



## **PROGRESS REPORT**

**On the status of the grant implementation**

**“Enhancing Access to HIV/AIDS prevention, treatment, care and support services for highly vulnerable groups in Central Asia”**

**(4<sup>th</sup> Quarter)**

**Prepared by AIDS Foundation East-West**

**2009**

## Table of Contents

|   |  |
|---|--|
| 1. Project Synopsis .....   | 4                                      |
| 2. Key financial data.....  | <b>Ошибка! Закладка не определена.</b> |
| 3. Summary of project progress during the reporting period .....  | 5                                      |
| 4. Summary of project planning for the next reporting period..... | 6                                      |
| 5. Project progress during the reporting period .....             | 7                                      |
| 6. Project planning for the next reporting period.....            | 13                                     |
| 7. Lessons learnt during project implementation.....              | 15                                     |

## ANNEXES

|         |                           |
|---------|---------------------------|
| Annex 1 | Site visits reports       |
| Annex 2 | Reports from sub-grantees |
| Annex 3 | Pictures                  |

## TABLE OF ABBREVIATIONS

|             |                                      |
|-------------|--------------------------------------|
| HIV         | Human Immunodeficiency Virus         |
| AIDS        | Acquired Immune Deficiency Syndrome  |
| STIs        | Sexually Transmitted Infections      |
| ARVT        | Anti Retrovirus Therapy              |
| TB          | Tuberculosis                         |
| CMMS        | Client Management Monitoring System  |
| <i>AFEW</i> | <i>AIDS Foundation East-West</i>     |
| PLHIV       | People living with HIV               |
| IDUs        | Injecting drug user                  |
| SB          | Social bureau                        |
| RRC         | Regional Resource Centre             |
| M&E         | Monitoring and evaluation specialist |
| CO          | Communication Specialist             |
| RPMU        | Regional Project Management Unit     |
| CAAP        | Central Asia Aids Project            |
| WB          | World Bank                           |
| EC          | European Commission                  |

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## 1. Project Synopsis

### Overall Project Objective:

- The **goal** of the sub-project is to contribute to mitigate the impact of HIV/AIDS among selected populations in Central Asian Republics

### Specific Objectives:

- SO1: To ensure continuous services in the sphere of HIV/AIDS prevention and care among vulnerable groups in the places where the project is active;
- SO2: To strengthen capacity and improve knowledge in the sphere of HIV/AIDS with respect to counseling, care and support, and the formation of adherence to ART.

### Expected Results:

- **Component 1:** To strengthen the capacity and cooperation between the Public sector, Non-Governmental sector and the private sector on the Regional and national levels:
  - Increased continuity and coordination of related HIV/AIDS prevention and care services for vulnerable groups;
  - Strengthened capacity among health psycho-social and peer based service providers in providing quality and coordinated HIV/AIDS related services for highly vulnerable populations.
- **Component 2: NOT APPLICABLE for AFEW**

### Activities:

Here is a list of main activities.

- To develop/adapt and conduct training sessions on client management and partner network formation for GOs, NGOs and partners
- To develop/adapt, publish and distribute essential informational materials on HIV and STIs, as well as the medical and psychosocial support services available to vulnerable groups (sex workers, IDUs, prisoners and PLHIV)
- To provide partner organizations with funding to introduce client management services (set up social bureaus) for vulnerable groups
- To set up regional resource centers (RRC) at municipal/regional AIDS prevention centers for the purpose of planning and monitoring the project
- To develop/adapt and conduct training sessions on model-building and capacity-building for partners from GOs and NGOs with respect to client management and the process of preparing prisoners for release
- To create and support teams of trainers from local partner organizations, who will then be able to conduct client management training on their own
- To provide continuous technical support to partner organizations in the form of on-site training, working meetings, roundtables, site visits, and project monitoring
- To develop/adapt, publish and distribute essential informational materials on client management, counseling, HIV/AIDS care and support, and the formation of adherence to ART

## 2. Summary of project progress during the reporting period

This is a summary of the project progress towards achieving the project objectives and should be consistent with the claims made in the overview of the activities in the further chapters. The reader should be able in one page to see where the project is heading.

