



ANNUAL

REPORT 2014

*MINISTRY OF LABOUR, HUMAN SERVICES &
SOCIAL SECURITY*

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SOCIAL SECURITY***

ABBREVIATIONS AND ACRONYMS

CARICOM	CARIBBEAN COMMUNITY AND COMMON MARKET
CEDAW	COMMITTEE ON THE ELIMINATION OF DISCRIMINATION AGAINST WOMEN
COSHOD	COUNCIL FOR HUMAN AND SOCIAL DEVELOPMENT
CPA	CHILDCARE AND PROTECTION AGENCY
CTIP	COUNTER TRAFFICKING IN PERSON
CVADV	COMMUNITY VOLUNTEERS AGAINST DOMESTIC VIOLENCE
FBOs	FAITH BASED ORGANIZATIONS
GBTI	GUYANA BANK FOR TRADE AND INDUSTRY
GBV	GENDER BASED VIOLENCE
GPHC	GUYANA PUBLIC HOSPITAL CORPORATION
GUYSUCO	GUYANA SUGAR COOPERATION
GWLI	GUYANA WOMEN'S LEADERSHIP INSTITUTE
HCCRR	HUGO CHAVEZ CENTER FOR REHABILITATION AND REINTEGRATION
HIV/AIDS	HUMAN IMMUNODEFICIENCY VIRUS / ACQUIRED IMMUNE DEFICIENCY SYNDROME
IFMAS	INTEGRATED FINANCIAL MANAGEMENT ACCOUNTING SYSTEM
ILO	INTERNATIONAL LABOUR ORGANISATION
IT	INFORMATION TECHNOLOGY
LBG	LOCAL BOARD OF GUARDIANS
MAB	MEN'S AFFAIRS BUREAU
MESCVI	LA CONVENCION INTERAMERICANA PARA PREVENIR, SANCIONAR Y ERRADICAR LA VIOLENCIA CONTRA LA MUJER (INTER-AMERICAN CONVENTION ON THE PREVENTION, PUNISHMENT, AND ERADICATION OF VIOLENCE AGAINST WOMEN)
MISU	MANAGEMENT INFORMATION SERVICES UNIT
MOF	MINISTRY OF FINANCE
MOH	MINISTRY OF HEALTH
NGO	NON - GOVERNMENTAL ORGANIZATION
NRDCGD	NATIONAL RESOURCE AND DOCUMENTATION CENTRE FOR GENDER AND DEVELOPMENT
OAP	OLD AGE PENSION
OH&S	OCCUPATIONAL HEALTH & SAFETY
P&SSO (CP)	PROBATION & SOCIAL SERVICES OFFICER (CENTRE FOR CHILDCARE PROTECTION)
PA	PUBLIC ASSISTANCE
PAC	PUBLIC ACCOUNTS COMMITTEE
PAHO	PAN AMERICAN HEALTH ORGANIZATION
PCA	PATIENT CARE ASSISTANT
PLC	POOR LAW COMMISSION
PSC	PUBLIC SERVICE COMMISSION
RWAC	REGIONAL WOMEN'S AFFAIRS COMMITTEE
TIP	TRAFFICKING IN PERSONS
UNFPA	UNITED NATIONS POPULATION FUND
WAB	WOMEN'S AFFAIRS BUREAU

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1.0. EXECUTIVE SUMMARY

This section provides a broad overview regarding the results of the Ministry's performance in 2014. Essentially, the highlights of the various departments, in terms of significant initiatives and the resultant achievements, will be presented, as well as the most challenging constraints that impacted the targets.

The year 2014 recorded mixed results, with notable progressive trends in many labour and social services programmes. Despite these advancements, several challenges threatened the desired levels of effective service delivery. The main challenge stemmed from the Ministry's capacity to reduce poverty especially through its social assistance programme for vulnerable Guyanese. . In a number of instances, the level of financial grants for single parents, assistance for funeral expenses, medical assistance, and welfare requests could not be provided because of the reduced funding in the 2014 Budget. Hence, the poverty reduction programme was significantly downscaled. Nevertheless, the Ministry strove to deliver its planned programmes in a consistent manner and at the end of 2014, managed to continue and improve the efficiency and effectiveness of its services under the leadership of the management team.

Administration

This Programme provided critical support to the Ministry's technical programmes, including facilitating the provision of transportation; executing minor repairs and maintenance to the Ministry's buildings, annexes, and equipment; ensuring proper sanitation at all complexes; and renovations to the Ministry's Stores Department damaged by flood. Actual expenditure (\$207,041,776) for this programme, was 96.7% of the planned Budget for 2014 (See Annex A). Employment Costs accounted for \$122,138,725 while \$84,903,051 was spent on 'Other Charges'.

Significantly, the Ministry increased efforts to disseminate information through a direct interface with the public. To this end, several public activities were hosted, including events to promote child labour prevention, enhanced child care and protection, and increased emphasis on Occupation Safety and Health in the workplace. The latter included a health walk, a health fair, a symposium and several events aimed at engaging the media.

The Ministry honoured eight Guyanese women, including members of staff, for their achievements and participated in the Mashramani celebrations under the theme "*Restoring Family Values*", a participation which secured the second place in the Medium Band Mash Competition for 2014.

Routine services in the area of Budget and Finance continued with the preparation of staff emoluments, payments to suppliers, revenue collection, and preparation of monthly revenue statements and the timely provision of Individual Income Tax Statements to all staff for submission to the Guyana Revenue Authority. All inventories for the Head Office were updated and maintained supporting the systems that were in place to maintain financial probity and accountability. These included those in the Ministry's Stores. Business transactions were conducted in compliance with the mandatory regulations and the necessary records –the Ministry's Assets Register and Stores' Registers - were consistently updated.

Personnel Department

The Department's main focus was on strengthening capacity by filling key positions. Several new posts were created for the Child Care and Protection Agency and also the Hugo Chavez Centre for Rehabilitation and Reintegration. Recommendations for the filling of a number of senior positions were submitted to the Secretary, Public Service Commission for appointment. However, at the end of 2014, none of the proposed appointments were approved as a result of the absence of the appointed Commissioners. Contract/ gratuity terms were applied to at least 90 percent of the recruitment undertaken in 2014. The shortfall in target was as a result of the unavailability of suitably qualified staffing; the dissatisfaction with the conditions of service, and the delays in the filling of vacancies sent to the Public Service Commission.

Emphasis was also placed on staff development and several staff members from the Registry, Personnel, Central Accounting Unit, Child Care and Protection Agency, Co-operatives Department, Labour Department and Documentation Centre attended Computer Training in various areas of Information Technology at the Global Technology. Staff from other Units attended training programmes at the Public Service Ministry's Training Division, which were ongoing throughout the year.

The delivery of routine services continued with the coordination of services for staff, including those preparing to retire; the maintenance of related records, chief of which was the Ministry's inventory of authorized positions; addressing disciplinary matters; and requests relating to staff benefits and allowances.

Probation and Social Services

This is one of the Departments regarded as the face of the Ministry and efforts continued to ensure effective service delivery to address the wide array of social needs. Greater focus was placed on activities that sought to empower and strengthen the family to meet its stated roles and responsibilities in the society. A study on the *Analysis of the Impact of Social Problems on the Family* commenced with the collection and tabulation of data. The idea is to have the data disaggregated to facilitate intensive analysis, which would form the basis for the formulation of a plan of action.

Community outreach programmes were conducted by the Department in Georgetown, Berbice, Linden and along the East Coast of Demerara. This proactive strategy sought to take services to communities, create awareness of social problems, and solicit community input to generate appropriate sustainable solutions.

Among the successful community-oriented initiatives were two collaborative interventions with the Guyana Police Force. These were undertaken in Albouystown and Tiger Bay, Georgetown. They entailed training residents in basic counseling techniques to act as 'first responders' in simple community issues; and talks via the Parent /Teachers' Associations, religious and other groups. These talks focused on social issues, such as teenage pregnancy, domestic violence, positive parenting and suicide prevention.

The Department also visited the New Opportunity Corps monthly to address 'aftercare' matters with the youths, in order to prepare them for reintegration into their families and communities. Parenting

seminars were hosted in Georgetown to help parents/guardians understand and better prepare for their child's return home. To deliver the high caliber of social services expected, staff development sessions were held weekly in Georgetown to ensure in house capacity building. In Linden and Berbice, quarterly meetings were held to provide officers with the opportunity to present their district reports and discuss related issues of concern.

Social Security

The Department reviewed Public Assistance cases early in the first half of the year and these outputs enabled the completion of an up-to-date Public Assistance distribution list for each District. The Department also ensured early distribution of Public Assistance Booklets for permanently disabled beneficiaries and arrangements were put in place to enable the majority of eligible pensioners to receive their pension and utilities' subsidies for 2014. The planned empowerment work shop for Public Assistance recipients was not conducted as a result of insufficient resources. This will, however, be pursued in the new year.

Trafficking in Persons

The Government of Guyana, in recognizing that the combating of trafficking in persons and the protection of survivors required a collective approach, sought to engage all stakeholders for the reporting period. The Counter Trafficking in Persons Unit, which has responsibilities in the fight against this social dilemma, worked in partnerships with NGOs, FBOs and CBOs engaging members through workshops, seminars and awareness campaigns. The Unit, as a member of the Ministerial Task Force on Trafficking in Persons, also worked in close collaboration with other Governmental Organizations in the area of victims' identification via its twenty-four (24) hours hotline service. Identified victims were supported during the investigative and prosecutorial stages of their cases. For the reporting period, the Unit recorded referring twenty-nine (29) cases of suspected trafficking in persons to the Guyana Police Force, three (3) of which were brought before the Judicial Courts (one case in Suriname). For three (3) of these referred cases, the Chambers of the Director of Public Prosecution had advised that no legal charges be laid against the alleged perpetrators. The remaining twenty-three (23) cases are under investigations. The twenty-nine (29) alleged cases of trafficking in persons produced a total of forty (40) alleged victims, twenty – four (24) of whom were below the age of eighteen (18) years. All identified victims were exposed to individualized counselling and were informed of the free services offered by the Ministry. Nineteen (19) of the identified alleged victims were placed in the protective custody of the state (voluntary) where they were exposed to various forms of psychosocial support inclusive of professional counseling, shelter, food and clothing. Two (2) of the identified victims were placed into educational institutions while four (4) were assisted with resources to enable their attendance at Court hearings. For the reporting period, the Ministry recorded a total of nine hundred and eighty three thousand, eight hundred and fifty one dollars (\$983,851) - expenses incurred as support to victims. This was exclusive of the annual subvention allocated to an NGO that provides 'shelter' services to victims of abuse.

