul style="list-style-type: none"> • A huge distance between village and district level medical institutions • A negative attitude of the population towards TB patients and their families • Financial problems (including nutrition problems) at out-patient phase of treatment because of unemployment
The Association of medium tier medical workers "Meyrim"	Patients of nurses' department in Satpaev	<ul style="list-style-type: none"> • Expensive public utilities and as a consequences, impossibility to pay • Absence of bathroom or even shower cubicle in the department • Absence of cook-room in the department
Kazakhstan Association of family physicians	1. Krasny Partizan village's inhabitants (SVA # 2) 2. SVA #9 patients	<ul style="list-style-type: none"> • Absence of a bus stop nearby the SVA • Poor awareness of asthma (prevention, symptoms etc.) among population
The Association of family physicians (Zhezkazgan)	1. SVA# 1 enrolled population (age 30-45) 2. Enrolled to SVA chronic patients	<ul style="list-style-type: none"> • Insufficient Ambulance service ("03") • Poor awareness of population about how to provide first aid • Poor awareness of population about regulations to apply to the Ambulance service ("03")

Education and Advocacy Campaigns

Semipalatinsk region was involved in conversations about closure of family ambulatories based on Republican scientific conference results devoted to PHC issues. Launching of a Committee on PHC reorganization has heightened this information. In order to solve this problem SOASV conducted a press conference for local journalists. The aim of the press conference was the coverage of PHC reforming problems. As a result of the press conference 4 local mass media issued positive articles devoted to family medicine. At present, the situation in the Semipaltinsk region is stable.

March 24 was World Tuberculosis Day. To celebrate this event the *Association of TB Patients* started a public awareness campaign that included a crossword competition on TB at schools in two districts, distribution of TB posters in two districts, and providing local TV with video materials.

Health Micro-Projects (Community Action Grants)

On April 11 the Community Action Grants Committee met and approved one project. All recommendations made by the Grant Committee were taken into consideration during the signing of an agreement. The "Ramps" project (\$4,723.25) seeks to build ramps for people using wheelchairs in three family ambulatories of Semey.

Two projects approved by Grant Committee on October 9th 2001 were successfully finished.

- *Project Mercy* from the Association of Medium-tier Medical Workers *Meyrim* was completed in April. Resulting from the project a Board of Trustees was established, and the NGO brought in resources from small businesses and a Church. Most importantly, the patients of the Nurse Care Department realized they could solve their own problems.

- Project Opening of medical-pedagogical centre for children in Akshy village from the *Association of TB Patients*. Upon the completion of the project the Akimat (local government) agreed to fund the Center on a monthly basis and suggested that children from the most vulnerable families of the village attend the Center. Within the project implementation the Center for Disease Control provided the Center with 5000 tenge (\$33). Mothers of children who get medical treatment in the Center volunteer there. Recently parents and children planted a vegetable garden to maintain the Center.

Kyrgyzstan

Additional training in Participatory Community Appraisal was conducted for the target health NGOs. The first day was devoted to theory and the second practical part was held in Kyrgyz Club of Hypertension Patients. Participants received the basic PCA tools. Due to absence of CAG funds it was decided to refrain from conducting the second round of PCAs in target NGOs.

Health Micro-Projects (Community Action Grants)

- *Geneco* fulfilled all requirements of the Grant Committee (approval by the community of the locations of trash cans and commitments of payment for garbage collection) and received \$4,058. The grant aimed to improve the sanitary conditions of Cholpon-Ata. Within this project trash cans and tanks will be purchased and placed in public places of the town.
- The *Family Group Practitioners Association (FGPA)* received CAG with the total amount of \$4,550. Counterpart office has purchased multimedia and handed it out to the FGPA. The device will be employed to improve the quality of educational program for FGPs.
- Monitoring of CAG in the *Hospital Association* elicited the increase of a number of surgical operations and decrease of complicated diseases after operations.
- Three months work of autonomous electrical station granted to *Tcirina* saved the lives of four people. This station provided electricity to the surgical department of the Central Rayon hospital when electricity was cut off. After renovation, the Central Rayon Hospital will be install the electrical station which will serve 2 more departments (maternity and resuscitation).

