

- Volunteer connecting website
- Registration of organisations

- Psychosocial Service Providers' Database;
- Social Responsibility;; and
- Training Programmes.

- Higgolla Estate; and
- Trainings.

Consortium of Humanitarian Agencies (Gte) Limited, Monthly Newsletter

Information Update

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The Information Update is also available on the CHA website:

<http://www.humanitarian-srilanka.org/eResources/PDFdocs/InfoUpdate/IU-December2009.pdf>

Connecting volunteers: charityapple

The charityapple.org website which was an initiative of Rotract club of Colombo was redesigned by IT unit of CHA with a new look and new features. A platform been

created for organization who have need for volunteers to registered through **charityapple.org** and post their volunteer opportunities. On the other hand those who are willing to

volunteer can look for opportunities through this website.

The requirement study was carried out in different phases through discussions with the charity apple steering committee which included members from all partner agencies. The development of database and the website was started in October 2009 by the IT unit of CHA and was completed in three months time. The IT unit will continue to maintain this website and involve in promotional activities.



ICT News

Psychosocial Service Providers' Database

Based on a survey done by the Psychosocial Forum (PSF) of CHA on Psychosocial Service Providers, the training that they conduct and the psychosocial services that they provide a database of Psychosocial Service Providers was created. The IT unit of CHA provided advice and coordinated the database activities. Also it supported PSF in launching the database on 15th December 2009. The information in the database is now available online on the CHA website (http://www.humanitarian-srilanka.org/new/Psychosocial_Forum.htm).

The screenshot shows the website for the Psychosocial Forum (PSF) of CHA. The page is titled 'PSYCHOSOCIAL FORUM' and is part of the 'CONSORTIUM OF HUMANITARIAN AGENCIES (GTE) LIMITED' website. The main objective of the PSF is to enhance the quality, competence and accountability in the psycho-social work of individuals / organizations / institutions, with emphasis on issues related to conflict in order to enhance psychosocial well-being within Sri Lanka. The forum pays particular attention to issues related to affected women and children. The objectives listed are:

- To achieve institutional clarity of the PSF members.
- To achieve conceptual clarity in the psychosocial field
- To design or influence psychosocial standards, guidelines for practices
- To provide a neutral space for participants to share the work of their organisations and findings of research studies undertaken.
- To strengthen networking among Non Governmental Organisations, Governmental Organisations, regional groups, international agencies and projects
- To improve information exchange, documentation and dissemination of psychosocial material.
- Strengthen capacity building issues in the sector
- To influence and/or design psycho-social policies.

Contact information for Nisansala Gamage Gunasekara, Psychosocial Forum Coordinator, is provided: Telephone +94-11-4610943/4 ext.133, Email psfcoord@cha.lk. A table titled 'Database of psychosocial service providers' shows the following data:

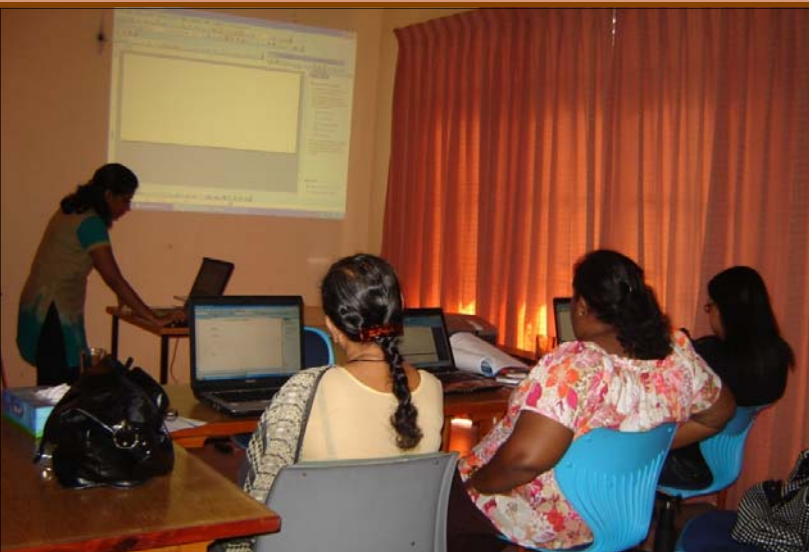
| Database of psychosocial service providers | |
|---|------|
| Psychosocial Forum District Data Mapping (.pdf) | |
| Batticaloa | 1.0M |
| Hambantota | 842K |
| Jaffna. | 940K |
| Jaffna Org Chart | 87K |

The online database will be maintained by the IT Unit of CHA.

Social Responsibility

As an initiative under social responsibility activities by CHA the IT unit is assisting the National Institute of Mental Health in Angoda to develop a database of patients in the

Mulleriyawa Hospital. As an initial step, discussions were carried out with the Director of the National Institute of Mental Health and doctors at Angoda and a data collection form was designed. The creation of database will take place in the near future.