Support to the Homeless

Several Departments collectively responded to the dilemma of homelessness in Guyana. The **Night Shelter** continued to be a 24-hour refuge for those without any place to go, offering temporary shelter

and food and facilitating medical care and counseling for about 200 persons, who were destitute owing to various circumstances. *The Palms* Geriatric Institution continued to be the largest institution providing care for senior citizens of Guyana. During 2014, it catered to the needs of 252 persons, 127 males and 125 females in eight wards. The Ministry continued to equip the facility in its quest to improve the quality of its service. The primary focus was the training of Patient Care Assistants, maids and porters. In addition, the services of a Food Services Supervisor were obtained to improve the quality of the food provided to the residents while ensuring that there was responsiveness to the individual dietary needs of the residents. The rehabilitation efforts to the facility continued in order to realize the objective 'to improve the accommodation/living environment of residents'.

Several homeless persons, who were assessed as being capable of being rehabilitated and reintegrated into society, were earmarked for admission to the *Hugo Chavez Centre for Rehabilitation and Reintegration at Onverwagt*. This facility aims to empower such persons to attain a level of self-sufficiency, equipping them with the job and life skills necessary for reintegration and positive contributions to society. The rehabilitative programme comprised 'hands-on' job training, internships, mentoring, job placement and social services support. The institution was built to accommodate 120 males and 60 females for periods ranging from 6 months to one year. At the end of 2014, 23 persons were transferred to the Centre.

GENDER AFFAIRS

The Ministry addresses these matters through three Departments, namely, Guyana Women's Leadership Institute (GWLI), Men's Affairs Bureau and the Women's Affairs Bureau. Highlights from these entities are as follows:

Guyana Women's Leadership Institute

The Guyana Women's Leadership Institute continued to pursue its mandate to engender a higher representation of female leadership throughout the workforce. In 2014, the most significant events were four (4) training programmes undertaken in Regions 2, 3, 4 and 6 for one hundred and eight (108) women.

Men's Affairs Bureau

The Men's Affairs Bureau was able to complete all of its planned activities listed in the 2014 Annual Work Programme. Activities included *Schools' Outreach Programme* that facilitated the engagement of boys in gender-based violence discussions held in secondary schools in Regions 3, 4 and 5 and some primary schools. Other highlights included a *Fathers' Day event: "Like Father, Like Son"*, for fathers and their sons, undertaken in collaboration with the Salvation Army.

Generally, the Department's Officers counselled men and boys who visited the Ministry or participated in events, and engaged them in discussions relevant to the male gender. Youth who participated in camps in the Essequibo Islands and members of religious groups also benefitted from such engagements. During the month of August, the MAB worked with boys in various sports clubs, especially cricket clubs, in Regions 3, 4, 5 and 6.

Women's Affairs Bureau

The goal of the WAB is to work in a cohesive way to ensure that Non-Governmental Organizations, women and men's groups work together to advance gender and other social issues for the development of Guyana. Towards this end, the new *five-year National Plan of Action* for the implementation of the ***Sexual Offensive Act 2010 and Domestic Violence Act 1996*** was embraced as an additional instrument that would assist tremendously in dealing with all forms of violence. In addition, a five-year *Sexual and Domestic Violence Action Plan* was developed with support from UNFPA. The Bureau also conducted a number of Meetings with various Women's Groups in order to provide relevant and current information on issues affecting women and girls. The groups were supported in identifying and analyzing concerns and formulating recommendations for further development of their communities and the country as a whole.

The Bureau recognizes, from the numerous cases investigated, that many women and girls are exploited and mistreated because of ignorance of their rights. As a result, the Ministry developed a handbook entitled "*Know Your Rights*". The aim was to increase the citizenry's awareness of their human rights and civil liberties. It was planned that in the future, the content would be further disseminated country wide using flyers, handbooks etc.) during awareness sessions facilitated by both the WAB and MAB.

Another key initiative was the Regional Women's Affairs Committees¹ Annual General Meeting. At this meeting, members reported on their achievements, as well as challenges and also provided some valuable recommendations to be worked upon for the next meeting. The feedback from the committee members is valuable in advancing Gender Equality in the regions and Guyana.

Women of Worth Micro-Credit Scheme

Officers of the WOW department and the Guyana Bank for Trade and Industry, recognizing the high and consistent default rate (76%) by loan beneficiaries, visited defaulting customers to encourage them to repay their loans. However, there was limited improvement. At the end of 2014, 346 loans were in force to the value of \$29,421,699, while 268 loans valuing \$25,570,445 were written off. 295 non-performing loans were recorded at the end of 2014 totaling \$22,561,251.

Labour (Programme 3)

The Department of Labour continued efforts to improve and maintain a stable Industrial Relations climate. Labour related complaints continued to present challenges because of employers' non-compliance with labour laws, their general unwillingness to adhere to the laws, and the difficulty in locating employers when addressing disputes. Inadequate funds also hampered the inspection of worksites and the purchase of postage stamps to dispatch related correspondences to employers and employees.

¹The RWACs are sub-committees of the RDC and provide a linkage with the WAB on issues relating to the advancement of Women in Guyana. These Committees comprise members representing different sectors and women's organizations, including FBOs in the regions. In addition, the committees liaised with the WAB for guidance on policy formulation relating to gender issues and programme planning in the regions, based on national initiatives.

Fifty-six (56) delinquent employers were placed before the Courts for various infractions of the law. The institutional capacity to prosecute labourcases needs strengthening. While there is an Attorney representing the Ministry, a qualified Lawyer should be employed to prosecute, serve as a Legal advisor and assist in drafting charges.

The social partners of the Tripartite Committee on Labour initiated a discussion on the concept of social dialogue, which is a matter of great importance. The aim is to have the parties involved submit a signed document to the Minister at the earliest opportunity. There is need for the establishment of an Industrial Tribunal, whereby all grievances and disputes would be heard and determined. (Other statistical details are included in the Body of this report).

Central Recruitment and Manpower Agency

The Central Recruitment and Manpower Agency continued its contribution to the economic and social development of Guyana by providing effective and efficient employment services to job seekers and employers. During the year, the agency embarked on a promotional drive re-introducing the services available to employers and the unemployed. This was done through its online service and was offered to graduates of the Guyana Women's Leadership Institute.

The Guyana Women's Leadership Institute continued to pursue its mandate to engender a higher representation of female leadership throughout the workforce. In 2014, the most significant events were four (4) training programmes undertaken in Regions 2, 3, 4 and 6, for one hundred and eight (108) women.

The Central Recruitment and Manpower Agency pursued its mandate *'to contribute to the economic and social development of Guyana by providing effective and efficient employment services to job seekers and employers'*. The highlights of the agency's performance included, the registration of three thousand one hundred and forty-one (3,141) unemployed persons, three thousand five hundred and thirty-eight (3,538) vacancies were received from mainly the Private Sectors Agencies, four thousand and thirty-seven (4,037) jobseekers were submitted to fill the vacant positions and two thousand four hundred and twenty-seven (2,427) of these referrals were placed into suitable jobs. The Manpower Division was able to complete five hundred and forty-one (541) visits to Private and Public Sectors Agencies in Regions 2,3,4,5,6 and 10.

The Agency participated in several marketing and promotional strategies to boost its image, and clientele, including Job fairs in collaboration with other Agencies such as Ministry of Culture, Youth and Sports and the Guyana Women's Leadership Institute.

Board of Industrial Training

The Board of Industrial Training executed its core functions, certifying 51 trainees who successfully completed training under the **Apprenticeship Programme**, while registering 2,490 young people (24 % over the target set) for the NTPYE in Regions 1-7 and 10, to pursue training in various fields. In order to increase the accessibility of the highly-successful Heavy Duty Equipment Operator programme, the Programme was introduced to Regions 2 and 3. Programmes also commenced in the remote Amerindian villages of Waramadong, Kako and Kamarangin Region 7. The partnership programme with the GuySuCo

Training Centre in Port Mourant saw a total of 286 persons graduating from both the Saturday and evening classes. These courses equipped participants with skills essential for employment in Region 6. It is important to note that the training offered is accessible to all school dropouts and persons without the necessary qualifications to normally enter the Centre, or join the workforce. At the completion of the programme, trainees are equipped with the qualifications necessary to either formally register with a Technical Centre and pursue full time studies or gain advancement through a trade.

Statistical Department

The Statistical Department continued the production of quarterly Labour Market Information System bulletins capturing the work of the Board of Industrial Training, Central Recruitment & Manpower Agency, and the Labour, Occupational Safety & Health Department. In addition, focus was placed on the Social Services Departments where bulletins were also prepared and finalized. A *National Wages & Hours of Work Survey* was started. A statutory meeting with Labour Market Information Systems coordinators was held and an update on the country's statistics was discussed. Recommendations were made for improving the country's status to provide updated information on a yearly basis.

Department of Cooperative Societies

The Department continued to regulate the Cooperatives sector through registration and cancellation processes, in accordance with the Co-operative and Friendly Societies Act; investigating the Constitution and financial conditions of societies and settling disputes relating to the affairs of Co-operative Societies. The aim was to engender the effective performance of Co-operative Development in the Regions, through assessment, technical support and collaboration with relevant agencies. During the year, twenty-six (26) groups were registered under the Friendly Societies Act; two (2) Cooperative Societies and three (3) Friendly Societies were dissolved; Rules were amended for two Cooperatives Societies and two Friendly Societies. These were all located in Region 4. In relation to Dissolution, the Department published, in all newspapers, a list containing 212 Cooperative Societies identified for cancellation based on their failure to comply with Sections 38 and 39 of the Cooperative Societies Act, Chapter 88:01. Twenty four (24) Societies, from the said list, appealed to the Honourable Minister of Labour, Dr. Nanda Gopaul, and consequently, five of the societies identified for cancellation were removed from the list while 19 were placed on hold pending further investigations.

Child Care and Protection (Programme 4)

The strategy for 2014 was twofold - increased inter-professional and interagency collaboration in the provision of services for vulnerable children; and family assistance and support to reduce the number of children in need of alternative care. Separation of children from their biological families was carried out as a last resort, but in spite of these efforts, the demand for 'out-of-home-care' continued to increase. The challenges in providing residential care at times appear insurmountable and it is argued that the physical environment of the institutions negatively impact the lives of the children if the stay is long and indefinite. Currently there are 800+ children in residential care with approximately 250 in State care centers. The remaining 500+ are in the 19 privately managed Children's Home & Orphanages to which the CPA exercises the "gate-keeping" role-children only being admitted with approval of the CPA. A critical requirement for the enhancement of care services is to increase the annual subventions to homes to two hundred thousand dollars (\$200,000). All homes should benefit from this subvention. The increase in resources will bring about immediate improvements in care services since additional staff

can be recruited, thereby improving the child-to-staff ratio, allowing for better supervision and counselling. Foster care placement, as an alternative care option for children in need of out-of-home care, has consistently increased with 220 children now in foster care. More children were adopted in 2014 (114 children) than in any other year, in many instances by relatives.

