



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:

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

B. Project Impacts

C. Project Activity

Management Overview

Regional

Vaslat Akhmetov joined the HNCBI as Regional Coordinator on July 1, 2002 replacing Aizhan Mukanbetkalieva who left for the United States to continue her studies at graduate level.

A series of meetings with Abt and Soros Foundation/OSI were held to discuss the Healthy Communities project and the Memorandum of Understanding outlining the project. The MOU is expected to be finalized by the end of August the project will start in September 2002.

Vaslat Akhmetov, HNCBI Regional Coordinator, met with Ms. Mary Skarie, USAID Public Health Management Specialist, and Ms. Sholpan Makhmudova, USAID Project Management Specialist. The meetings was held with the purpose of the new HNCBI Regional Coordinator orientation and collecting information for developing a proposal for HNCBI extension.

Based on the needs and requests of the target health NGOs, the HNCBI Regional Coordinator designed a Training Activity Request Form (TARF) and sent it to the START/AED project. Based on the TARF, START/AED designed a training request for USAID. If approved, the 4-day workshop is expected to start on September 23. A quarterly meeting with the target health NGOs is planned to be held on day 5 of the workshop.

Kyrgyzstan

Ms. Ainura Abdyldaeva joined the Counterpart Kyrgyzstan team as a volunteer. She will assist the HNCBI Program Staff.

Uzbekistan

Staff Development

Regional

The Program Coordinators from Kazakhstan and Uzbekistan and the Program Assistant from Kyrgyzstan, along with 18 target health NGOs and the Regional Coordinator and Administrative Assistant, attended a regional training in Participatory Monitoring and Evaluation (PM&E) on July 8-11, 2002 in Almaty, The training was conducted by Altynai Kussainova, Monitoring and Evaluation Coordinator, Counterpart Central Asia and Nurdin Satarov, Organization Development Program Coordinator, Counterpart Kyrgyzstan. The Health NGO representatives improved their knowledge and skills in conducting PM&E of community projects. The target health NGO representatives are expected to transfer the PM&E knowledge and skills to their

colleagues and to apply them when monitoring and evaluating the health CAGs and other projects the organizations may have in the future.

Kyrgyzstan

The HNCBI Program Coordinator and the Program Assistant took part in the following training workshops:

1. Financial Sustainability
2. Financial Management
3. Health Marketing
4. Participatory Monitoring and Evaluation

Uzbekistan

The Health PC participated in the following events during the past quarter:

- Conference *Civil Society Development in Uzbekistan* organized and conducted by Counterpart Uzbekistan in Tashkent in June 19, 2002.
- On July 16-18, 2002, the Health PC took part in the Participatory Monitoring Workshop organized by Counterpart Uzbekistan Community Outreach Team for learning, practice and experience exchange purposes in Tashkent.
- *Legislation and Taxes for NGOs in Uzbekistan* seminar organized by ICNL in Tashkent in May 17, 2002
- Fundraising training in Tashkent, June 15-17, 2002
- Participatory Community Appraisal and Planning training, June 24-27, 2002, Tashkent
- Training of Trainers in adult learning methodology, Tashkent, July 29 – August 1, 2002

Objective #1: Develop the organizational capacity of target health NGOs working for improved quality of primary health care.

Kazakhstan

The third round of OD assessments has been completed in Kazakhstan. The common trends and tendencies revealed all the targets are: Board members have become more actively involved in NGO activities, starting to participate in strategic planning, Action Plan for Capacity Building development, as well as their desire and planned actions in changing the structure of their organizations (creating external governing bodies and revising internal governing body structures). Positive dynamics is also seen in the target NGOs' work with their stakeholders – they start to initiate social partnership projects.

A common challenge for all targets is financial sustainability, especially fundraising. Despite the presence of strategic plans in all target NGOs, only two of them have long-term financial sustainability plans.

Kazakhstan Association of Family Physicians (KAFFP)

The major achievements for the past several months are:

- Establishing a branch in Uralsk
- Attracting 39 new member family physicians
- Two Advocacy training workshops have been conducted for the family physicians
- Successful advocacy campaign against closing family ambulatories in Pavlodar
- Internal reporting mechanism has been established

The *KAFFP* staff developed an Action Plan for Capacity Building for the organization based on the strategic plans and on the results of the third assessment. In the next six months, special attention will be paid to the work with the mass media, designing project proposals, and holding advocacy campaigns.

Association of TB Patients

The OD assessment revealed the following changes in the *Association*:

- Counterpart approved the *Health Caravan CAG* project proposal
- The organization signed an agreement with Iliy Rayon Akimat (local government) to continue the activities of the Medical-Pedagogical Center for Children for the amount of 343,000 tenge (nearly \$2,200)
- The job descriptions of the Board members, Executive Secretary, and volunteers have been revised
- A plan of cooperation with the Oblast Anti-TB Hospital has been designed

The primary challenge for the organization is lack of human resources. This is related to the geographic position of the organization, for it is located in a distant village, as well as to lack of NGO experience of the Board members, project design, and English skills.

The abovementioned problems has become priority when developing the organizational Action Plan for Capacity Building.

Zhezkazgan Family Physicians Association

The Board and the stakeholders of the *Association* noted the following items during the third assessment:

- Five volunteers were recruited to teach computer skills to family physicians
- Internal reporting system has been established
- Regular bi-monthly meetings with the members are in place
- The organization started working with the Maslikhat (local parliament) deputies
- The Association started the second stage of the *Raising Healthy Children* information campaign in the framework of the *IMCI* project

The Action Plan for Capacity Building is targeted at strengthening the following areas: targeted and constant fundraising activities, development of a motivation/encouragement system for the Board members, staff, and volunteers, creation of an external governing body.