Uzbekistan

- The *Association of SVPs* with Counterpart facilitation conducted a roundtable and developed a CAP in mahalla *Takiyentepa* on February 7, 2002 in Kuva rayon of Ferghana oblast. 12 people from the community, NGOs, business and governmental organizations participated in the roundtable and the CAP.
- On February 10-11, 2002 *The Association of Endocrinologists* with Counterpart facilitation conducted a PCA in makhalla # 7 of Kokand city where 47 people from a community participated. Such priority problems as absence of centralized sewerage system and the spread of infectious diseases, such as Hepatitis A, acute enteric diseases, and water pollution were identified. On February 14, 2002 a roundtable was conducted and a CAP was developed with participation of 12 people from the community, NGO and governmental organizations.

- On February 27-28, 2002 *Soglom Ayol* with Counterpart facilitation conducted a PCA in mahalla *Tojikqishloq* where 110 people from the community participated. The lack of pure drinking water and as a result the increased number of people with infectious enteric diseases and hepatitis was identified as a priority problem. On March 25, 2002 a roundtable was conducted and on April 5, 2002 a CAP was developed with participation of 11 people from the community, NGO and governmental organizations (Hokimiyat, City water services department).
- on February 23-24, 2002 *Esculap Medical Center* conducted a PCA in mahalla # 5 of Kokand city where 46 people from a community took part and such priority problems as low pressure of drinking water, lack of water during all seasons except for winter, and resulting cases of infectious diseases among people were identified. On March 3, 2002 a roundtable was conducted and a CAP was developed with participation of 12 people from the community, NGO, City water services department.

Community Action Grants

- *Association of Endocrinologists*. Within the project “For Healthy Generations” it is planned to assist in improving medical service and health of inhabitants of mahalla #14 by opening a medical point there. The following organizations participate as partners in the project: the Association of Endocrinologists and Red Crescent of Kokand city.
- *Esculap*. Within the project “Oasis of Health” *Esculap* will conduct seminars on “General and personal hygiene” for four secondary schools and four kindergartens of Kokand city using puppet show as one of the tools of interactive teaching methods. The NGO has already conducted one seminar using puppet show for 4-5 year old children at kindergarten #14. The Director of the kindergarten applied to the NGO to conduct one more seminar for the children on a paid basis. *Esculap* plans to conduct a seminar where about 30 children will study hygiene.
- *Soglom Ayol*. For the “Anemia prevention and rational nutrition” project, NGO members with help of polyclinic #2 of Kokand city, will perform blood tests on 620 women of reproductive age in mahalla #20. After identifying target groups, women suffering from anemia, the NGO will conduct 10 seminars on Anemia prevention and rational nutrition. After project finishes in six months those women who have attended seminars will be tested again for identifying impact.

Objective #3: Promote constructive engagement and policy dialogue among NGOs, government, communities and the private sector on the issue of primary health care in the Central Asian Republics.

Kazakhstan

Health Service Social Partnerships

On January 26 the representative of the *Association of Family Physicians* Sipat Sagimbaeva and *ZdravPlus* representative Zhamal Tazhikenova participated in a workshop of the Association of Business Women (BWA - Zhezkazgan branch). The *Association of Family Physicians* offered for BWA to participate in a joint project. Within the framework of this project the AFP proposed to launch a public campaign “Woman, family and health”, oriented towards women suffering from anemia from the most vulnerable families; and information distribution among population about anemia treatment and prevention. At present both sides are developing a proposal.

On March 2 the *Association of Family Physicians* jointly with Zhezkazgan branch of the Business Women Association conducted a roundtable on the topic: “Primary Health Care for population” within the framework of the project “Women, family, health”. The representatives of AFP, BWA, journalists from 3 local newspapers, and Maslikhat deputy Mrs. Karazhigitova participated in the roundtable. The agenda of the roundtable included: children service in family ambulatories; the difference of PHC from specialized service in policlinics; the activities of the *Association of Family Physicians*. Maslikhat’s deputy mentioned after the AFP members’ presentations: “My eyes have opened on family ambulatories and AFP’s activity. Until this meeting I judged family physicians by publications from local mass media, that write negatively about family medicine.” Mrs. Karazhigitova advised the *Association* to organize more such meetings so the population can hear about family physicians from non-adversarial sources.

Health Policy Social Partnership

From 16 to 20 of April, Executive Director of WONCA (World organization of family physicians), Dr. Loh, visited Kazakhstan following the Zhezkazgan Association’s invitation. The aim of the visit was to become acquainted with Kazakhstan, its *Association of Family Physicians* and the level of family practice development. Within the framework of the visit, a press conference for local and regional mass media; and a meeting with family physicians of Zhezkazgan region were organized.