A major part of the Agency's work continued to be responses to child abuse reports and provision of safe places and recovery avenues for victims. Critical to these efforts has been the 24-hour hot line service operated by the Agency without financial reward for staff. There were 2,393 child abuse reports and 203 children were placed in alternative care arrangements. A key challenge was the provision of adequate follow-up services, as a result of high caseloads and the absence of other crucial resources such as an electronic data base for checks and balances. More intense welfare services are needed to significantly impact the lives of the vulnerable. In spite of the absence of adequate resources the CPA was able to provide assistance to 4,092 vulnerable families and prevented the separation of 1,708 children. Our Child Link partner assisted in the much needed support for the home-based services to enable children to remain with their biological families through the provision of psychosocial support and improving parenting skills for better care of the children.

With the establishment of the Child Advocacy Center², there was a marked increase in inter-agency cooperation and professional collaboration. The target for such centers was four, but at the end of 2014, only one was operational in the high risk area of North Georgetown. During the year, forty-three cases were handled by the Center.

There is need to address the supervisory and middle management crisis in the Agency, through professional training programmes which must be on-going. During the year, a special *"Personal/Professional Development Training Programme"* was undertaken with support from an external facilitator. This programme looked at the mental health status of staff by conducting an Assessment of their competence through an exercise *"Belief in Personal Control Skills"* (BIPCS). Staff completed a series of exercises to measure critical thinking skills, decision-making, self-management, social ability, self-esteem, and creative problem solving with the aim of building competences for their child caring tasks. The results were startling. A number of the staff members were without the ability to read and write or basic comprehending skills. Plans were made with the Personnel Department to address these issues, which may include redeployment of staff.

In retrospect, despite the constraints, performance in 2014 was credible. Such results were only achieved as a result of the dedication, cooperation and perseverance of staff and the shared belief that this Ministry can make a difference.

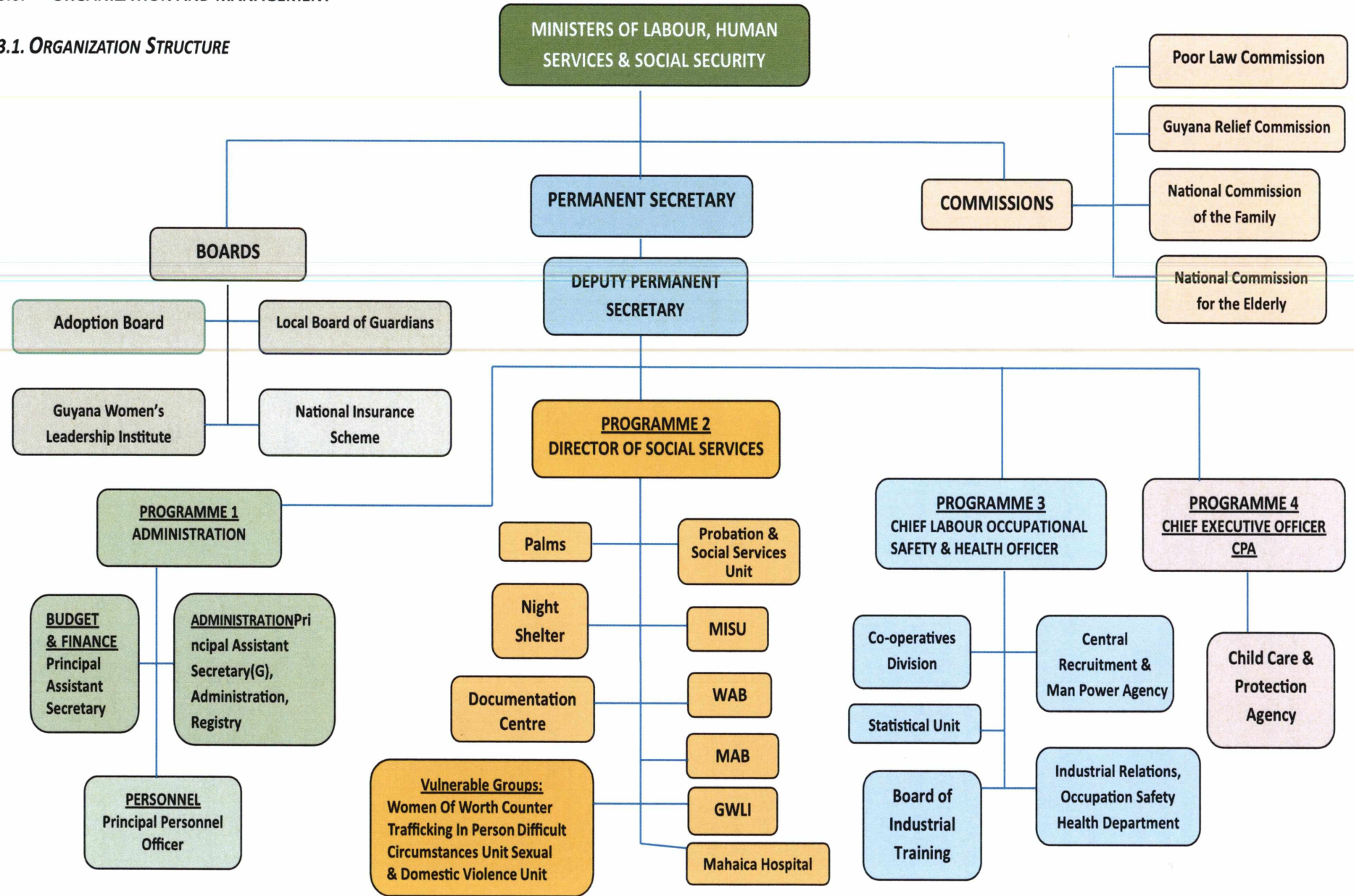
²a child-focused, one stop, facility-based programme in which representatives from key child welfare and protection stakeholders, including the police and NGOs, working together to conduct forensic interviews for reported child sexual abuse and exploitation cases

2.0. MISSION STATEMENT

TO CONTRIBUTE TO ECONOMIC AND SOCIAL DEVELOPMENT BY MAINTAINING A STABLE INDUSTRIAL RELATIONS CLIMATE, FORMULATING POLICIES AND PROVIDING INTEGRATED EMPLOYMENT, TRAINING, SOCIAL AND WELFARE SERVICES.

3.0. ORGANIZATION AND MANAGEMENT

3.1. ORGANIZATION STRUCTURE



3.2. DESCRIPTION OF DIVISIONS

3.2.1. ADMINISTRATION – PROGRAMME 1

The ultimate responsibility for sound and appreciative management of service delivery in the Ministry is reposed in the Office of the Permanent Secretary, which operates as the principal accounting authority for the Ministry.

The Permanent Secretary, as Head of Administration, is supported by a Deputy Permanent Secretary, a Principal Assistant Secretary (General), and a Principal Assistant Secretary (Finance), as well as other middle and junior levels of ancillary staff.

3.2.1.1. MISSION

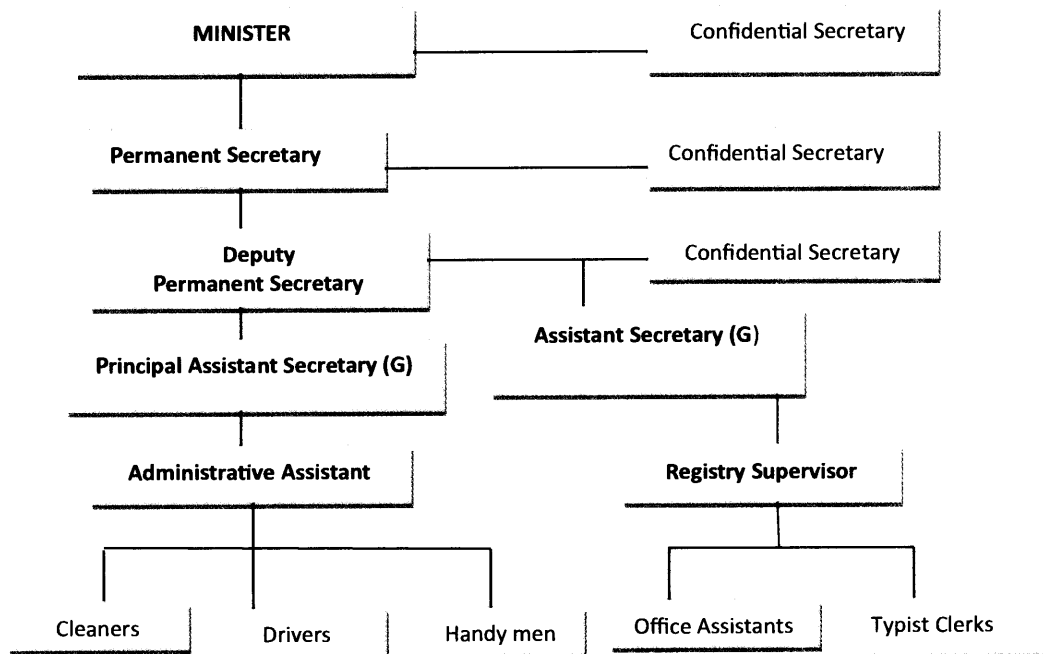
The mission of the Administration Division is *‘to coordinate and manage efficiently the available human, financial and physical resources critical to the successful administration of the Ministry’s operations’.*

3.2.1.2. FUNCTIONS

This Programme executes its mandate through the following functions:

- Co-ordinate the work programmes of all sections of the Ministry.
- Initiate policy changes and present proposals to Cabinet for consideration and approval.
- Provide accounting and personnel services.
- Arrange the attendance of staff at Conferences and Seminars etc.
- Conduct assessment of organizational needs and changes, presenting proposals to the Public Service Ministry for redress.
- Provide typing and record management services.
- Co-ordinate the preparation of the Annual Estimates.
- Attend to all administrative correspondence.
- Arrange for the fulfilment of the transportation, and the maintenance of buildings, equipment and vehicles.
- Direct and supervise the work of cleaners, handymen and drivers.