Association of Medium-tier Medical Workers Meyrim

The achievements of the organization for the past six months are:

- A public campaign “*No to anemia*” was funded by the Magee Womenscare International in the framework of the Women Leadership In Health Development program
- An active Board of Trustees has been created
- A needs assessment of the Association members has been conducted using the PCA methods
- A new service for the Association members has been introduced. Now they can call the free legal consulting hotline
- According to the Action Plan for Capacity Building, field visit Board meetings have been introduced to provide cycling feedback with the Association members.

The Action Plan has been developed considering the Strategic Plan, new project implementation, and development of the Board members and staff in order to implement the strategic plan.

Semipalatinsk Amalgamated Association of Family Physicians

The third OD assessment revealed the following changes in the organization:

- Counterpart funded two projects: *Ramps* and *Cooperation with the Texas Family Physician Association*
- Brochures about the Association have been developed and printed
- A 2-month information action *Win TB* has been successfully completed

- A new service has been introduced to the family physicians – Internet access in the Association office

The Action Plan for the next six months has been focus on successful implementation of two projects and developing adequate mechanisms of internal financial control.

Semipalatinsk Association of Nurses

The following changes have occurred in the organization for the past few months:

- The Association received funding to implement a mentoring partnership project together with the Lithuania Association of Nurses *Pradziu pradzia*
- A Board of Trustees has been created
- The organization has arranged work with the local media, designed a press release, and an organizational brochure
- Ms. Galiya Zhusbaeva, President of the *Semipalatinsk Association of Nurses*, participated in the international conference *10 years of health system in transition in Central and Eastern Europe and Eurasia*, Washington, DC, USA

A more detailed revision of the functions and responsibilities for the Board of Trustees and implementation of the mentoring partnership project were the priorities in designing the Action Plan for Capacity Building.

Strategic Planning

Governance

Semipalatinsk Association of Nurses

Creating a Board of Trustees in order to raise funds and disbursing resources within the organization, as well as lobbying the organization at different levels were part of the Association's strategic objectives.

The newly formed Board of Trustees consists of the Head of the City Health Department, Women's Council Chairperson, UNDP Project Manager for the Semipalatinsk region, Head of the Social Department of the Akimat (local government), and a representative of the *Semey Su* company.

The Association has planned to develop job descriptions for the Board of Trustees members and to design a work plan for the Board.

Human Resources

Victor Tilman and Victoria Yakubovish, representatives of the ***Zhezkazgan Association of Family Physicians***, received invitations to participate in the NGO Summer School organized by *EcoCenter* NGO in Karaganda.

Ms. Galiya Zhusbaeva, President of the *Semipalatinsk Association of Nurses*, participated in the international conference *10 years of health system in transition in Central and Eastern Europe and Eurasia*, Washington, DC, USA.

Volunteer Management

The second OD assessment in *Meyrim* had demonstrated the need to develop a package of services for the organization's members. Staff and Board members, consulted by Counterpart staff, developed a plan where the first step was identification of the needs of the organization's members. The research was conducted using two methods: survey and PCA among nurses.

Based on the preliminary analysis of the research, the Board introduced an anonymous legal hotline for the organization's members. A volunteer had been contracted for three months to conduct this campaign. Then an information sheet for the organization members had been prepared and sent to all medical institutions and SVAs. An incoming call log is being used to register calls. It is planned to conduct the first analysis of the hotline activities in 1.5 months.

Financial Sustainability

When designing the strategic plan, the *Association of TB Patients* had developed a long-term realistic fundraising plan. To date, the organization has four sources of funding, which are membership fees, a Counterpart grant, a ZdravPlus grant, and funding from the Iliy Rayon Akimat (local government).

Membership Development

One of the first steps in implementing the strategic plan of the *Kazakhstan Association of Family Physicians* is establishing new branches in the country. On July 7-17, representatives of the Association head office supported by ZdravPlus visited Uralsk city. The goal of the visit was to conduct a training workshop *Introduction to Family Medicine*, to make two presentations of the head office representatives' meetings with Dr. Loh, WONCA Executive Director, to conduct a training in advocacy for family physicians (based on Counterpart materials), and to establish a branch office and to select a Branch Director.

The advocacy training was conducted by Ms. Damilya Nugmanova, President of the *Association*, and Mr. Rafail Kipshakbaev, Executive Director of the *Association*. After the two-day training, they had a meeting with all family physicians of the region.

The meeting agenda included a presentation of *KASF*, establishment of a branch office in the region, and selection of a Branch Director. The participants were: *KAFP* Board, family physicians, ZdravPlus project staff, and representatives of the Oblast Health Department.

Voting resulted in establishing a *KAFP* branch office in the Western Kazakhstan Oblast. The majority voted for Ms. Raushan Ishimova as the Branch Director. Ms. Ishimova is an SVA senior physician. Twenty-three family physicians joined the *Association*.

Kyrgyzstan

During the past quarter, **the third round of OD assessment was conducted** for all target health NGOs. The aim of the OD assessment was to identify the changes in the organization since the 2nd OD assessment took place.

For this purpose interview with personnel, clients and partners were used as well as scoring according to the Model on Strong Sustainable NGO, studying of documentations, supervision and informal talk.

1. OD follow up visit to the Medical ecological center "Tcirina"- Talas showed insufficient cooperation with the Talas CSSC. It was agreed to organize a meeting with a representative of Tcirina NGO and the Talas CSSC to openly discuss the issue and develop a work plan for effective cooperation in the future.