- On the base of SBs in Tajikistan, Uzbekistan and Kyrgyzstan the practice of providing direct services is developed which broadens the chances to attract more clients. Totally during the reporting period 1 805 services were provided to 1 251 clients (without Kazakhstan).
- Transitional client management program START has been successfully gaining the speed in Kazakhstan. Two different projects (funded by CAAP and the Dutch Ministry of Foreign Affairs) gave an opportunity to implement and compare results of pilot activities. Projects are complimentary. It became possible to rent the house as a Centre of temporary accommodation for just released men and buy preventive and hygienic kits. 43 clients (35 man and 8 women) were included in the program by SB “Kredo”
- Connection between different service providers are being established for mutually beneficial cooperation, where RRCs plays vital part ensuring that the client referral network holds regular meetings with local medical organizations, NGOs and partners from among community-based organisations
- Regional Resource Centers (RRCs) established under the project continue providing access to information for organisations and private individuals interested in HIV/AIDS, counselling, client management and adherence to ART
- Developing and conducting training sessions on client management and partner network formation for 98 representatives of partner organizations in Tajikistan – Spring school 2009.
- Continuing providing technical support to partner organisations in the form of on-site training, working meetings, site visits and project monitoring. AFEW grant manager made monitoring visit to Kazakhstan and Tajikistan NGOs in the frames of the CAAP project. AFEW data base specialists set updated version of Client Management Monitoring System (CMMS) and trained the staff of Social bureaus in Tajikistan, Kyrgyzstan and Uzbekistan
- Developing, publishing and distributing informational materials for client managers and clients on Burnout Syndrome Prevention, TB/HIV co-infection and START Programme.

#### **4. Summary of project planning for the next reporting period**

This section summarises the workplan for the next period (year), consistent with the justifications in further sections.

This section summarises the workplan for the next period (year), consistent with the justifications in further sections.

During the next reporting period (Quarter 5) in accordance with Gantt chart of the Project the following activities planned to be implemented:

- (1) Funding participants (Social Bureaus) will organise/expand client management and client referral services at the local level

Social Bureaus funded under this project will continue providing client management and client referral services at the local level attracting new representatives of target groups for getting services from SBs by enhancing the list of service providers and establishing direct services right from SBs.

- (2) To develop/adapt and conduct training sessions on client management and partner network formation for GOs, NGOs and partners.
- (3) To develop/adapt and conduct training sessions on model-building and capacity-building for partners from GOs and NGOs with respect to client management and the process of preparing prisoners for release
- (4) To create and support teams of trainers from local partner organisations, who will then be able to conduct client management training on their own.

It is planned to organize on the 7-15<sup>th</sup> September educational event called “*AFEW* Autumn School” in Almaty attracting approx. 80-85 participants from Kazakhstan, Kyrgyzstan and Uzbekistan. Different groups have already been identified – leaders, social workers, partners implementing transitional client management program START, PLHIV, trainers, partner network and accountants.

- (5) Informational material for inmates on adherence to ARV-therapy will be developed, produced and disseminated.

In the frame of described activity in Project Q5 planned to produce 2 materials. But one of them fact sheet on HIV/TB co-infection has already been published and distributed during previous reporting period.

Brochure ARV treatment in correctional settings aimed to forming adherence to ART. Target group for the material are inmates. The process of material development is in accordance with the AFEW’s procedures and quality control system. The text of the brochure is under revision of experts in countries. During the Q5 is planned to continue developing draft of the material, perform focus-groups where needed and determinate volume of edition.

- (6) The RRCs will ensure that the client referral network holds regular meetings with local GOs, NGOs and partners from community-based organisations, ensure access to information for organisations and private individuals interested in HIV/AIDS, counseling, client management and adherence to ART, conduct training sessions for partner organisations.

Regional resource centres will progressively increase number of training sessions conducted on their basis, initiate round tables with partners aiming to widen network and improve quality of services provided for clients. RRC coordinators are responsible for the development of e-library, guidebook of service providers on client management as it was done in Tajikistan and database on the national team of trainers.