3.2.1.3. ORGANIZATION STRUCTURE



3.2.1.4. STAFFING

At the end of December, 2014, the staffing position of the Administration Department was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	Excess	COMMENTS
Permanent Secretary	1	1	0	0		
Deputy Permanent Secretary	1	1	0	0		
Principal Assistant Secretary (G)	1	1	0	0		
Assistant Secretary (G)	1	1	0	0		
Administrative Assistant	1	1	0	0		
Confidential Secretary	1	1	0	0		
Registry Supervisor	1	1	0	0		
Typist Clerk 11/1	6	6	0	0		
Office Assistant	3	3	0	0		
Cleaners	6	8	0	0	2	
Handymen	2	2	0	0	0	
Driver (5)/Driver Mechanics	5	6	0	0	1	
Total	29	32	0	0	3	

3.2.2 ACCOUNTS

3.2.2.1. MISSION :

The mission of the Accounts Division is :

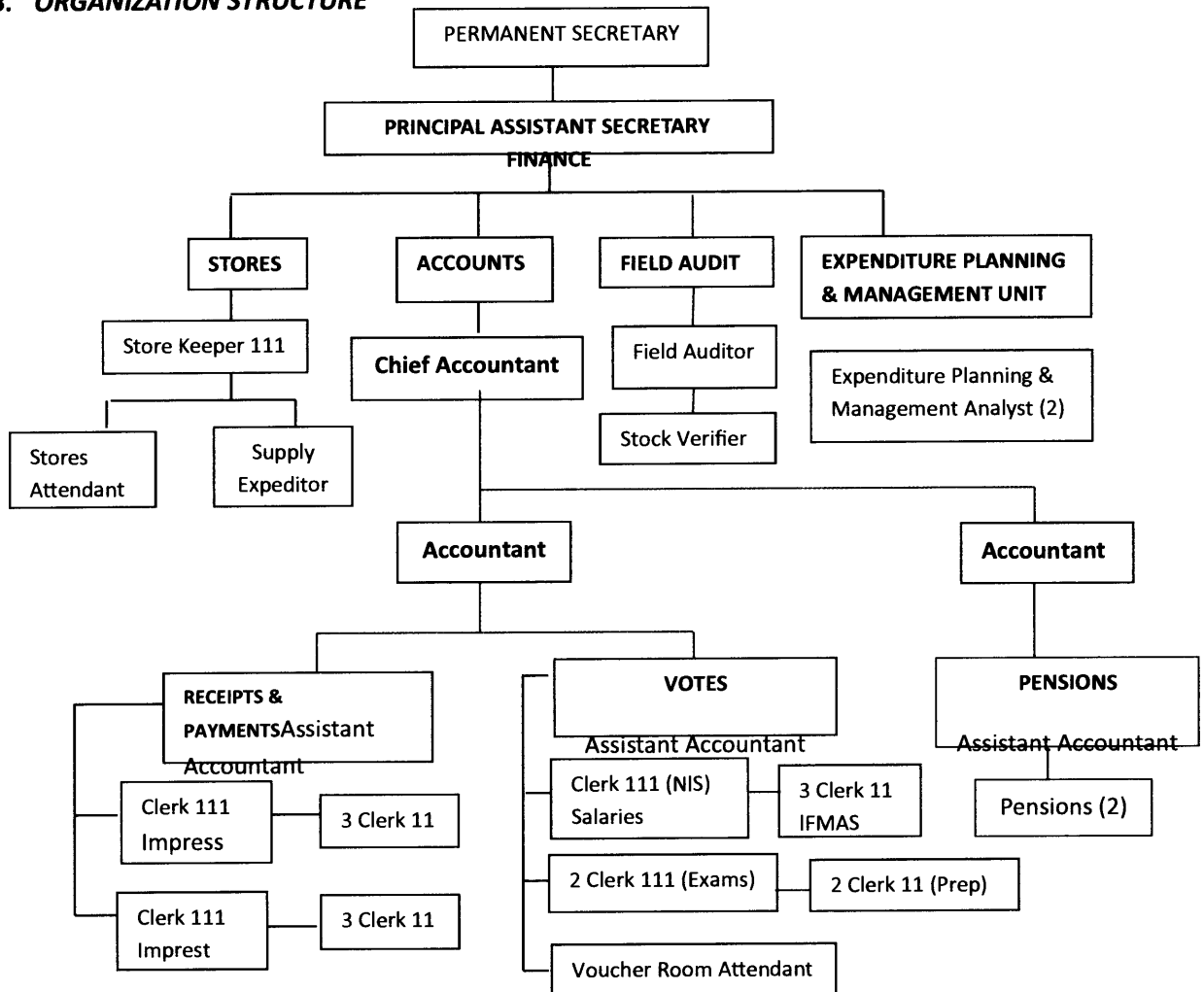
To provide financial support for all four programmes at the Strategic Plans: Administration, Social Security, Labour and Child Care & Protection Agency within the ambit of the Fiscal Management and Accountability Act, the Procurement Act and Regulations, the Financial Regulations, the Stores Regulations and Financial Circulars.

3.2.2.2. FUNCTIONS:

The key functions of the Unit are listed below:

- Pay all emoluments to staff.
- Prepare and submit Income Tax Information Form 11 to the Guyana Revenue Authority.
- Hand over Employees individual Income Tax Statements Form B on time for submission to the Guyana Revenue Authority.
- Prepare and submit Cash Flow Statements; request funds to facilitate the completion of the Ministry's work programme.
- Prepare first quarter and half-yearly reports for presentation to the Ministry of Finance.
- Prepare and process Payment Vouchers, Advances and Cash Orders.
- Prepare and submit payments on motorcar advances and personal advances to the Ministry of Finance.
- Manage the Ministry's Bank Accounts including the Impress Account.
- Collect and Bank all revenues.
- Prepare and submit monthly revenue statements to Ministry of Finance.
- Pay Old Age Pension to Shut-Ins.
- Facilitate the payment of Old Age Pension and Public Assistance via the Post Office.
- Prepare request for virement and supplementary provision when necessary.

3.2.2.3. ORGANIZATION STRUCTURE



3.2.2.4. STAFFING

THE STAFFING OF THE ACCOUNTS DEPARTMENT AT THE END OF DECEMBER, 2014 WAS AS FOLLOWS:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	EXCESS	COMMENTS
PAS (F)	1	1	-	-		4 Clerk 11s are performing the functions of Clerk 111 without any remuneration.
Chief Accountant	1	-	-	1		
Accountant	2	2	-	-		
Assistant Accountant	3	3	-	-		
Storekeeper 111	1	1	-	-		
Field Auditor	1	1	-	-		
Stock Verifier	1	-	-	1		
Clerk 111	4	-	-	4		
Clerk 11	12	14	-	-	2	
Expenditure and Management Analyst 1/11	2	1	-	1		
Stores Attendant	1	1	-	-		
Supply/Expeditor	1	1	-	-		
Voucher Room Attendant	1	1	-	-		
TOTAL	31	26	-	7	2	

3.2.3. PERSONNEL

3.2.3.1. MISSION

The Mission of the Personnel Unit is *'to ensure that there is effective and efficient interpretation and implementation of all personnel policies to the satisfaction of management and employees, and also to maintain healthy relations within the Ministry'*.

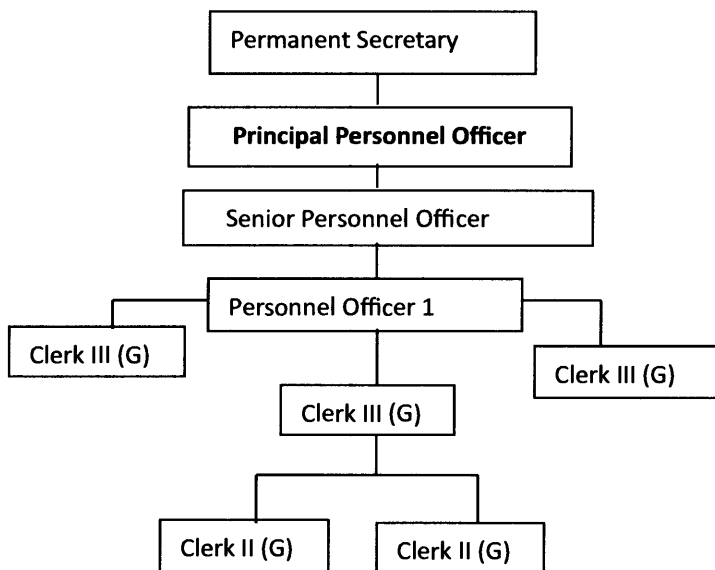
3.2.3.2. FUNCTIONS

The Central Personnel Department executes its mandate with the coordinating and the maintenance of personnel activities and records respectively. Specifically, the functions exercised in this Department are as follows:

- Liaise with the Public Service Ministry to ensure that staff are recruited as is indicated;
- Execute contracts for persons employed on contract gratuity terms;
- Maintain the Inventory of Positions as well as the Ministry's Staff Listing, working with the Public Service Ministry and Public Service Commission in order to ensure accuracy etc.
- Submit vacancies' list for the Public Service Ministry's approval to fill..
- Prepare and submit to MOF and PSC superannuation papers for retirees.
- Update Record of Service and Maintaining Inventory of Job Descriptions
- Processing of disciplinary matters.
- Submit recommendations for Duty/Acting/ Responsibility Allowance
- Process applications for Duty Free concessions and motor car advances.
- Reclassification/ re-designations of positions
- Process personnel related matters such as salaries and wages anomalies; leave applications; National Insurance etc.
- Ensure that the training needs of employees are addressed, including orientation of new members and respond to external training requests.

3.2.3.3. ORGANIZATIONAL STRUCTURE

The Chart below depicts the way in which this Department is organized:



3.2.3.4. STAFFING

At the end of December 31, 2014, the authorized and Actual Staffing for the Central Personnel Department was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Principal Personnel Officer	1	1		0	
Senior Personnel Officer	1	1		0	
Personnel Officer I	1	0		1	
Clerk III (G)	3	0		3	
Clerk II (G)	2	2		0	
Data Processing Operator 1	1	0		1	
TOTAL	9	4		5	

3.2.4. CHILD CARE AND PROTECTION AGENCY

3.2.4.1. MISSION:

'To prevent, reduce and alleviate the effects of the abuse and neglect of children by effective services their rights entitle them to, in their communities and in the family setting'.