The head of Regional Public Health Care Department expressed willingness to facilitate a meeting with family physicians. The Head Doctor of the Regional SES, Director of urgent ambulance service; and representatives of the Association of Medium-tier Medical Workers *Meyrim* also participated in the meeting. The agenda of the meeting consisted of the following presentations: “Development of PHC in the region”, Dr. Kabikenov; “Role of NGOs in family practice development”, Dr. Makenbaeva; “Experience of NGOs on social support of most vulnerable group of population”, Mrs. Kurnakova; “Family Physician and the Year of Health”, Dr. Tilman; “Presentation of WONCA activity”, Dr. Loh. At the end of visit Dr. Loh expressed the intention of WONCA to work with Kazakhstan and promised support during the process of admission to WONCA’s membership.

Uzbekistan

Health Service Social Partnerships

All roundtables conducted by the target health NGOs in connection with developing CAP based on PCA analysis can be considered as Health Service Social Partnerships. As government structures and organizations (Hokimiyat, city water services departments), business representatives, other NGOs and communities participated in solving identified priority problems in target communities. This past quarter three such exercises took place in Uzbekistan.

Health Policy Social Partnership

A deputy of Health Administration of Kokand city, a chief pediatrician of the city Dr. O.Otadjonova and a chief children neurologist of the city Dr. O.Rakhimov took part in seminars organized by *Public Center Umr* and mentor partner International Foundation *NUCLEUS* devoted to medical-pedagogical and psychological rehabilitation of children with disabilities.

D. Coordination and Cooperation

Regional

The regional meeting of the 19 target health NGOs mentioned in the management overview section above provided an opportunity for target organizations to share lessons learned and coordinate activities.

Kazakhstan

In addition to the regional health meeting, the Kazakhstan PC met with the Soros health Coordinator to discuss possible cooperation in terms of Participatory Community Appraisal in the field of new law initiatives for the most vulnerable groups of society (HIV-infected, drug addicts).

The Mentoring Partnership Grant (MPG) has spurred target NGOs to search for partners abroad, exchange experiences and learn new practices. Although only a few organizations were funded under the MPG, the rest of the target groups made active efforts to launch partnerships. Thus, Zhezkazgan Association of Family Physicians has initiated negotiations with WONCA (World Organization of Family Doctors) and hosted its representatives in Kazakhstan. The visit of such powerful international organization's representatives has arisen an intense interest among the community members to family medicine.

The Executive Director of WONCA, Dr. Loh has visited Kazakhstan from April 16-20, 2002. The goal of the visit was to get acquainted with health care reforms in Kazakhstan, and in particular with a family medicine model implementation. During the visit the following activities have been held: press conferences, meetings with family physicians, TV interviews to *Rakhat* channel, visits to family ambulatories and review of emerging family ambulatories database. Dr. Loh presented the goals and objectives of WONCA activities and discussed an opportunity for Kazakhstan to become a member of this Association. The meeting with Dr. Loh will allow Kazakhstan to join WONCA and potentially become the regional representative of WONCA in Central Asia.

Kyrgyzstan

The regional workshop for target health NGOs from Kazakhstan, Uzbekistan and Kyrgyzstan took place in Tashkent on March 22. Participants shared experiences on encountered obstacles and achievements. It was decided to make the general report on presented data and distribute it among target NGOs. All participants highlighted the significant need in the extension of the program. The representative from Almaty USAID office promised to study the possibility for the extension of the program.

On April, 26 the coordination meeting for Health Program Coordinators was held in Almaty. During the meeting the issues related to PCA process were discussed. It was confirmed the need for the additional expertise for PCA oriented to health care issues. The different ideas about extension of the program were voiced. The participants confirmed the necessity of the program extension. There is a need to modify the project, increase the amount of CAG, include the institutional grants and diversify training's program.