## **5. Project progress during the reporting period**

( 1<sup>st</sup> April 2009 – 30 June 2009)

### **Component 1.**

To strengthen the capacity and cooperation between the Public sector, Non-Governmental sector and the private sector on the Regional and national levels

#### **Objective 1:**

To ensure continuous services in the sphere of HIV/AIDS prevention and care among vulnerable groups in the places where the project is active.

#### **Objective 2:**

To strengthen capacity and improve knowledge in the sphere of HIV/AIDS with respect to counselling, care and support and the formation of adherence to ART.

#### **Result 1.1**

Increased availability and utilization of health and social services, including low-threshold HIV prevention and support activities targeting highly vulnerable populations.

##### **a. Short report on activities carried out (component level).**

Totally during the reporting period 1 805 services were provided to 1 295 clients.

On the base of SBs in Tajikistan, Uzbekistan and Kyrgyzstan the practice of providing direct services is developed which broadens the chances to attract more clients.

### **Kazakhstan**

SB “Kredo” is implementing transitional client management program START for inmates going to be released in 5 correctional settings of the Karaganda region (AK 159/20, AK159/6, AK 159/18, AK 159/9, AK 159/7). 43 clients (35 man and 8 women) were included in the program. Majority of them have already passed through 2 sessions with social worker. 11 meetings with parents and friends were conducted. 260 inmates received informational materials and counseling on the issues of HIV and AIDS, hepatitis, etc.

On 28<sup>th</sup> April AFEW Grant Manager paid monitoring site-visit to project partners of SB “Credo” (Karaganda). During the visit meetings with an accountant and staff was held, where recommendations on financial, grant issues and documents circulation were made.

### **Kyrgyzstan**

SB based on Jalal-Abad AIDS Centre (target group PLHIV) provided services for 19 clients including 8 HIV-positive children. Majority of services (in total 48) provided are laboratory diagnostics, documents renewal, psychosocial and narcological support, including rehabilitation of drug addiction, provision of IEC materials, condoms and syringes. HIV-positive children taking ARV treatment are receiving additional nutrition.

SB “Tais Plus 2” (target group sex workers) in Jalal-Abad provided referrals to dermatological diagnostics and treatment, legal support, pre and post HIV testing counselling, consultations of gynaecologist, infectiologist, TB doctor, distribution of IEC materials and condoms. For the reporting period 97 clients were received and 525 services provided. With the goal of forming positive public opinion toward vulnerable groups article in local newspaper was issued.

SB “Qudesnik” in Osh city conducted educational seminars for representatives of target group (PLHIV, IDUs) on HIV prevention, adherence to ARV therapy, motivate clients to have TB and hepatitis diagnostics, pre and post HIV-testing counseling. During 3 reporting months 47 clients

received 344 services.

SB “Musaada” in Osh provided informational services for IDUs and refers them to medical and social service providers. Majority of services are provided on the basis of NGO office where there is a social hostel where clients can have 1-day meal, accommodation, shower, sport and education facilities. Hostel is funded by Global Fund grant and together with the social bureau provides complex services for clients. During the reporting period 31 clients received 217 services.

On the 8-13<sup>th</sup> June AFEW Data base specialist conducted training on updated version of CMMS database in social bureaus.

## **Tajikistan**

During the reporting period SB “Sudmand” in Qulyab received 34 new clients (29 of them signed agreements), in total the number of all clients reached 100.

The list of service providers enhanced and 63 people were referred by social workers to partners for getting proper services. Specialist of SB «Sudmand» provided 262 consultations to representatives of target group. 25 representatives of target group participated in an informational sessions and received necessary information on safe injection, decision making, consequences of drug use.

In April-June 54 new clients joined the program. 65 clients received consultancies from SB “Vita” in Dushanbe specialists, 22 clients were referred to various services providers, 132 clients received condoms and informational materials, informational session for 10 sex workers on HIV/AIDS/STIs were conducted.

On 11-20<sup>th</sup> May educational event Spring School “AFEW-2009” under the slogan “Empowering capacity of AIDS-servicing NGOs and PLHIV community” was conducted in Dushanbe. 98 representatives of partner organizations participated in the event. Local team of trainers working in the sphere of HIV prevention and client management was created in the frames of the project.