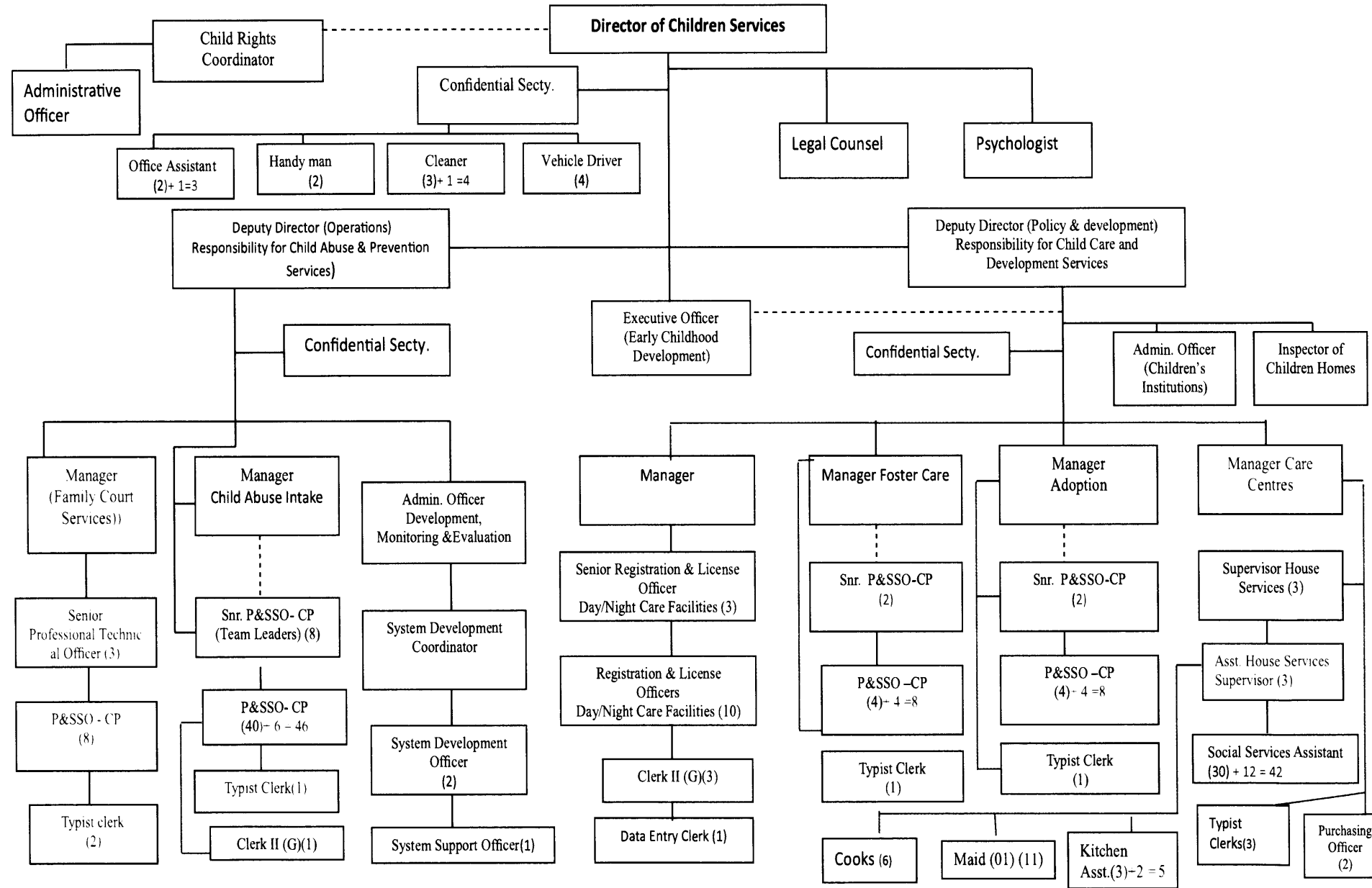
3.2.4.2. FUNCTIONS

The main functions of the Agency are listed below:

- Provide and maintain childcare centres and facilities for children in need of care and protection in order to promote care and protection for children.
- Provide services, including basic amenities such as shelter, food and education, for children in need of care and protection, and counselling and similar services such as parenting education, parental responsibility and related best practices for the parents and guardians of those children.
- Place children in foster homes or orphanages or other places of care where protection of the children can be obtained. Supervise foster children and foster parents.
- Promote prescribed standards and other requirements of care within childcare facilities or in any other setting to ensure the best development of the child; monitor to ensure that regulations are complied with and minimum standards are met.
- Assess applications for foster care, guardianship and a doption, offer recommendations and provide assistance to the Courts and other authorities involved in determining such applications.
- Make timely interventions that include any action that is deemed necessary to ensure the safety and well-being of children in cases where the actions or conduct of a person, or organization (with authority, responsibility for the care or custody of a child) have resulted in or are likely to give rise to abuse of the child.

- Investigate allegations, reports or complaints of abuse or neglect of children and provide services for the recovery and rehabilitation of children who have suffered abuse.
- Provide care and protection for children under special vulnerability including orphans, children infected with or affected by HIV/AIDS and children with mental or physical disabilities.
- Provide training for persons engaged in the care and protection of children.
- Co-ordinate and monitor the activities of other persons, including non-governmental organizations engaged in the care and protection of child abuse and neglect.
- Promote the rights of the child as well as public awareness of those rights.
- License and register private child care facilities and ensure the compliance with the prescribed standards and regulations. Liaise with regional and international organizations in matters relating to the welfare of children.
- Make proposals and recommendations on the enactment of improvement to laws relating to the welfare of children.

3.2.4.3. REVISED ORGANIZATION STRUCTURE – CHILD CARE PROTECTION AGENCY. [APPROVAL IS YET TO BE HAD FOR POSITIONS IN RED].



3.2.4.4. STAFFING

At the end of December, 2014, the staffing position of the CHILD CARE AND PROTECTION AGENCY was as follows:

POST	STAFF ESTABLISHMENT	Excess	No. FILLED	No. ACT-ING	VACANCIES	COMMENTS
Director	1		1		0	There were 3 resignations; 1 death; 1 contract was not renewed and 1 dismissal.
Deputy Directors	2		2		0	
Executive Officer (Early Childhood Development)	1		0		1	
Programme Managers	4		4		0	
Lawyer	1		1		0	
Child Psychologist	1		0		1	
Administrative Officers	2		1		1	
Inspector of Homes	1		1		0	
Senior P&SSO (CP)	8	2	7		3	
Senior Registration & License Officer	3		1		2	
Registration & License Officer	10		2		8	
Junior P&SSO (CP)	48		45		3	
House Service Supervisors	3		1		2	
Social Services Assistants	30	12	35		7	
Cooks	6	3	7		2	
Kitchen Assistants	3		3		0	
Maids	11		8		3	
Clerk II	4		2		2	
Typist clerks	5		4		1	
Data Entry Clerk	1		0		1	
Systems Development Coordinator	1		0		1	
System Development Officer	2		0		2	
System Support Officer	1		0		1	
Confidential secretaries	3		0		3	
Handymen	2		1		1	
Office Assistants	2		2		0	
Purchasing Officers	2		0		2	
Vehicle Drivers	4		4		0	
Cleaners	3		2		1	
Total No. of Positions	165	17	134		48	

3.2.5. WOMEN’S AFFAIRS BUREAU

3.2.5.1. MISSION

“To Work towards the elimination of all forms of discrimination against women, to promote development of their full potential and to ensure their integration in the National Development of the Country.”

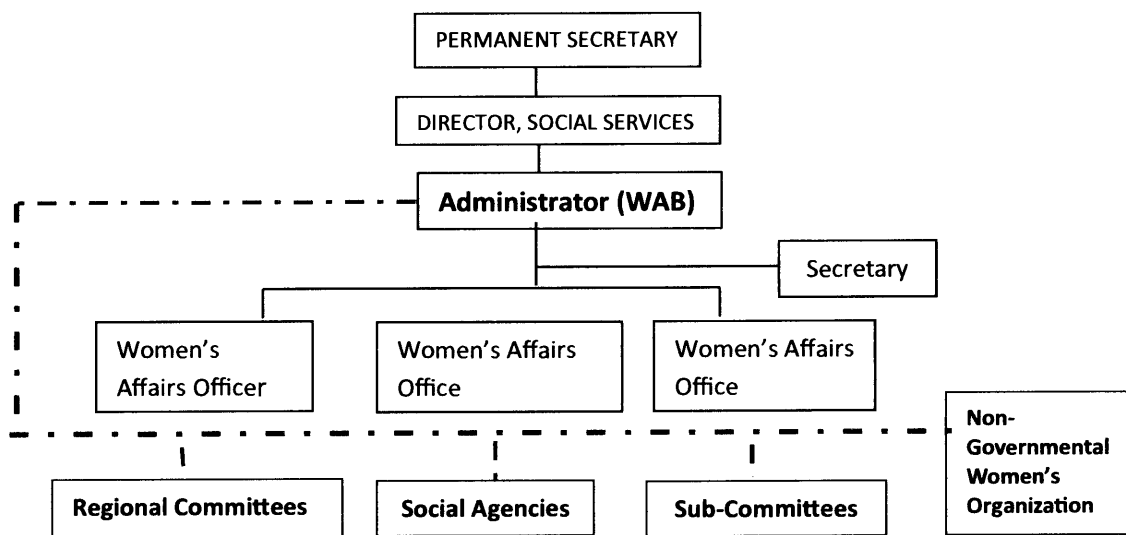
3.2.5.2. FUNCTIONS

The WAB executes its mandate through the discharge of the following functions:

- Ensure administrative approaches exist in the policies and programmes of all Ministries and agencies, including the Private Sector.
- Provide a referral service for women.
- Initiate gender-based research and provide disaggregated data to inform policy and programme formulation.
- Maintain a public education programme which will ensure a clear understanding of issues of concern to women.
- Address issues of concern related to the girl child.
- Contribute to the formulation of a Gender Policy for the advancement of women in Guyana.

3.2.5.3. ORGANIZATIONAL STRUCTURE

The Chart below depicts the way in which this Department is organized:



3.2.5.4. STAFFING

At the end of December, 2014, the staffing position of the Women’s Affair Bureau was as follows:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Administrator	1	1	0	0	
Women’s Affairs Bureau Officers	3	2	1	0	
Secretary	1	1	0	0	
Total	5	4	1	0	

3.2.6. MEN'S AFFAIRS BUREAU

3.2.6.1. MISSION:

The mission of the Men's Affairs Bureau (MAB) is:

To enable men and boys to achieve their full potential as participants in Guyana's social, cultural and economic development through the identification, acknowledgement and the systematic resolution of problems facing certain sections of the male population.