Uzbekistan

- The Health PC took part in a roundtable for social partnership in Fergana city organized by Counterpart-Uzbekistan, Soros Foundation, DFID, ICNL and Government of Uzbekistan on April 10, 2002.
- Shukhrat Aripov had three coordination meetings with Zafar Oripov, NGO development and Grant Manager of USAID/ZdravPlus Program, Abt. Associates. The Health PC and Zafar Oripov discussed program implementation, successes and challenges. An institutional grant for salary of one staff member in target NGOs and criteria for the paid candidates were discussed. Both coordinators agreed to collect proposals from the target health NGOs.
- The Health PC also participated in the following meetings:
 - NGO meeting of Fergana Oblast organized by Kokand CSSC.
 - International Organizations Network in Fergana Valley Meeting in March and April.
 - Together with Regional Health PC met with all target health NGOs in Fergana Oblast.
 - Regional quarterly health project meeting in Tashkent on March 23, 2002.
 - Met with Executive Director of Uzbekistan Association of Reproductive Health in Tashkent together with Director of “Soglom Ayol” NGO and discussed ways of cooperation and experience exchange between UARH’s Fergana branch and Soglom Ayol on April 12.

E. Leveraging

Uzbekistan

Counterpart and Abt. ZdravPlus Program decided to support the target health NGOs by paying monthly salary for one staff member of the NGO. Funds will be allocated from ZdravPlus Program budget.

F. Lessons Learned

Uzbekistan

- After a trial period for two NGOs *Kelajak* and *Saodat* expired, based on monitoring and studying documentation, Counterpart came to conclusion that these NGOs were not interested in partnership with Counterpart. As a result, Counterpart canceled agreements with the two NGOs in April and signed an agreement with the NGO *Salomatlik plus Ecologiya*.
 - Lack of motivation was one of the main reasons for not active submissions of CAG proposals.
 - The grant requires much investment and effort in terms of a workload, a mandatory contribution from an NGO and, most importantly, it's a time-consuming activity, while the benefit is low in their opinion (less than 1% can be spent on salaries) and no equipment for an NGO is available. Perhaps they did not have a clear understanding of the goals of this grant program.
 - In some cases it took about 1 year since the PCA occurred to develop a project: the NGO representative was either attending a training or had primary work prioritised and only recently got back to the community.
 - The NGOs prioritised projects funded by other international organizations that provide some institutional support and less complicated procedures.
- However, after this grant program was discussed with the NGOs and all issues were addressed, the NGOs realized the benefits they could get working with their target communities and increasing public awareness of their efforts. Consequently, three NGOs have applied and their projects were approved already, and three other NGOs will apply during the upcoming quarter, as the PCAs and CAPs were conducted.

Attachment 1. Mentoring Partnership Grants.

Kazakhstan

Agreements on Mentoring Partnership Grants were signed on March 15. In the frame of signing contracts, the meeting with organizations has been conducted. The aim of meeting was to coach organizations to prepare financial reports and to identify schedule on reporting. At present activity has started.

1. Name of Organization: Semipalatinsk Association of Nurses

Proposal Title: “Nurse”

Project Goal: To learn fundraising techniques, management and leadership development as well as nurse care standards from the partner organization.

Partner Organization: “Pradziu Pradzia” NGO, Lithuania.

2. Name of Organization: Semipalatinsk Amalgamated Association of Family Physicians

Proposal Title: “Mentoring Partnership for Semipalatinsk Amalgamated Association of Family Physicians”.

Project Goal: Strengthening the Association through experience exchange and mentoring in the areas of family medicine, primary healthcare delivery, grant writing and development of program sustainability.

Partner Organization: Chronic Diseases Prevention and Control Research Center (since it is the department of the University, it was suggested by the GRC members that Association get an agreement with one of participating partners – Texas Association of Family Practice).

Kyrgyzstan

Two MPG contracts were signed with *Family Group Practitioners Associations* and *Hospital Association* of the Kyrgyz republic. Upon the agreements:

- *Family Group Practitioners Association* will collaborate with World Family Practitioner’s Association (WONCA). The grant amount is \$23,100. Grant period expected: 8 months
- *Hospital Association* of the Kyrgyz Republic will work with the French Hospital Federation. The total grant amount: \$24,810. Grant period expected: 7 months

The Chief Executive Officer of WONCA (World Organization of Family Doctors) had 5 days visit to *Association of Family Group Practitioners*. During the visit the round table and press conference were organized (with involvement of main stakeholders). It was highlighted this partnership cooperation became possible only due to the support of Counterpart and USAID. The information on this occasion was issued in local newspapers and broadcasted on three local TV channels.

Since there isn’t any member in WONCA from the Central Asian region and taking into serious consideration the importance of this part of the region in political arena the WONCA Chief Executive is very much concerned to speed up the process of the admission FGPA from Kyrgyzstan as a member of WONCA. He proposed holding a general conference in the next year in Kyrgyzstan. Presently this process under the negotiations.