2. OD assessment in the Kyrgyz Club of Hypertension Patients (KCHP) - Bishkek. (May 21-24 2002). As **achievements** the following were identified:

- Collaboration with the media (TV, radio, press)
- The Community Action Grant enabled the organization to significantly increase the number of its clients.
- The organization provided consultations on founding a new NGO called *Pulmonary and Allergic Club*.
- *KCHP* is permanently working on identifying the needs of its clients by means of disseminating questionnaires.

3. Family Group Practitioners Association –Bishkek (May 2-3 2002).

During the OD assessment with the FGPA, the following **achievements** have been revealed:

- As expansion of services a new computer application for physicians was developed. The new application allows family physicians to enter and edit data for each patient to store it in a database. The previous version of this application did not have the editing option and some other minor incompleteness, which was the reason for designing the new version.
- After receiving the CAG, FGPA considerably improved the quality of workshops. This was achieved due to increase of experience in conducting workshops as well as due to using multimedia equipment purchased in the framework of the CAG.
- The organization started providing a new service, which is training in strategic planning and fundraising for Family Group Practitioners.

The OD assessment showed that the following **areas needed reinforcement** in the organization:

- Networking with similar organizations;
- Relations with the media;
- Relations with the government;
- Staffing.

Based on organization's needs and requests, Counterpart will deliver Governance, Fundraising, and TOT training workshops to the FGPA staff.

4. Hospital Association of the Kyrgyz Republic (April 22-23 2002). The past three months the *HA* demonstrated such **achievements** as:

- To date, the *Hospital Association* has 3 permanent volunteers.
- *Hospital Association* staff founded another medical and ecological NGO '*Gospecomed*' which will focus on solving ecological problems in hospitals.
- Currently the *Hospital Association* is working on establishing an *Open Medical Club* funded by the Soros Foundation Kyrgyzstan.
- The organization improved public relations. It started publishing a magazine about hospitals and for hospitals. To date, one issue has been published and distributed to hospitals.
- The Association published 3 books (100 copies of each) devoted to hospitals reformation and a new financing system. The books were disseminated among Association member hospitals free of charge.

The OD consultant team identified some challenges the organization is currently facing:

- Due to budget shortages, Abt Associates cut funding for salaries by 30%;
- The *Association* does not have its own vehicle;
- The organization does not have communication with the CSSCs;
- The governance body is inactive
- There are not enough contacts with the media.

It was agreed CC staff would provide a number of training workshops for the *Hospital Association*: Governance, Fundraising, and TOT. It was also planned to analyze and revise the project ideas in the framework of the strategic plan and to seek ways for attracting additional funding to support the organization's activities.

5. Sanitas Charitable Fund (May 28-31 2002). The OD assessment demonstrated that *Sanitas* made step towards financial sustainability.

The positive changes revealed during the assessment include:

- The *Sanitas* newsletter is published regularly.

Major challenges the organization is currently facing are:

- Problems with creating a governing body;
- The organization has lost the additional space, which was planned to be used for expanding their hospital on the second floor. This has resulted in reduction of the available working space and understaffing.

6. The OD assessment in **Geneco NGO** demonstrated evident development of the organization for the past six months. *Geneco* is actively working on establishing a medical center. Sanatoriums *Blue Issyk-Kul* located near the *Geneco* office provided three rooms and a small warehouse for no-cost long-term lease. In return, the sanatorium staff will receive medical services at no cost. The medical center is intended to provide medical services to the most vulnerable population free of charge, whereas tourists will be charged, which will provide sustainability of the project. *Geneco* will hire doctors and has received some medical equipment as humanitarian assistance for the medical center. If *Geneco*'s proposal to MASHAV/USAID is approved, they will receive additional medical equipment total cost of \$80,000.

Geneco is also planning to establish a youth center, which is expected to start operating in the coming fall. The youth center will serve as an employment agency for young citizens of Cholpon-Ata city. It will store information on unemployed young people and organizations having vacancies.

Please see other achievements and challenges of the target NGOs in the respective sections of the report.

Country workshop

In May 2002, the health NGOs participated in a workshop on HNCBI extension. The target NGOs ventilated their concerns and justified the necessity of the program extension. It was decided to present all discussed at the round table with Arlene Lear, Counterpart Senior Vice President for Programs and Jay Cooper, Counterpart Regional Director for Central Asia.

Strategic Planning

The Kyrgyz *Club of Hypertension Patients* and *Sanitas* are in the process of revising their strategic plans due to changes in the structure of the organization.

The *Hospital Association* is revising the project ideas in the framework of the strategic plan to better correspond to the current situation and to the needs of the organization.

All activities of the remaining 3 target NGOs are based on the developed strategic plans.

Governance

Five target health NGOs have Boards of Directors. They are *Tcirina*, *Geneco*, *Hospital Association*, *FGP Association*, and the *Kyrgyz Club of Hypertension Patients*. The last OD assessment in *Sanitas* showed the organization did not require a Board of Directors at the current stage of its development. In its General Meeting, *Sanitas* staff and members

will discuss the possibility of creating a management team or an Advisory Board of an appropriate kind.

Human Resources

As of May 2002, Secretaries of 3 target health NGOs (the *Club of Hypertension Patients, Geneco, and Sanitas*) receive salaries funded by Abt. These staff members perform duties on a permanent basis and are responsible for reporting to Counterpart. The only exception is *Tcirina*, where funding was discontinued due to inexpedient use of that funding. The *Tsirina* staff disbursed the salary funding among themselves instead of hiring or paying the salary to one person. This resulted in Counterpart reporting to Abt and discontinuing the funding.

Sanitas Director began delegating the powers to its staff after realizing the benefits of delegation. The management style became more democratic. New staff was employed (an accountant, 2 trainers, a psychologist and a cleaning lady).