Training Programmes

CHA conducted three IT training workshops, two on Advance Ms Excel and one on Advanced Ms Word. Altogether 22 members from different organisations participated at the workshop. The training contents were designed for using these applications in day-to-day office work and participants were provided with computers to work on during the entire session.

The CD version of the CHA Membership Directory 2010 will be available towards the latter part of the last week of January at CHA Head Office...

A new dimension to Minimum Standards

Minimum standard helps measure where an individual, team, or department stands with respect to their quality of performance, which is the standard expectation of the organisation. With the recent review of the finance team performance against minimum standards, it was revealed that broader aspect of organisational excellence should be measured, hence, upgrading to the review mechanism incorporated to measure attitudes, team work, cooperation with peers and colleagues, and ethical behaviour.

Generally, minimum standard evaluation is such that standard job specific output is measured and marks are allocated thereafter. Findings revealed that by taking only the job specific output into account is not sufficient to affect broader areas of quality that stems from the organisational environment. Therefore, it is further complemented by formal measures of environmental characteristics that each individual or a team should possess to affect total quality of the organisation.

CHA believes these environmental characteristics are considered for a foundation of excellence in quality

management. Therefore, attitudes, team work, cooperation with peers and colleagues, honesty, and ethical behaviour are measured under the close guidance of the top management. It should be noted that the latter two are non—negotiable where one can either score 100 or 0.

In a project management environment finance teams along with programme and project teams create open and constructive ideas to pace up with the uncertainties that project and programme face. Minimum standard reviews cross—cutting finance and project teams help collate norms for effective team behaviour.

The Evaluation Steering Committee decides upon the final marking for individuals and teams. The Steering Committee summons comments from Supervisors, Standards Evaluators, and HR Managers when making a final decision. The top management makes sure the Evaluators make unbiased judgements and a follow consistent approach for marking. The process employs a spiral approach, keeping a continuous eye on improvement.



Peace

From the follow—up discussions, CHA CS team had with Gampola MC Members the following success story was highlighted by Mr. Prakash a member of the MC, Matale.

Higgolla Estate: The Government launched a housing project in Higgolla Estate, through the Municipal Council of Matale funded by the National Housing Development Authority (NHDA). This was a community where most were of Tamil origin. Twelve Families out of 76 beneficiaries did not cooperate with the implementation of the housing project. The Municipal Council of Matale tried their best to convince 12 families to get inline with the rest so that all 76 houses could be complete at once. As these 12 families did not comply NHDA faced difficulties to obtain proper supplies and support to complete the project. All attempts failed to bring the 12 families to a convincing point.

Meanwhile, CHA conducted a two—day CS Training for staff and members of the Provincial Council. Mr. Prakash, Member of the Matale MC, was also present at this training session. The lessons and knowledge gained from this workshop was convincing enough for Mr. Prakash to approach the 12

families. We had the follow—up discussion after one month from the date that the training was conducted.

He met the head of each family and managed to convince the house holder to join in the programme. Mr. Prakash stated that they had realised their mistake genuinely and extended their cooperation by filling forms and participating in 'shramadana activities' organised by the implementing staff. The halted construction work re—commenced three months following the cooperation of all beneficiaries. He further stated that their knowledge and skill on 'Communication Resolving' and 'Conflict Approaching' in a conflict sensitive manner helped him to re—unite the divided community and continue the project successfully.

Observations made by staff members of MC: It is recorded that the staff members, prior to the training, mentioned that, 'The project staff did not pay attention towards people who do not cooperate with the project'. A change of attitude, particularly on the part of the Project Implementing Officers, made it possible to approach the community repeatedly. This helped solve the major obstruction that halted a great benefit. This change of attitude was a result of the CS Training that was conducted.

CPN

Districts at work...

CPN

UNHCR—CHA QIP Initiative



Vocational training in sewing, computer science, out boat motor mechanism, plumbing, house wiring, and operating hand tractors commenced for 215 returnee youths at the resettlement areas in the Musali DS division. The programme seeks to provide an opportunity to youths to follow vocational training as a means of finding their way of earning an income through self—employment upon completion of the training. Training programmes have been conducted for the past two months and will be continued.

Free Legal Services

CHA with IHR have conducted six free Legal Aid Mobile Clinics and 96 beneficiaries received legal advice and consultations in the districts of Kalutara, Galle, Matara, Hambantota, Batticaloa, and Vavuniya. Additionally, 55 beneficiaries received legal advice and consultations and nine beneficiaries received legal representation through free legal aid provided at the offices of the aforementioned districts.



CHA Mannar District Forum

The CPN in Mannar advocated with regard to a hospital building that was occupied by the Navy in the Musali DS Division; part of the building was given to returnees.

- CTB Mannar also provided bus services for Musali returnees.
- The DS and GS recommended that bicycles be provided to some returnee students and IDPs.
- The CPN assisted returnees and host communities to obtain birth, marriage, and dead certificates.



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Printing, Editing, and Translations Unit

CHA Knowledge Management and Resource Centre

PET Unit
Printing, Editing, and Translations Unit

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