On the 10-13<sup>th</sup> April AFEW project officer conducted site visit to SBs and monitored project activities, provided consultancies and distributed reference book for clients with contact information about service providers.

On the 13-15<sup>th</sup> April AFEW grant manager made monitoring site visit to NGOs “Vita” and “Sudmand”. During the visit meetings with an accountant, staff was held, where recommendations on financial, grant issues and documents circulation were made.

## **Uzbekistan**

During the reporting period 4 social bureaus established in Samarkand and Bukhara continued to deliver the program services to vulnerable populations. All social bureaus are on the basis of governmental organization and this fact strengthens and simplifies their work.

From the beginning of the Project there are 500 clients reached and provided with services by 4 social bureaus. 1301 different services were provided for that amount of clients, including 1243 referral services. In average each Social Bureau has from 3 to 30 service providers in referral network.

Each social bureau provides from 3 up to 9 types of direct services and 58 services were provided directly by employees of Social Bureaus.

380 clients (from total figure 500) were satisfied with quality of provided services which is around 76%, that generally indicates high quality of services provided by Social Bureaus and their partners from referrals networks.

On the 20-27 June Data Base Specialist from the *AFEW* CAR Regional office made site visits to the social bureaus with the purpose to install a new version of the Client management Monitoring System (CMMS) to all social bureaus and to train the respective staff.

#### b. Achievements in comparison with original planning

START program is implemented in Almaty region too in the frames of *AFEW*'s another project - "ACCESS" funded by the Dutch Ministry of Foreign Affairs. Cooperative efforts of two projects gave a possibility to rent a house for released homeless inmates, buy sanitary hygienic and food packages. 5 men have already been living in the house. They planted the vegetable garden and cleaned the shed and now SB "Kredo" is searching for additional fund to buy cattle and poultry.

Also existing funds of the ACCESS projects allowed partners NGO "Kredo" to conduct funeral repast on the Memorial day of people died of AIDS on the 17<sup>th</sup> May and invite on it 40 HIV-positive people with families from Temirtau and Abai cities of Karaganda region. Participants raised a memory of those who died and received general information about this day.

#### c. Deviation from the original planning and reasons.

##### **Kyrgyzstan**

List of services provided by social bureaus has been changing due to the clients equipments. For example, SB "Tais Plus 2" in the grant application it was planned to restore documents for sex workers. But majority of them are from Uzbekistan and the process of service delivery can last for years. Therefore it was decided to provide legal consultations on that issue and use budgeted money for payment of medical services (co-payment): surgery, obstetrics, particular specialists. In SB "Qudesnik" one of the direct services was to visit clients with AIDS in thermal stage at homes. However there is no clients' need in the service yet and it was decided to use funds for provision of additional nutrition for PLHIV getting ARVT. 18 people have received this service during the reporting period.

##### **Uzbekistan**

During the project's 4th quarter a number of IEC materials were to be developed, published and distributed. Unfortunately, due to some legislative and organizational developments in the field of HIV prevention in Uzbekistan, none of the planned IEC materials were printed and/or distributed in Uzbekistan.

### **Result 1.2**

Established mechanism to facilitate effective co-ordination and communication between service providers.

#### a. Short report on activities carried out (component level).

##### **Kazakhstan**

During the reporting period Resource Centre named the Centre of integral education and based on Karaganda department of penal system was supported (furniture and gadgets were provided) . The main aim of the Centre described in the Statute and order is improvement of knowledge and

services in the sphere of HIV and TB, skills development of medical staff of the penal system in realization of TB and HIV prevention activities, psychological support and improvement of relations between penal staff and inmates. All activities related to the project implementation are organized in the Centre and by support of the head of the department of the penal system. Meetings with medical and non-medical staff on the about implementation of START program are conducted in the RRC monthly. On the 23<sup>rd</sup> June round table devoted to the implementation of START program was organized and attracted all organizations involved in inmates discharge planning not only department of penal system but representatives from department of internal policy, social committee at local administration, centre of healthy lifestyle promotion, etc.