Having participated in Regional Participatory Monitoring and Evaluation training, the *FGPA* staff decided to establish a Monitoring Department, which currently works on several projects. Two new specialists (a nursing staff specialist and a computer specialist) and 1 volunteer were employed with *FGPA*. The organization is constantly working on staff development and widening the scope of work. Two employees are involved in the DFID *Rural Sanitation and Hygiene* project as PCA experts. However, *FGPA* is also facing the understaffing challenge and is seeking for opportunities to attract additional funding to hire more staff.

The *Hospital Association* demonstrated significant staff professional growth deriving from received training and gained experience.

According to the OD assessment results, it was decided to reconsider the structure of *Geneco* in order to improve the quality of delivered services.

Volunteer Management

The number of volunteers is increasing in each target organization. *Tcirina* and *Geneco* created volunteer teams with certain structure in order to improve the work with the volunteers. The volunteers in every target NGO have documented job descriptions and report on a monthly basis.

The Kyrgyz *Club of Hypertension Patients* involved two permanent volunteers. The volunteers are doctors of the family group practices of the polyclinics #6 and #7. The volunteers conduct special seminars for hypertension patients

Financial Sustainability

Sanitas started income generating activities having 3 wards for inpatients. The organization has received a grant from the *United Nations Office for Drug Control and Crime Prevention* for \$10,000. The grant covers publishing the *Sanitas* newspaper. The *Street Kids* project funded by *Street Kids International* was extended for one more year. Moreover, *Sanitas* established partnership relations with a Dutch NGO. The Dutch NGO assessed *Sanitas*, consulted the staff in capacity building, and provided a grant of \$5,000 euros. The organization designed a financial sustainability plan. Currently *Sanitas* has 3 sources of funding.

There is a reduction of donor injections in the *Hospital Association* and *FGPA*. Abt cuts funding for salaries in the Hospital Association by 25%-30% every year and by 30% in *FGPA*.

The Kyrgyz *Club of Hypertension Patients* does not have fundraising ideas that could lead to financial sustainability. The Counterpart Health PC consulted the *KCHP* staff in fundraising. The next step in building the organization's capacity in fundraising will be the Regional Fundraising training workshop planned to be conducted in September 2002.

FGPA's activity under the *Preventive Maintenance of STIs* project has been extended and now covers the Jalal-Abad oblast. Within the framework of this project, a new batch of medicines worth \$928 was received from Holland.

FGPA also has received a new laptop computer for organizing seminars. The computer was provided by USAID through the Head Reform Coordination and Implementation Department (HRCID) of the MOH.

Membership Development

To date, the Kyrgyz *Club of Hypertension Patients* has 454 members. Since March 2002, the quantity of the members has increased by 254 members. The organization is facing difficulties collecting membership fees. In the *Hospital Association* the membership has decreased from 130 to 70 as a consequence of hospital restructuring being done in the framework of the health reform. However, membership is still 100% of the hospitals. The *Hospital Association* has difficulties with collecting membership fees. In the *Family Group Practitioners Association* the membership has increased by 10 people due to changes in the organizational structure. Currently there are 768 members in *FGPA*. *Geneco* permanently is working on increasing its membership. The number has increased by 37 members, all of them are staffers of the *Blue Issyk-Kul* Sanatorium. *Geneco* has planned to attract 20 new members in August. The entrance membership fee is 30 soms (\$0.60), and the monthly fee is 10 soms (\$0.20). Currently there are 213 members in the organization. Nine new members have joined *Sanitas* after the *Youth against drugs* campaign and now the total number of members is 72.

Uzbekistan

A **case managements meeting** was conducted in May in the Counterpart Tashkent hub center where the target health NGOs were discussed. Based on Case Management Meeting action plans were developed in order to address challenges the target health NGOs are facing. After delivering the meeting recommendations, the Health PC consulted the NGOs on coping with challenges they faced based on comments made at Case Management Meeting.

All target NGOs were trained in NGO and Community, Financial Sustainability, Success Stories Writing, Social Partnership, Participatory Monitoring and Evaluation trainings organized by Counterpart.

Strategic Planning

Soglom Ayol designed its strategic plan in May 2002. TO date, all target health NGOs have Strategic Plans and Action plans for Capacity Building.

Governance

The governance structures remained the same in all target health NGOs.

Human Resources

The *Association of Endocrinologists* hired 3 new staffers whose salaries are paid from collecting fees-for-services and five more other new staffers are paid from the MPG project. *Umr* has five staffers paid by the MPG project. Currently the *Association of SVPs* has 5 staffers, whose salaries are partly covered by fees-for-services.

Volunteer Management

Currently there are five permanent volunteers in the *Association of Endocrinologists* and fourteen volunteers in *Umr*. The *Association of SVPs* and *Salomatlik Plus Ecology* work with four volunteers each. *Esculap Medical Center* has two new volunteers. Thus, presently there are three volunteers in the organization. In *Soglom Ayol*, the number of volunteers decreased from six to two.

Financial Sustainability

Within the planned activities on the MPG project, the *Association of Endocrinologists* set membership fees at \$0,23 per month for person. Thus, the organization collects approximately \$23.46 from membership fees per month. Moreover, the Association collects fees-for-services for printing, typing, and photocopying.

Membership Development

The *Association of Endocrinologists* increased its membership from 18 up to 102 members for the past quarter. The membership in *Umr* has increased from 42 to 101 members. In *Salomatlik Plus Ecology*, membership reached 25 members. *Esculap Medical Center* attracted one new member and the total number is thirteen. *Soglom Ayol* attracted two new members and the total membership is now seven.