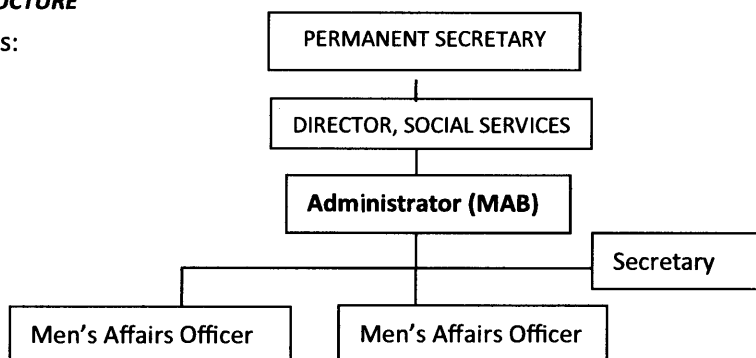
3.2.6.2. FUNCTIONS

The key functions of the unit are outlined below:

- ❖ Conduct continuous country wide awareness and sensitization sessions to educate the populace about desired behavioural changes in families, homes and communities.
- ❖ Working with children in schools, men's organizations, clubs, teacher training college, other institutions of learning and depressed communities so that they can comprehend the concept of gender fully, and at the same time, utilize the knowledge gained to bring about changes in their environment.
- ❖ Undertake public education campaigns outreach programmes to promote awareness on Gender-Based Violence, emphasizing gender equality and other gender issues.
- ❖ Establish Men's Affairs Committees in the different regions that would provide support, guidance and information which enable the Men's Affairs Bureau to have a more collaborative effort on maintaining a network.
- ❖ Strengthen ties with NGOs so as to work in a more focused and collaborative manner for networking.
- ❖ Act as liaison with International Organizations and Agencies.

3.2.6.3. ORGANIZATIONAL STRUCTURE

The MAB is organized as follows:



3.2.6.4. STAFFING

At the end of December, 2014, the staffing position of the MEN'S Affairs Bureau was as follows:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Administrator	1	1	0	0	The Men's Affairs Bureau is in dire need for the employment of another Men's Affairs Officer and a Secretary.
Men's Affairs Officers	2	1	0	1	
Secretary	1	0	0	1	
Total	4	2	0	2	

3.2.7. NIGHT SHELTER

The Shelter accommodates between 189-201 adults daily. It caters to deportees, able bodied persons and persons deemed to be mentally sound.

3.2.7.1. MISSION

The mission of this facility is:

To provide itinerant street dwellers with a temporary environment of physical safety, medical, material support and counseling services aimed at arresting social and emotional dysfunction.

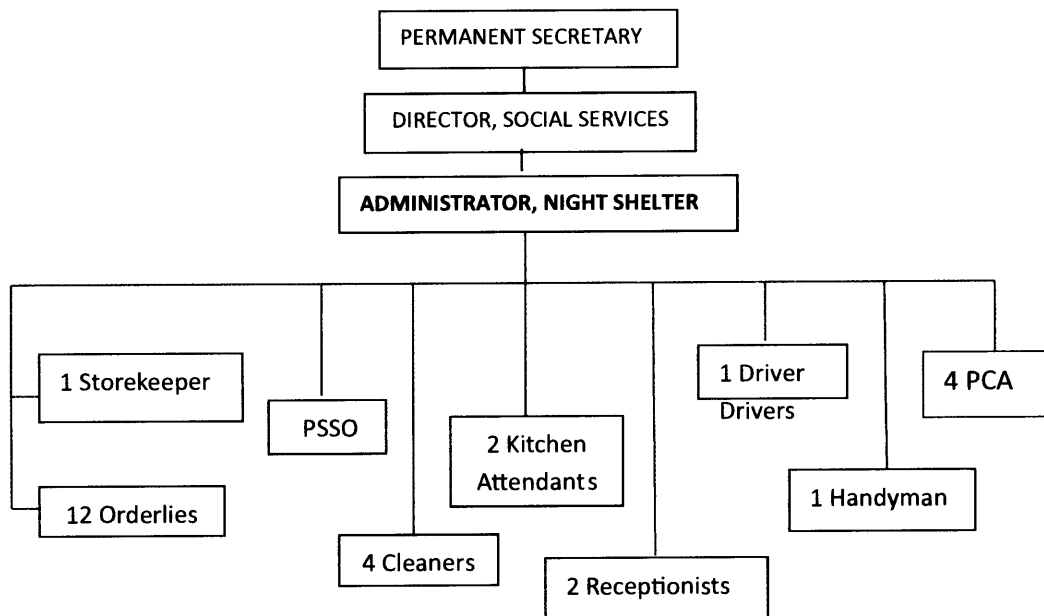
3.2.7.2. FUNCTIONS

The Night Shelter pursues its mission through the execution of the following functions:

- Provide shelter and meals for the homeless.
- Facilitate medical attention for homeless persons by referring them to local medical clinic for routine medical attention and to the national hospital' emergency services for serious cases.
- Provide daily transportation for the routine garnering of homeless in the evenings; also respond to related requests from the public.
- Ensure the daily cleaning and regular fumigating of the facilities.
- Provide basic toiletries to encourage good hygiene practices.
- Provide counselling services to the homeless and encourage/promote the reconciliation / re-integration with families / society.
- In collaboration with the BIT and CRMA, assist able bodied persons in acquiring training or relevant jobs for self-sufficiency.
- Refer persons who are incapacitated or have attained the required age to relevant Departments within the ministry, so that they can benefit for either Public Assistance or Old Age Pension Services.
- Refer incapacitated Persons to the Palms.

3.2.7.3. ORGANIZATIONAL STRUCTURE

The Shelter is organized as depicted below:



3.2.7.4. STAFFING

The status of the staffing as at December 31, 2014 is presented in the Table below:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	EXCESS	VACANCIES	COMMENTS
ADMINISTRATOR	1	1	-		0	
PROBATION AND SOCIAL SERVICES OFFICERS	0	1	-	1	0	1 ASSIGNED FROM PROBATION DEPT.
PCA	4	0	-	-	4	
STOREKEEPER	1	1	-		-0	
RECEPTIONIST	2	1	-		1	
DRIVER	1	1	-		0	
ORDERLIES	12	9	-		3	
KITCHEN ATTENDANTS	2	2	-		0	
HANDYMAN	1	1	-		0	
CLEANERS	4	4	-		0	
TOTAL	28	21		1	8	

3.2.8. NATIONAL RESOURCE AND DOCUMENTATION CENTRE FOR GENDER AND DEVELOPMENT (NRDCGD)

3.2.8.1. MISSION

The Mission of the Centre is as follows:

'The Centre will provide critical information support for all measures aimed at building the capacity of women; empowering them to participate as equal partners with men at all levels of decision making and national development and for the promotion of gender equality through the provision of pertinent information and services.'

3.2.8.2. FUNCTIONS

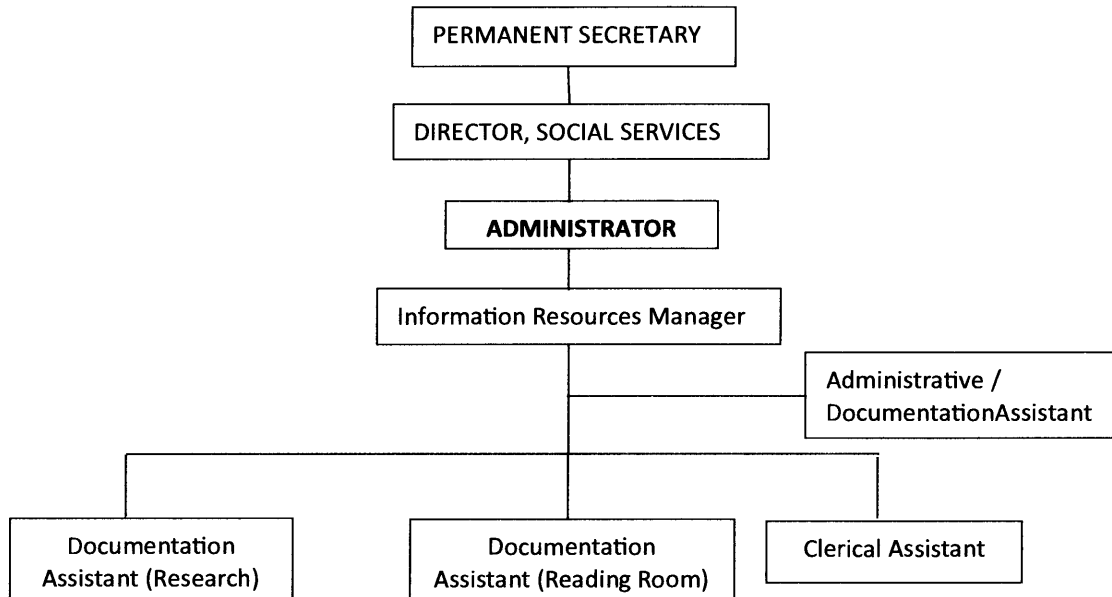
The following functions are undertaken by the NRDCGD in pursuit of its mission.

- Implement a well-planned system for acquiring a range of up-to-date, relevant, bibliographical and statistical information on the relevant subject areas, focusing on Guyana, the wider Caribbean and internationally, where applicable.
- Provide an electronic catalogue of the Centre's resources.
- Provide reading room facilities and reference services.
- Provide research assistance.
- Provide Internet services.
- Provide information support for the compilation of analytical and other national reports.
- Provide Information support for various aspects of the Ministry's work.
- Monitor the status of women in the Guyanese society and prepare an Annual Report.
- Produce a quarterly Newsletter and other booklets on topical issues.
- Monitor displays or exhibitions as required.

- Maintain a newspaper clippings file on topical issues of interest.
- Develop a women’s archives/heritage collection.
- Network with relevant agencies locally, the wider Caribbean and internationally.