## **Kyrgyzstan**

Resource Centre in Jalal-Abad is actively playing the role of coordination. It initiated signing of the General agreement between service providers. NGOs are applying to them either to use a training room or for consultancies. For the reporting period RRC staff have made a database of service providers and started to complete a library.

Resource Centre based on Osh AIDS Centre is on the stage of formation.

## **Tajikistan**

Both Regional Resource Centers in Dushanbe and Qulyab cities have been furnished and equipped and have been already used by partner organization to conduct events. E.g. on the 12<sup>th</sup> April the round table “Consolidation of local authorities, community’s representatives, religious leaders and public organizations’ attempts in salvation of problems of vulnerable groups” was conducted in the RRC in Dushanbe. Also in June Dushanbe RRC coordinator had negotiations with UNDP on regular use of RRC as a training centre.

RRC coordinator of Dushanbe RRC took part in the working groups meeting on Health promotion in penal system, Co-infection TB/HIV and communication in the sphere of TB conducted on 4<sup>th</sup> March 2009. Also coordinators of both RRCs participated in the Spring School “*AFEW-2009*” under the slogan “Empowering capacity of AIDS-servicing NGOs and PLHIV community” on the 11-20<sup>th</sup> May in Dushanbe.

Resource Centre based on Qulyab AIDS Centre has conducted a number of informational sessions on the issues of HIV and safety at working place for 160 medical workers in Baldjuvanskiy and Farhorskiy districts during the reporting period.

On the 10-13<sup>th</sup> April *AFEW* project officer made monitoring site visit to the RRCs in Dushanbe and Qulyab and after that the head of the RRC in Dushanbe together with *AFEW* staff participated in the monitoring visit to Soghd region, where she had an opportunity to share experience because RRC in Soghd region has been working since 2005 and has significant achievements on the regional level.

## **Uzbekistan**

The Regional Resource and Training Centres were established on a basis of Samarkand and Bukhara AIDS Centres within the 4th quarter maintained monthly project update meetings, capacity building trainings, informational sessions for target groups, the RRC in Bukhara has also expanded the service provider’s network.

### **Activity 1.2.1. Informational materials for vulnerable groups**

Fact sheet TB/HIV co-infection presents information about TB, HIV, symptoms, prevention methods and etc. Material is for PLHIV. It has been produced about 10,000 copies of the material.

Social Bureaus are also provided by AFEW informational materials published in the frames of AFEW other projects. E.g. brochures “Veins”, “STIs and skin diseases”, “Overdose”, etc. are very popular among clients.

#### b. Achievements in comparison with original planning

Resource Centres in Kyrgyzstan and Tajikistan were actively involved in organization of awareness days among general population. For example, RRC in Jalal-Abad AIDS Centre conducted event devoted to AIDS Memorial day on the 26<sup>th</sup> May in medical college. During the event students of Jalal-Abad higher institutions and colleges could see photo exhibition, hear real stories of exhibition's heroes, parents and friends of those who died of AIDS. Student received informational materials. Another event was devoted to the International day against drug use on the 26<sup>th</sup> June under the slogan “Youth is against drugs! Let's stop drug use”. Event was highlighted in local mass media

In Tajikistan in Qulyab RRC coordinator took part in organization of the Youth day on the 23<sup>rd</sup> May under the support of local administration, Department of Drug control agency, Department on youth issues, sport and tourism and NGO “Sudmand”. Approximately 400 pupils, students and volunteers participated in the event.

#### c. Deviation from the original planning and reasons.

Due to the change of the head in the Osh AIDS Centre the staff of the RRC has also been changed. New people need basic training on client management and AFEW Kyrgyzstan office started the development of the course of distant learning on client management issues not only for RRC staff but for every new employee in Social bureaus. RRC staff from Kyrgyzstan will be also invited to the Autumn School in Kazakhstan in September 2009.

Some problems can occur in RRC in Jalal-Abad because AIDS Centre is planning to move to a new building.

### **Result 1.3**

Increased access to quality public health information resources for local health and psycho-social service providers and vulnerable groups.