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

Participatory Community Appraisals

Community Action Plans

Association of Medium-Tier Medical Workers *Meyrim*

After having been trained in Counterpart Participatory Community Appraisal workshop, *Meyrim* conducted a number of appraisals with the Nursing Department patients, members of their organization and fertile-age women from indigent families from the *Dialogue Women Initiative Support Center*.

As a result of the appraisals, a wide spread of anemia among fertile-age women was identified as one of the priority problems. One of the reasons for weak prophylaxis of this illness is lack of information, which, in turn, is related to poor comprehension due to difficult medical terminology and nurses' lack of training skills.

When developing the CAP, the Association identified several ways to address the problem:

- ❖ Close cooperation with the Zhezkazgan Association of Family Physicians, that would include information exchange and consultations
- ❖ Collaboration with ZdravPlus (disseminating brochures, calendars, and posters on the topic)
- ❖ Development of project addressing the identified problems

After having thoroughly studied all materials, Counterpart Health PC assisted the Association to prepare a logical framework and proposal justifications. The proposal was submitted for review to Magee Woman Care International. The proposal was characterized as "... the best in highly strong competition. It demonstrated thoughtfulness and desire to work". The proposal was approved by MWCI for \$1,500.

Thus, currently three activities are being carried out in the framework of the abovementioned project:

1. training *Meyrim* nurses in transferring knowledge about anemia and its prophylaxis
2. training nurses as trainers in order to teach the population in the re-training department
3. providing daily consultations of family nurses in ambulatories and of a home-nurse in identifying and preventing anemia, as well as in healthy nutrition

Education and Advocacy Campaigns

Kazakhstan Association of Family Physicians

An advocacy campaign to defend family ambulatories in Pavlodar through the media is continuing.

A difficult situation is in Kokchetav city. After Mr. Zh. Doskaliev, Minister of Health, visited the city, the Mayor had issued a decree to close family ambulatories in two weeks.

KAFP Board and head office designed a strategy to intervene in the Mayor's decision. The strategy is based on:

1. Visit of the Pavlodar Branch Office Director and Manager to Kokchetav with the aim to develop an advocacy campaign
2. A mass attack through the local media to inform the population about the situation
3. Urgently conducting an advocacy training, inviting Mr. Andrey Andreev, *Legal Initiative* NGO Director as a trainer. As a result of the training, it is planned to design a plan of the advocacy campaign.
4. *Legal Initiative* NGO preparing a collection of legal regulations called *Legal Regulations of SVA Activities in the Republic of Kazakhstan*.

Kazakhstan Association of Family Physicians

The planned opening of the Uralsk Branch office started with conducting advocacy training for family physicians and representatives of the Uralsk City Health Department. Twenty-five participants attended the workshop.

The training was based on Counterpart's training module and some health-specific additions had been made. The module had also been complemented with a case study based on the results of previous advocacy campaigns.

Health Micro-Projects (Community Action Grants)

CAG Review Committee - On April 11th, the Community Action Grant Review Committee has taken place. The Grant Review Committee approved one project *Ramp building* for a total amount of \$ 4,723.25. The goal of the project is to build ramps for people using carriage means of transportation with the purpose of primary health care and other services delivery in 3 family ambulatories of Semey.

All recommendations made by Grant Committee were taken into consideration during signing agreement.

Due to the fact that the grant budget had \$5,400 more and the Grant Review Committee received two project proposals, it had been decided to conduct the last HNCBI grant review virtually. The participants unanimously voted to fund the project *Health Caravan* of the *Association of TB Patients* for the amount of \$5,385.98.

Kyrgyzstan

Participatory Community Appraisals

During the past quarter, the *Family Group Practitioners Association* has conducted 4 Participatory Community Appraisals with doctors and nurses. *FGPA* uses PCA as an effective tool to identify community needs. An important sign of *FGPA*'s capacity increase is that no participation of Counterpart staff in the conducted PCAs was required due to improved PCA skills of the *FGPA* staff.

Community Action Plans

The information collected by *FGPA* during the PCAs was analyzed and four community action plans were developed.

Education and Advocacy Campaigns

Sanitas organized an information campaign *Youth Against Drugs*. The campaign was held on July 23 in the Central City Park. Three rock groups and three sport associations performed at the event. Counterpart had provided granted \$250 for the campaign. The event was broadly highlighted in local media. During the campaign, the role of Counterpart/USAID was emphasized.

In the framework of the cooperation with the National Red Crescent Society, *Sanitas* held a round table on protection of volunteer right. The purpose of the round table was introducing the amendments to the law *On Volunteers and Volunteer Activity*.

On July 26, *Tcirina* held a round table *Say "No" to Narcotics*. Representatives from medical institutions, the law enforcement department, local authorities, and the local community discussed the issue of drug addiction. As a result of the round table, the participants decided to establish an initiative group to coordinate drug addiction prevention activities and to develop an appeal to the community. The appeal will be published in the local media. Currently *Tsirina* is preparing for an information marketing campaign *Learn about the public health reform*.

The *Hospital Association* demonstrated increased quantity of seminars and their quality for hospitals (training in strategic planning, fundraising, PCA, CAP and project design). Thirty-six hospital managers were trained in the workshops.

Health Micro-Projects (Community Action Grants)

CAGs were monitored in all target NGOs. Impacts were identified in the *Sanitas* and *Tsirina* CAG projects (please see the Project Impacts section of the report).