1. Name of Organization: Hospital Association of Kyrgyz Republic

Proposal Title: “From Partnership to Sustainable Future”.

Project Goal: To raise effectiveness of HAKR through partnership (i.e. hospital and financial management as well as other areas).

Partner Organization: French Hospitals Federation

2. Name of Organization: Family Group Practitioners Association

Proposal Title: “Mentoring Partnership to Support FGPA and Family Practice in Kyrgyzstan”.

Project Goal: To expand and improve the quality of services, get new skills in fundraising, increase public awareness, establish more efficient management system , establish a network of NGOs.

Partner Organization: World Family Practitioners Association (WONCA)

Uzbekistan

1. Name of Organization: Uzbek public center for children and teenagers with disabilities suffering from paralysis *Umr*, Kokand branch

Proposal Title: Assisting *Umr* Kokand branch in sustainable organizational development through mentoring partnership with *NUCLEUS* International Foundation for medical and social support services for children and teenagers with limited physical abilities in Kokand.

Partner Organization: *NUCLEUS* International Foundation

During monitoring of the MPG project the following observations were made:

- All set objectives were implemented properly and on time
- Information in financial documents is accurate
- The NGO purchased office and medical equipment with help of Counterpart and installed it
- Rehabilitation equipment was set up and used for clients’ needs
- Center started offering services to focus group
- Partner representatives visited *Umr* in Kokand and conducted seminars for *Umr* members. There was experience exchange between two organizations.
- *Umr* is going to prepare an interim report and receive the second tranch

2. Name of Organization: Kokand Association of Doctors-Endocrinologists (KADE)

Proposal Title: Effective Partnership is a Prerequisite of Success.

Partner Organization: Diabetics Association of Republic of Kazakhstan (DARK)

During monitoring of the MPG project the following information was elicited:

- All set objectives were implemented in time and properly
- Information in financial documents is accurate
- KADE purchased office and medical equipment with help of Counterpart and installed it
- The Center started offering services to focus group as planned in the project
- The *Association* representatives visited *DARK* and got experience exchange.
- Partner representatives visited KADE and conducted seminars for members of KADE. There was experience exchange between two organizations.
- *Association of Endocrinologists* is going to prepare an interim report and receive the second tranch.

Experience exchange: Both NGOs *Association of Endocrinologists* and *Umr* put into the project objective to gain experience exchange between their organizations and mentor-partners. During visit of partners and local NGOs in mentor-organizations there were discussed such issues as Financial Sustainability of NGO-partner, Advocacy activities of NGO, Membership Development, Volunteers Development, Social Partnership, Services Development and improvement

Attachment 2: Training Highlights

KAZAKHSTAN

Module	# of Training	# of NGOs	# of NGO Participants	# of communities	# of Comm. Part.	# of Women	# of Men
Association development	1	1	15	0	0	12	3
TOT/Social Marketing/Public Awareness Campaign	1	6	7	0	0	6	1
Conflict Management/Team Building	1	2	2	0	0	1	1
PCA/PRA	1	2	4	0	0	4	0
Project design	1	2	4	0	0	4	0
Total	5	13	32	0	0	27	5

KYRGYZSTAN

Module	# of Training	# of NGOs	# of NGO Participants	# of communities	# of Comm. Part.	# of Women	# of Men
Participatory Community Appraisal	1	6	17	0	0	11	6
Facilitation Skills Development	1	2	25	0	0	6	19
Team Building/Conflict Management	1	1	18	0	0	12	6
Team Building/Conflict Management	1	2	15	0	0	10	5
Total	4	11	75	0	0	39	36

UZBEKISTAN

Module	# of Training	# of NGOs	# of NGO Participants	# of communities	# of Comm. Part.	# of Women	# of Men
Training NGO and Community (adapted)	1	6	6	4	7+5 state authorities	10	8
Financial Sustainability	1	6	8	-	-	7	1
Coalitions' Development	1	7	8	-	-	3	5
Team Building and Conflict Management	1	11	13	-	-	12	1
Presentation Skills Development	1	12	18	-	-	15	3
Fundraising	1	16	21	-	-	11	10
Volunteer Management	1	13	19	-	-	13	6
TOT/Public Awareness Campaign and Social Marketing for health educators	1	6	8	-	-	6	2
TOTAL:	8	77	101	4	7	77	36