3.2.8.3. ORGANIZATIONAL STRUCTURE

The following organizational Chart depicts the way in which this Centre is organized:



3.2.8.4: STAFFING

AT THE END OF DECEMBER, 2014, THE STAFFING OF THE DOCUMENTATION CENTRE WAS AS FOLLOWS:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Information Resources Manager	1	1	-		Information Resources Manager
Administrative/Documentation Assistant	1	1	-		Administrative/Documentation Assistant
Documentation Assistant (Research)	1	0	1		Documentation Assistant (Research)
Documentation Assistant (Reading Room)	1	1	-		Documentation Assistant (Reading Room)
Clerical Assistant	1	1	-		Clerical Assistant
Total	5	4	1		Total

3.2.9. PROBATION AND SOCIAL SERVICES DEPARTMENT

3.2.9.1. MISSION:

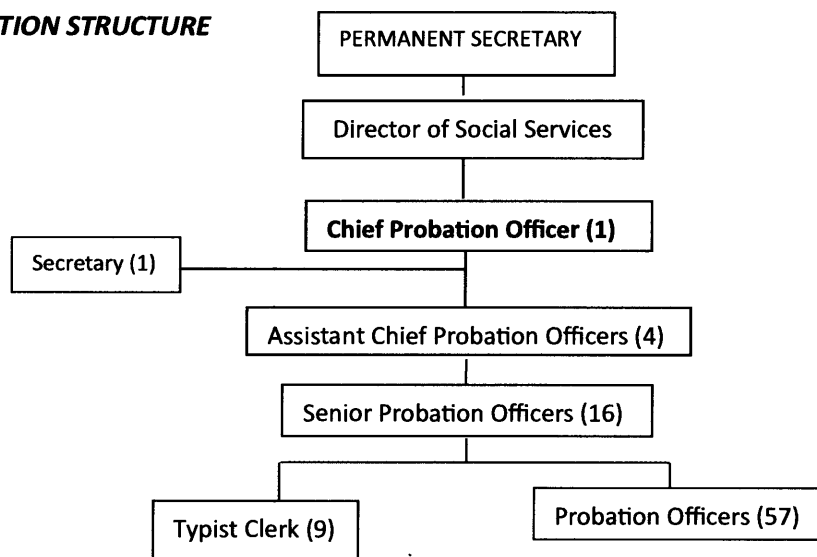
The mission of the Probation and Social Services Department is *'to share in the provision of services for the protection of the Guyanese society from crime and delinquency and the promotion of the welfare of members of the society, by providing social, financial and other material assistance, so that national goals can be achieved with minimal disruption and maximum contribution of the citizenry.'*

3.2.9.2. FUNCTIONS:

The key functions of the Department are highlighted below:

- Conduct social investigations and prepare 'pre' and 'post' sentencing reports for the courts.
- Supervise all persons placed on probation and other forms of supervision.
- Provide 'after-care' supervision of juvenile offenders sent to New Opportunity Corps.
- Supervise persons released on parole.
- Investigate and submit reports on the life of persons who have petitioned the Prerogative of Mercy Committee for release on license.
- Provide interventions in all Kindred, Social and Matrimonial Reconciliation cases.
- Provide voluntary supervision.
- Provide social investigation reports on individuals as requested by international social services, High Commissions and other social services agencies.
- Provide general child welfare services.
- Coordinate and participate in community based programs and services.
- Provide social work practicum for University of Guyana, Institute Of Distant and Continuing Education and other training institutions.
- Prepare and distribute Old Age Pension booklets.
- Investigate, prepare and submit cases for Public Assistance (PA) to the Local Board of Guardians (LBG).
- Distribute booklets to Public Assistance beneficiaries.

3.2.9.3. ORGANIZATION STRUCTURE



3.2.9.4. STAFFING

At the end of December, 2014, the staffing position of the Probation and Social Services Department was as follows:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
CHIEF PROBATION OFFICER	1	0	1	1	Over the period in review, two Assistant Chiefs, both of whom acted as Chief, and two Grade Two staff retired, while one Grade One staff was added. The staffing in the department is highly inadequate to meet the demands of all the functions it has to perform.
ASSIST. CHIEF PROBATION OFFICER	4	2	0	2	
SENIOR PROBATION OFFICER	16	9	0	7	
PROBATION OFFICER	57	42	0	15	
SECRETARY	1	1	0	0	
TYPIST CLERK	9	7	0	2	
TOTAL	88	61	1	27	

3.2.10. PALMS GERIATRIC CENTRE

3.2.10.1. MISSION

To provide free medical attention and nursing care to all residents and out patients who comprise the aged, destitute, blind and mentally retarded.

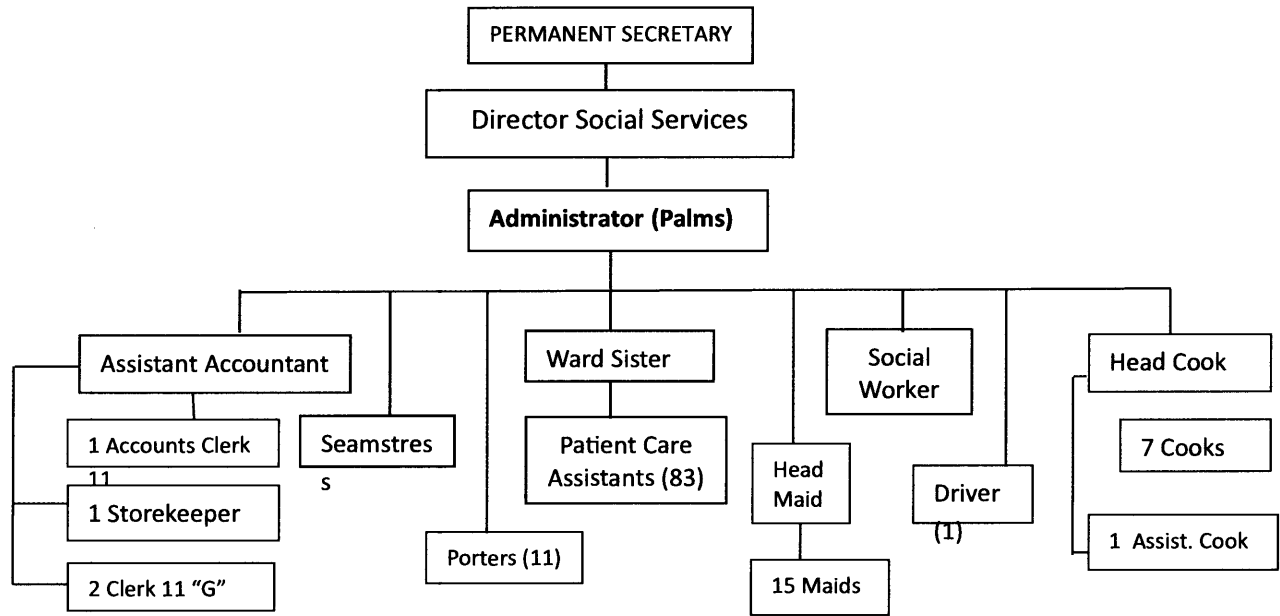
3.2.10.2. FUNCTIONS

In pursuit of its mission, the functions of the Palms are as follows:

- Ensure the physical and medical well-being of residents.
- Cater to the dietary needs of the residents in a timely manner following established guidelines and health needs.
- Provide medical services for residents, staff and the community.
- Ensure that medical problems are attended to and referrals to hospitals undertaken when necessary.
- Ensure that the Laundry does all linen and clothing preparation for the institution.
- Partner with Sandy's Funeral Parlour to ensure removal and interment services are provided in response to death on the premises.
- Manage donations from individuals, corporate citizens and organizations both local and international for the benefit of the residents.
- Lobbying for the maintenance of the infrastructure of the facility.

3.2.10.3. ORGANIZATION STRUCTURE

The Chart below depicts the way in which the Palms is organized:



3.2.10.4. STAFFING

AT THE END DECEMBER, 2014, THE STAFFING OF THE PALMS WAS AS FOLLOWS

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	EXCESS	VACANCIES	COMMENTS
Administrator	1	1	-			1 Social Worker is assigned from the Probation Department
Ward Sister	1	1	-			
Social Worker		1	-	1		
Assistant Accountant	1	-	-		1	
Accounts Clerk 11	1	1				
Storekeeper	1	1				
Clerk 11 "G"	2	2				
Stores Attendant	1	1				
Patient Care Assistant	83	74	-		9	
Seamstress	1	1	-			
Head Maid	1	-	1		1	
Maids	15	14	-		1	
Porters	11	11	-		-	
Head Cook	1	-	1		1	
Cooks	7	7	-		-	
Assistant Cooks	1	1	-		-	
Driver	1	1	-		-	
TOTAL	129	117	2	1	13	

3.2.11. MAHAICA HOSPITAL

3.2.11.1. MISSION

The mission of the Mahaica Hospital is as follows:

“To provide free medical attention, nursing care, food, shelter and transportation, to patients with Hansen’s Disease”.

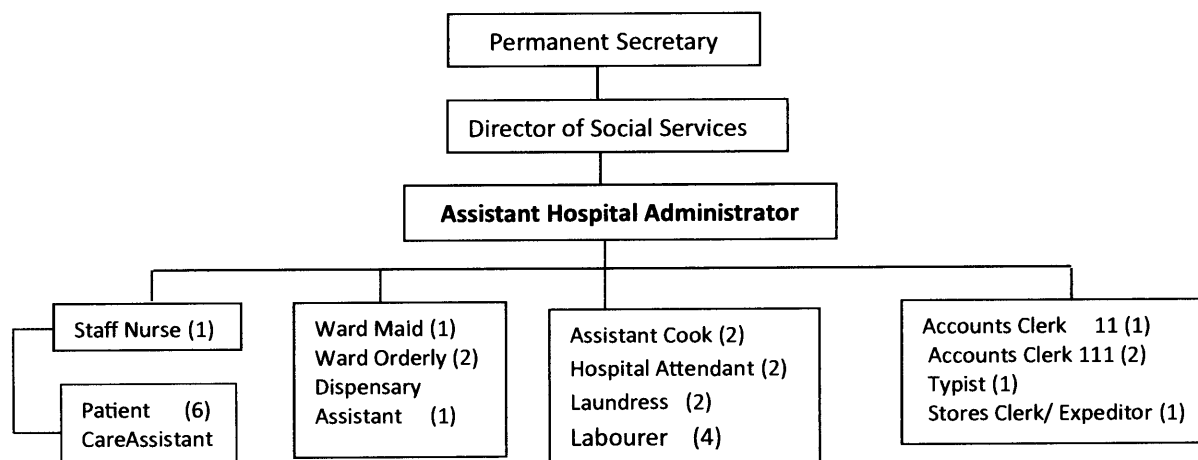
3.2.11.2. FUNCTIONS

The following functions are carried out by the Mahaica Hospital in pursuit of its mission:

- Provide support to the pensioners who are paid at the Mahaica Hospital by liaising with the MOF and performing the duties of pensions’ paymaster complying with all the attendant duties necessary to ensure accountability. Submitting pension returns to the Ministries of Labour and Finance, respectively.
- Collect and account for revenues from the rental of farm lands, maintaining the requisite accounting records in keeping with standards and policies promulgated by the MOF.
- Perform all accounting tasks associated with the administration of the Mahaica Hospital in a timely and efficient manner.
- Procure required supplies for the functioning of the facility comprising of all its buildings (kitchen, children’s home, administrative building) in accordance with existing policies and procedures as well as observing standard storekeeping regulations in order to ensure efficacy in the storage and usage of all supplies purchased, inclusive of dietary material.
- Prepare nutritious meals for patients.
- Ensure that adequate laundry services are provided to the residents in the facility to promote patient comfort and care.
- Ensure the maintenance of all buildings and compounds.
- Prepare monthly work programme, quarterly and half-yearly reports, strategic reviews and projections.
- Manage the transportation needs of the facility.
- Perform simple and routine personnel activities for staff in the Mahaica Hospital, inclusive of all necessary reports for the Central Personnel Office.