In the framework of the CAG, *FGPA* had carried out 14 training workshops in 5 oblasts of the Kyrgyz Republic using the multimedia device. 517 physicians (366 doctors and 151 nurses) were trained. The quantity of the workshops has improved and the number of clients attending the workshops has doubled within 4 months. USAID through HRCID has provided a new laptop computer as a contribution to the project, as this equipment was missing in multimedia device. The device is provided by DFID and the Obligatory Medical Insurance Fund as a part of social partnership. In collaboration with the *Hospital Association*, *FGPA* conducts joint *Management in public health services* workshops for hospital Directors. A participatory evaluation of the project was carried out on June 30, 2002.

Geneco purchased 34 garbage containers. 36 more garbage containers and 30 bins will be purchased by the beginning of August. According to the recommendations of the Grant Review Committee, *Geneco* has developed and ratified fines for littering together with the Cholpon-Ata City Sanitary Station. The City Municipal Service has constructed special areas for the garbage containers and some additional installments were constructed. The City Administration funded the construction. Moreover, the City Administration took responsibility for installing and coloring the containers.

Sanitas has purchased the equipment requested in the grant. The organization has been providing services using the new equipment to community for the past 2 months. To date, 50 clients have received qualified medical services because of the grant.

Uzbekistan

Participatory Community Appraisals

Soglom Ayol conducted a PCA in *Momochol* makhalla, where nearly 100 local community representatives participated. The priority problem identified during the PCA was lack of pure drinking water and resulting in the raising number infectious bowel diseases and hepatitis cases.

Community Action Plans

Education and Advocacy Campaigns

Health Micro-Projects (Community Action Grants)

The following CAG projects were monitored during the past quarter: *For healthy generation, Association of Endocrinologists, Oasis of health, Esculap, Rational nutrition and anaemia, Soglom Ayol*.

The Health PC checked HNCBI CAG recipients' financial reports and consulted them in proper financial reporting according to Counterpart's standards.

During the past quarter, the following four target health NGOs received Community Action Grants:

Association of Endocrinologists

Proposal Title: Sewerage system construction

Total sum requested: 7,044,248 sums

Total cost of project: 8,748,648 sums

Project period expected: 3 months

Project Goal: To construct a sewerage system and conduct two one-day seminars in *Prophylaxis of infectious diseases* within 3 months for people of 49 houses in makhalla #7 of Kokand city with the aim to prevent water pollution by sewage and prophylaxis of infectious diseases.

Esculap Medical Center

Proposal Title: Spring

Total sum requested: 7,113,452 sums

Total cost of project: 11,500,198.4 sums

Project period expected: 3 months

Project Goal: To provide makhalla # 5 with pure drinking water within 3 months by way of well boring and changing 350 meters of water pipe in order to prevent infectious and parasitic diseases outbreak in Kokand city.

Salomatlik plus Ekologiya

Proposal Title: Unity

Total sum requested: 6,391,406.8 sums

Total cost of project: 18,175,906.8 sums

Project period expected: 2 months

Project Goal: Mobilize the community for improving the ecological situation and decreasing infectious diseases in makhalla #22 of Kokand city by means of creating a coalition from the makhalla Initiative Group, City Water Canal Department, *Salomatlik plus Ecology* Center, and local commercial *Mulokot* TV in order to construct a sewerage system for 70 houses of Karbasbof Street and conducting 3 health promotion seminars for infectious diseases prevention within 2 months.

Association of SVPs

Proposal Title: Pure drinking water

Total sum requested: 7,388,426 sums

Total cost of project: 10,716,735 sums

Project period expected: 3 months

Project Goal: Providing with drinking water to 332 houses of village “Takyontepa” of Kuva district by means of well boring for 200 meters in depth in the south-west part of the makhalla, constructing water pipe of 2100 meters within 3 months

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

Association of Medium-Tier Medical Workers Meyrim

The Oblast Health Department planned to start an attestation of medium-tier medical workers in the Zhezkazgan region in May 2002. In order to take part in that activity, *Meyrim* addressed the Zhezkazgan Regional Health Department proposing their assistance. As a result, *Meyrim* designed questions for interviews and attestation questionnaires. Also, according to *Meyrim's* suggestions, the Association Board members also joined the Attestation Commission. To date, an attestation of senior nurses has been completed in the regional hospital.

Health Policy Social Partnership

Association of TB Patients

After having successfully implemented the project *Opening a Medical-Pedagogical Center for Children*, the Center continues functioning. One of the major issues in each project is sustainability.

Acting in accordance with the fundraising plan, the Association had a series of meetings with businessmen of three rayons, donor agencies, and government institutions (Health Department, Iliy and Balkhash Rayon Akimats, Kapchagay City Akimat).

The above activities resulted in an agreement with the Iliy Rayon Akim (governor) about joint continuation of the medical-pedagogical center project.

In the framework of the meetings with akimat representatives, the Association prepared a presentation of its activities and organized a meeting with its clients. The Akimat representatives in turn, spoke about priority directions of their work in the social sphere in the Iliy rayon.

Kyrgyzstan

Health Service Social Partnerships

The Kyrgyz *Club of Hypertension Patients* is engaged in networking relations with *Tcirina* and *Geneco* on out-patient treatment and hospital service. Moreover, it collaborates with *FGPA* and the *Hospital Association* in the area of health training.

Within the framework of medical network *Geneco* and *Tcirina* are involved in a joint micro-insurance project.

Sanitas has established contacts with new partners: *Siberian Initiative* NGO from Barnaul, Russia, *Kyrgyzstan free of narcotics* Association of NGOs, the Kyrgyz National Red Crescent Society, and the Department of Health under the Bishkek City Administration and the City Health Promotion Center. The cooperation will be based in conducting the joined activities. The organization managed to establish a social partnership with the Bishkek City Administration, the National Red Crescent Committee, and UNICEF in the framework of the *Youth Skills Development* program.