#### a. Short report on activities carried out (component level).

##### **Kazakhstan**

Social bureaus' staff conducts informational sessions for inmates in 5 correctional institutions of Karaganda region on prevention of HIV, STIs and hepatitis on a regular base in correctional settings. During the reporting period 260 inmates participated in the sessions and received informational materials.

As it was during previous reporting period employees of the SB “Kredo” continues conducting lessons with social workers and their clients on different topics. Previously they have covered the following issues: “Basic information on HIV and AIDS”, “STIs and hepatitis”, “Client management”. Staff of the SB consists of the doctor and 2 candidates of medical science, practical lawyer and it allows considering lessons highly professional. During the reporting period 2 lessons were conducted on “Life with HIV” and “Restoring of documents”.

## **Kyrgyzstan**

Resource centre based on Jalal-Abad regional AIDS Centre regularly conduct seminars, lectures and disputes on the issues of HIV/AIDS and STIs either in Resource centre or in rural areas, higher institutions and colleges. During the reporting period 14 seminars attracting 371 people were conducted in educational settings, including 11 teachers, 4 disputes with participation of 60 students and 14 teachers, 3 training with total number of 80 participants. Resource centre staff also conducted 1 seminar for sex workers, where 11 people participated and one for 12 IDUs. 227 medical specialist participated in the seminars on HIV and AIDS, and STIs conducted in the Resource Centre.

On the basis of the Resource Centre seminars on adherence to ARV treatment and client management were conducted for 25 PLHIV.

Other partner NGOs can use the training room and equipment of the Resource Center for their activities, e.g. NGO “Legal clinic Adilet” conducted seminar for PLHIV.

Resource Centre based on the Osh AIDS Centre also provide their training room for other organizations. During the reporting period meeting with IDUs was conducted and seminar on adherence to ARV treatment for PLHIV.

SB “Musaada” conducted lection in Osh regional hospital for doctors and nurses on HIV/AIDS, stigma and discrimination issue in medical institutions. 162 people were covered.

## **In Tajikistan**

RRC in Dushanbe based on the Republican AIDS Centre conducted 4 seminars/training and 1 round table with total number of participants 87. Among them there were medical workers, regional AIDS Centers staff and journalists. The following topics were covered “Pre and post testing counseling”, “Adherence to treatment and ARV-therapy for PLHIV”, “Basic information about HIV and AIDS”, etc.

### **Activity 2.8 Informational materials for essential informational materials on client management, counseling, HIV/AIDS care and support, and the formation of adherence to ART**

During the reporting period Manual on START Programme Implementation and Brochure “Burnout Syndrome Prevention” were published and distributed in all Central Asian countries except Uzbekistan.

First material is the handbook/guideline for specialist and social workers, working in the frames of START Programme (Transitional Case Management for pre-released inmates). This handbook is the practical manual for specialists, where presented informational modules, handing materials, questionnaires and described the whole process of transitional case management. It was published in amount of 1000 copies.

Second material is the special brochure on Burnout Syndrome Prevention. This material is highly required by all AFEW’s counterparts working with most-at-risk and vulnerable groups of populations around the CAR. In brochure includes information on early diagnostics of Burnout Syndrome and on methods and techniques of its prevention and neutralization. Material is intended for specialist (firstly for social workers) working directly with PLHIV, TB patients and vulnerable people. It was published in 4000 copies.

#### **b. Achievements in comparison with original planning**

Activities go in concordance with original planning.

#### **c. Deviation from the original planning and reasons.**

No deviation from original planning.

## **6. Project planning for the next reporting period.**

### **Component 1.**

#### **Objective 1:**

To strengthen the capacity and cooperation between the Public sector, Non-Governmental sector and the private sector on the Regional and national levels

#### **Objective 2:**

To strengthen capacity and improve knowledge in the sphere of HIV and AIDS with respect to counselling, care and support and the adherence to ART.

#### **Result 1.1**

Increased availability and utilization of health and social services, including low-threshold HIV prevention and support activities targeting highly vulnerable populations.