Sanitas also signed agreements with the City Administration, 3 local NGOs, and 2 Rock Clubs to support its anti-drug campaign. Since July 2002, *Sanitas* started cooperating with UNICEF on the *Development of Youth Skills* program. *Sanitas* is a strategic partner for UNICEF, which has already financed 2 telecasts about this NGO's work on local TV in the TV program *Door*.

FGPA has established new partnership with the *Mercy Corps* Int. As result of the cooperation, the partners prepared, translated into English, and published a book "*Where there is no doctor*". The organizations received an official permission to publish and distribute the book.

Health Policy Social Partnership

Sanitas Director became a member of two working groups. One groups is working in drafting a law *On Narcological Help in the Kyrgyz Republic*. The other group was organized by the World Bank to research and prevent TB and AIDS in Central Asia.

Uzbekistan

Health Service Social Partnerships

The *For healthy generation* CAG project of the *Association of Endocrinologists* is a Social Partnership project for improving quality of health care in makhallas. The project involves such partners as the Red Crescent Society of Kokand city, Kokand City Health Administration Department, and the makhalla committee #14.

The *Oasis of health* CAG project of *Esculap* is another example of Health Service Social Partnership where health NGO, outpatient departments #3 and 4, City Hospital #4, and the makhalla committee # 52 are collaborating to bring drinking water to the community.

Health Policy Social Partnership

D. Coordination and Cooperation
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Kazakhstan

- Meeting with UNFPA representative, Mr. Javed S. Ahmad. The target health NGOs in Kazakhstan were discussed during the meeting. They may be potential participants a planned UNFPA project for protecting women's reproductive rights.

Counterpart presented all necessary information about the target NGOs and expressed ideas on implementing the planned project.

- On July 23, The Kazakhstan and Regional HNCBI PCs took part in a meeting of the Association of TB Patients with representatives of the Iliy Rayon Akimat, Almaty Oblast.

The issue of funding the Medical-Pedagogical Center for Children by the Akimat had been discussed at the meeting. The responsibilities of the partners had been ventilated. The Medical-Pedagogical Center will take 20 children from Iliy rayon villages for one season (15 days), and the Akimat will transfer the Association funding for meals, renovations, and heating the Center.

- Regular meetings with the target health NGOs dedicated to designing and implementing health community projects, implementing the Action Plans, as well as consultations in various topics (conducting round tables and press conferences, reporting, etc.)

- For the past quarter, the HNCBI PC met with representatives of 7 health NGOs who are not HNCBI targets.

The main issues the NGOs are interested in are:

1. Current project extension and possibilities of participating in it
2. Project design consultations
3. OD assessments

Kyrgyzstan

FGPA is discussing with WONCA a possibility of organizing the next world conference in Bishkek, Kyrgyzstan. The visit of the WONCA representative, *FGPA*'s mentoring partner, was highlighted in local media; a round table and a conference were held as well.

FGPA Director had a meeting with H.E. Ambassador of France and the USAID Regional Mission Director.

The administrative staff of *FGPA* participated in working meeting to discuss the National strategy for poverty reduction.

One employee from the *Hospital Association* participated in the international NGO forum in Romania. The *Association* received the forum announcement from the Counterpart Health PC. The *HA* employee was able to meet with NGO representatives from Central and East Europe and the NIS countries, exchange experience and discuss opportunities for cooperation.

On July 16-20, the *Hospital Association* met with the Secretary General of the *International Hospital Federation* (IHF) Mr. Per Guner Swenson and Executive Director of the *French Hospital Federation* (FHF). Representatives of IHF, FHF, the *Hospital Association* and Counterpart met with the Minister of Health, the Senior Deputy Minister and other government officials. A round table and a press conference were held. The representatives of IHF and FHF emphasized the *Hospital Association* was their first member from the NIS and particularly from Central Asia. It was said the *Hospital Association* would have an opportunity to have access to information and attend conferences organized by IHF. Since the *Hospital Association* is actively involved in the health care reform, there is a big need to receive new information on health management, new financial systems and etc.

The **Kyrgyz Club of Hypertension Patients** established partnership relations with the German Fund of Hypertension Patients (GFHP). The KCHP and the GFHP started exchanging information and discussing opportunities for collaboration.

On June 7, Ms. Arlene Lear, Counterpart Senior Vice President for Programs, and Mr. Jay Cooper, Counterpart Central Asia Regional Director, participated in a round table with the target health NGOs. It was obvious there the target health NGOs demonstrated significant development over the length of the program. As a positive sign, there is a tendency for development of network projects among them. The improvement of NGOs images, sustainable relations with partners, increase and improvement of provided services, increase of financial sustainability are the main indicators of the successful results.

Uzbekistan

The Health PC had 2 coordination meetings with Mr. Zafar Oripov, NGO Development and Grant Manager of the USAID/ZdravPlus Program, Abt. Associates Inc. The Health PC and

Mr. Oripov had discussed the program implementation, successes and challenges, and provided feedback to each other. Moreover, the position in the target health NGOs paid by the ZdravPlus project were discussed. The Health PC and Mr. Oripov reviewed resumes and applications for the vacant positions.

E. Leveraging

Kazakhstan

Kyrgyzstan

Uzbekistan

F. Lessons Learned

KYRGYZSTAN

OD assessments have shown that most of organizations do not see the sustainability of the organization in the future. Many do not know how to effectively collaborate with their stakeholders. There is a need to reconsider strategic plans of some target health NGOs due to changes in the status and structures.

ATTACHMENTS

Attachment 1. Grants (grant related activities)

Mentoring Partnership Grant Update

KAZAKHSTAN

Two mentoring partnership projects have been monitored in the framework of the OD assessments in Semipalatinsk.

When monitoring the projects, the following methods were used: interviews with project implementers, documentation review, including the financial report, and observation.

Project Sister, Semipalatinsk Association of Nurses (SAN), partner - Pradziu pradzia NGO, Lithuania.

Tasks	Timeframe				Comments
	April		May		
1. Trip to Lithuania: - selecting participants for the trip - preparing documentation for the trip - purchasing equipment	X	X	X		Eight trip participants: 5 Board members 1 Medical College representative 1 family ambulatory representative 1 polyclinic representative the organization has a room for holding meetings and training workshops; office equipment made communication with the partner easier
2. Working visit to Lithuania - medical institutions' visits - meeting dedicated to the development of a seminar plan to be conducted in Semipalatinsk				X	

Project Mentoring Partnership for the Semipalatinsk Amalgamated Association of Family Physicians, partner – Texas Association of Family Physicians

Tasks	Timeframe				Comments
	April		May		
1. Select candidates for the	X				Six participants

trip to the US					had been selected by the Board; Individual objectives for each participants and a report format have been designed
2. Prepare documentation for the trip		X	X	X	All documentation has been prepared
3. Discuss possible ideas for developing projects with the partner	X	X			One idea is being discussed. Counterpart is anticipated as a potential donor. <i>It has been suggested to discuss and work out additional ideas with the partner, and to discuss possibilities of funding other potential donors besides Counterpart</i>
4. Create an organizing committee for the Conference; establish a publishing group; discuss the Conference agenda		X	X	X	Working groups have been created. Lists of presenters and invitees have been prepared

To date, the organization is implementing two projects: the mentoring partnership project mentioned above and a CAG project *Ramp Building*. There have not been significant remarks on the programmatic issues of the projects. However, lack of an accountant in the organization may be a viewed as a challenge.

KYRGYZSTAN

Two representatives of to *French Hospital Federation (FHF)* paid a 5-day visit to the *Hospital Association*. The *Association* has organized meetings with the representatives of the MOH, USAID, Director of the program "*Reforming in public health services* " and representatives Counterpart Kyrgyzstan and Regional offices. The high rating of the *Hospital Association* was marked among donor organizations, and the representatives FHF has expressed hope for strong cooperation and future joint projects HAKR and IHF, FHF.

There was a meeting of a members of the Governing body of *Family Group Practice Association* devoted to the selection of participants for visit to Finland (study course, exchange of experience). Activities on preparation for the planned International Conference of Associations of Family medicine, which will be held in Kyrgyzstan, are in process.

UZBEKISTAN

The following Mentoring Partnership Grants have been monitored during the past quarter:

Umr, Uzbek public center for children and teenagers with disabilities suffering from paralysis, Kokand branch

During monitoring of the MPG project following were observed:

- All set objectives were implemented in time and properly
- Financial documents are correctly complied
- The organization has an office and medical equipment within the Center
- Rehabilitation equipment was set up and used for clients' needs
- The Center renders services to its focus group
- The local *Mulokot* commercial TV showed activity of the Rehabilitation Center and its presentation where Chief of the City Health Administration Department and other medical professionals participated.
- *Umr* representatives visited their mentoring partner in Kiev with aim of experience exchange
- Director of the mentoring partner NGO *Nucleus* is planning to visit *Umr* this month and review the strategic plan of *Umr* and give its recommendations
- *Nucleus* and *Umr* prepared a letter of interest for MOH of Uzbekistan, which states that with MOH of Uzbekistan support both NGOs can demonstrate their partnership achievements and continue the same type of partnership projects throughout Uzbekistan in the area of rehabilitation of children and adolescents with paralysis.
- It is planned to create a Fraction of Parents of children with disabilities within the project with initiative of *Umr*.
- *Umr* submitted its intermediate report and received the second grant installment.

Kokand Association of Endocrinologists

During monitoring of the MPG project following were observed:

- All set objectives were implemented in time and properly
- Financial documents are correctly complied
- The organization rented an office and purchased medical equipment with assistance of Counterpart
- The *Association of Endocrinologists* is going to advocate the rights of its clients for receiving free of charge insulin for people suffering from diabetes within the project
- A Fraction of Diabetics was created within the Diabetes School, which currently includes 72 members.
- The Diabetes School works within the framework of the project
- The *Association of Endocrinologists* submitted its intermediate report and received the second installment

Attachment 2. Training Highlights

KAZAKHSTAN

Training	Number of Trainings	Number of NGOs	Number of NGO Participants	Women	Men
Association development	1	6	18	14	4
Public Education through the Media	1	6	18	14	4
Financial management	1	6	18	14	4
Participatory Monitoring and Evaluation	1	6	7	6	1
TOTAL	4	6 (target)	61	48	13

KYRGYZSTAN

Training	Number of training	Number of NGOs	Participants from the NGOs	Number Of communities	Participants from the communities	Women	Men
Financial Sustainability	1	8	22	0	0	16	6
Financial Management	1	8	19	0	0	15	4
Health Marketing	1	7	15	0	0	11	4
Governance	1	7	14	0	0	4	10
Participatory Monitoring and Evaluation	1	6	6			4	2
TOTAL	4	30	70	0	0	46	24

UZBEKISTAN

Training	Number of training	Number of NGOs	Participants from the NGOs	Number Of communities	Participants from the communities	Women	Men
NGO and Community	1	11	16	1	1	7	10
Success Stories Writing	1	8	14	-	-	9	5
Financial Sustainability	1	10	21	-	-	11	10
Social Partnership	1	10	16	-	-	11	5
Participatory Monitoring and Evaluation	1	6	6	-	-	3	3
TOTAL:	5	6 (target)	73	1	1	41	33