##### **a. Planned Activities (component level).**

Activity 1.1.: To develop/adapt and conduct training sessions on client management and partner network formation for GOs, NGOs and partners

Activity 1.2: To develop/adapt, publish and distribute essential informational materials on HIV and STIs, as well as the medical and psychosocial support services available to vulnerable groups (sex workers, IDUs, prisoners and PLHIV)

Activity 1.3: To continue providing partner organisations with funding to introduce client management services (set up social bureaus) for vulnerable groups

##### **b. Planned Results (activity level)**

- # of clients provided with services (no estimated milestone)
- # of new organizations in partner network
- 1 Informational material “ARV treatment in penal system” for inmates in amount of no less than 10000 copies will be produced
- 80-85 partners from Kazakhstan, Kyrgyzstan and Tajikistan participate in the AFEW Autumn School in Almaty in September
- Not less than 20 social workers participate in the training/working meeting on client management in the frames of the AFEW Autumn School.

#### **Result 1.2**

Established mechanism to facilitate effective co-ordination and communication between service providers.

##### **a. Planned Activities (component level).**

Activity 2.4.4.: To ensure RRC provide training sessions for partners’ organizations.

Activity 2.4.5: To ensure RRC hold regular meetings with local referral network on project planning and monitoring.

Activity 2.4.6: To ensure RRC maintain access to information for organizations and individuals interested in HIV/AIDS, counselling, client management and adherence to ART.

Activity 2.5: To develop/adapt and conduct training sessions on model-building and capacity-building for partners from GOs and NGOs with respect to client management and the process of preparing prisoners for release

Activity 2.6: To create and support teams of trainers from local partner organisations, who will then be able to conduct client management training on their own.

b. Planned Results (activity level)

- Not less than 1 training session for partners' organizations will be performed in each RRC
- Not less than 2 meetings of local referral network will be performed by each RRC
- Each RRC will develop e-library going to be used by partner organizations
- No less than 1 training/seminar will be conducted in the training room of the RRC by partner organizations
- The head of RRC based on Tajikistan Republican AIDS Center will compile database of trainers out of local specialists on different topics for enrolling them into conducting trainings for partners and representatives of target groups.
- Coordinators of the RRC in Kazakhstan, Kyrgyzstan and Uzbekistan will make the guidebook on service providers involved in client management for the use of social workers and clients.
- In the frames of the AFEW Autumn School in Almaty in September series of capacity building trainings and ToT will be organized. Not less that 60 partners from Kazakhstan, 7 from Kyrgyzstan and 5 from Uzbekistan will participate.

## 7. Lessons learnt during project implementation.

- It is necessary to organize up-to-date training of social bureaus staff and resource centers on client management issues and also one of the important moments is outside supervision and experience exchange for partners.
- Organization of threshold services in client management units attracts clients attention but in due time we often face the problem that the services we planned is not often meet client requirements and is not so attractive for them.
- Human factor is very important issue in all Central Asian countries, after change of the head in medical institution or NGO there are obvious risks to the project implementation.
- After Client management training in November conducted in Dushanbe for Kazakh and Tajik partners and in Samarkand for Kyrgyz and Uzbek partners in the frames of the project, after period of setting-up and development of the project, partner organizations had a possibility to analyze and evaluate their work. *AFEW* staff coming with monitoring site visits often hear that project gave them systematic knowledge on how to work with clients, chained all parts – from needs assessment to strengthening the network. Clients are satisfied with possibility to receive all services in one place, e.g. NGO “Musaada” in Kyrgyzstan. Majority of clients (going to be released inmates) in the frames of “START” program in Karaganda, Kazakhstan, often express amazement at the first meeting with social worker that nobody before took so much care about them. It can be definitely said that clients see and successfully use “values” of client management. Of cause, much work is on the shoulders of client managers who have to search for new services and widen partner network but results are getting more fruitful.
- *AFEW* Tajikistan Spring School gathered in one place representatives of all *AFEW* projects partners and gave them opportunity not only to get new knowledge, but get acquainted and share experience between those who make their first steps and “veterans” of client management. And not every NGO can boast that during 10 days they can conduct 13 trainings and 4 lectures for 98 people. Progressive approach of *AFEW* Tajik office will be used in Almaty in September 2009 and it is planned to attract more that 80 people not only from Kazakhstan, but also from Kyrgyzstan and Uzbekistan.