3.2.11.3. ORGANIZATIONAL STRUCTURE

The organizational arrangements of the Mahaica Hospital are depicted below:



3.2.11.4. STAFFING

The staffing situation of the Mahaica Hospital as at December, 2014 is presented in the Table below:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Assistant Hospital Admin.	1	1	--	--	
Staff Nurse	1	-	---	1	
Patient Care Assistant	6	6	--	--	
Assistant Cook	2	1	--	1	
Ward Orderly	2	1	--	1	
Hospital Attendant	2	1	--	1	
Laundress	2	1	--	1	
Labourer	4	4	--	-	
Ward Maid	1	1	--	--	
Dispensary Attendant	1	1	--	-	
Accounts Clerk 11	1	--	--	1	
Accounts Clerk 111	2	1	--	1	
Typist	1	1	--	-	
Stores Clerk/ Expeditor	1	1	--	--	
TOTAL	27	20	-	7	

3.2.12. GUYANA WOMEN'S LEADERSHIP INSTITUTE

3.2.12.1. MISSION:

The mission of the Guyana Women's Leadership Institute (GWLI) is *'to create and implement gender focused education and training programmes for women and men in the government, non-government, public, and private sectors in order to promote gender awareness and equity and enable the full participation of women in leadership and decision-making processes throughout society, thereby contributing to the equitable and sustainable development of Guyana'*.

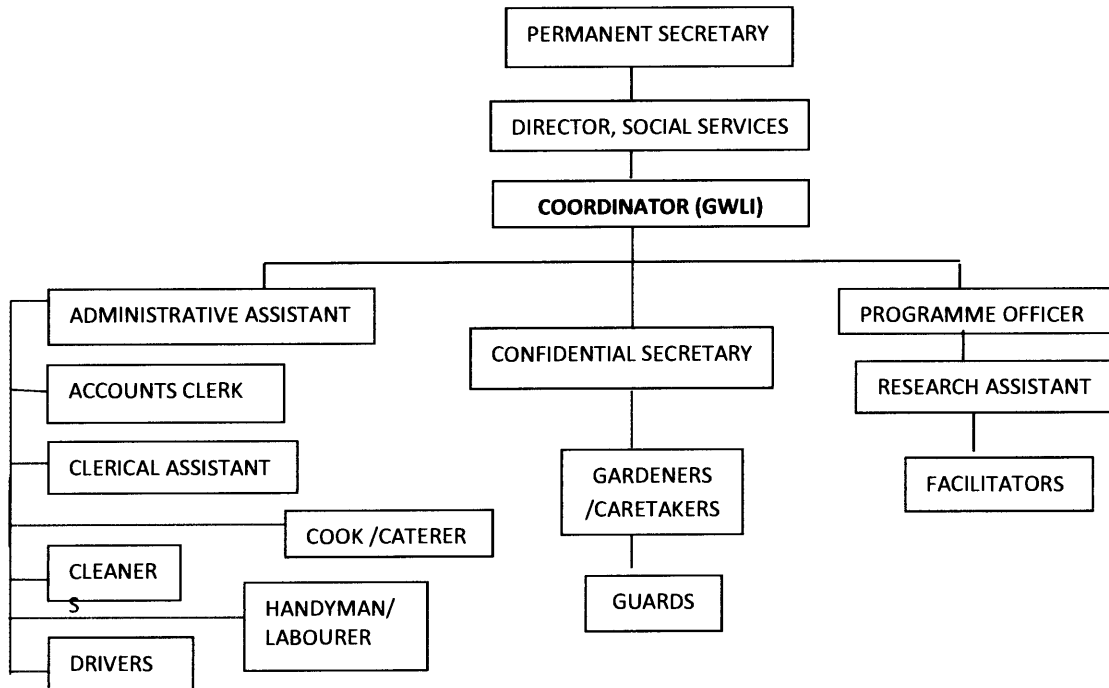
3.2.12.2. FUNCTIONS:

The key objectives that inform the functions of the Department are highlighted below:

- Increase the number of women empowered to participate in all levels of decision-making.
- Encourage the understanding of *'gender awareness'* and *'gender equity'* within the consciousness and practices of Guyanese women and men.
- Increase the number of women educated in personal and professional leadership and gender sensitive principles and skills.
- Increase the leadership, gender awareness and capacity building of local, community-level women and men who are directly involved in advancing the abilities and increasing the opportunities of women across Guyana.
- Increase understanding of women and men in public leadership and policy-making positions at the national level about the importance of strategies for achieving gender equality in their context.
- Increase awareness of women and men in the private, public, and various skill sectors about the importance of strategies for achieving *'gender equity'* in their context.

3.2.12.3. ORGANIZATIONAL STRUCTURE

The department is organized as depicted in the table below:



3.2.12.4. STAFFING

The staffing position of the GWLI as at December 31, 2014 is presented in the Table below:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Coordinator	1	1	0	0	The lack of requisite staff at the Institute is causing the existing workforce to appear to be inefficient and ineffective, because office work is behind schedule. While there has been some improvement in the occupancy status of approved positions, the Coordinator still has to carry the extra workload of the Programme Officer and Research Assistant.
Programme Officer	1	0	0	1	
Administrative Assistant	1	0	0	1	
Research Assistant	1	0	0	1	
Accounts Clerk	1	1	0	0	
Confidential Secretary	1	0	0	1	
Clerical Assistant	1	0	0	1	
Driver	1	1	0	0	
Cleaner	2	2	0	0	
Handyman	3	2	0	1	
Security Guards	7	5	0	2	
TOTAL	20	12	0	8	

3.2.13. WOMEN OF WORTH UNIT

3.2.13.1. MISSION:

The mission of the Woman of Worth Unit (WOWU) is:

To remove the barriers single parent women face, enhance their self-esteem, empower them to take advantage of the economic opportunities around them and heighten their participation in society.

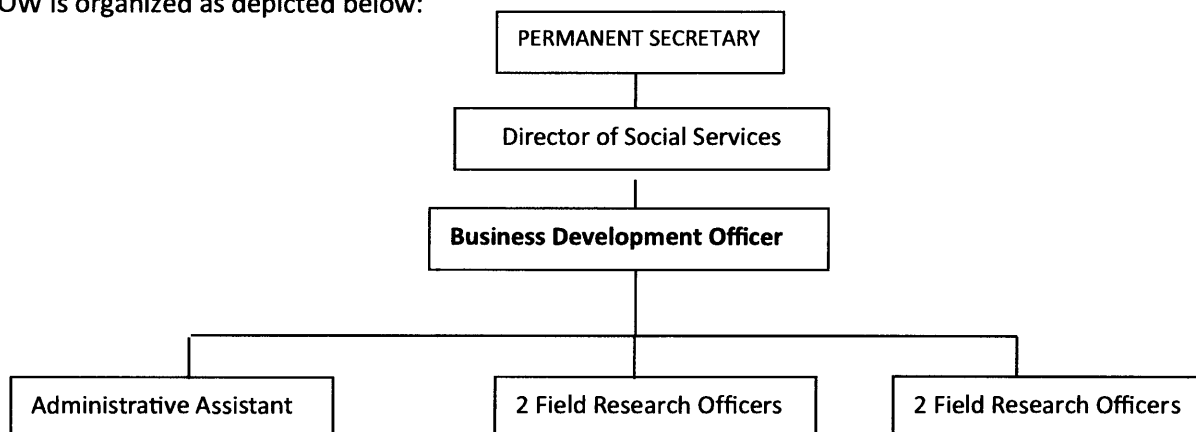
3.2.13.2. FUNCTIONS

The key functions of the Department are outlined below:

- Provide access to financial resources and business development interventions for female single parents desirous of pursuing small business ventures.
- Act as a catalyst in creating an enabling environment (via community development programmes) which allows people at community levels to take advantage of economic opportunities.
- Establish and maintain a database of applicants and beneficiaries of the Micro-Credit Programme.
- Provide technical advice to potential beneficiaries with respect to bank requirements and procedures.
- Monitor and evaluate micro projects executed through the Ministry.
- Prepare monthly progress reports as required.
- Identify, plan, execute and facilitate workshops, field research and appropriate training programmes for applicants and beneficiaries of the Micro-Credit Project.

3.2.13.3. ORGANIZATION STRUCTURE

The WOW is organized as depicted below:



3.2.13.4. STAFFING

At the end of December, 2014, the staffing position of the WOMEN OF WORTH UNIT was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Business Development Officer	1	1	0	0	
Field/Research Officer	4	4	0	0	
Administrative Assistant	1	0	0	1	
TOTAL	6	5	0	1	

3.2.14. COUNTER TRAFFICKING IN PERSONS

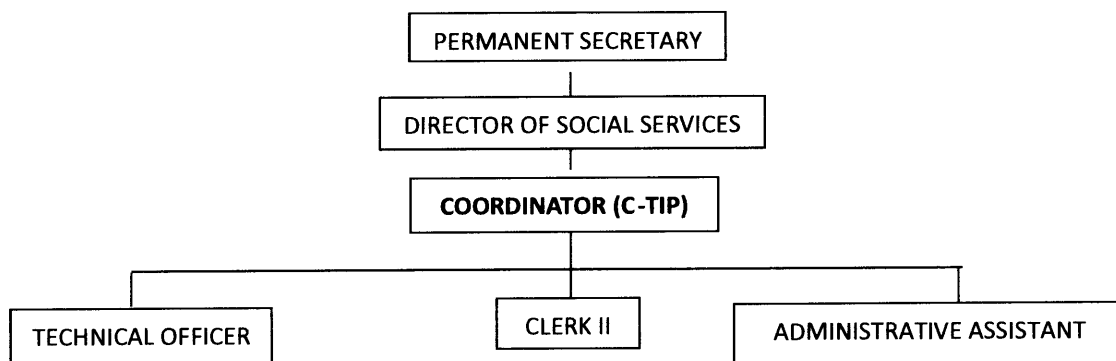
3.2.14.1. MISSION: To collaborate with government and non-government organizations, as well as other stakeholders in disseminating information to reduce the incidence of trafficking in persons in Guyana and providing a support mechanism to alleged survivors of human trafficking to enhance their life skills.

3.2.14.2. FUNCTIONS:

- Prepare and disseminate educational materials designed to inform victims of trafficking in Guyana of their rights, the measures in place to ensure their safety, recovery, and safe return to their home countries or places of residence in Guyana, how to contact appropriate law enforcement authorities.
- Provide support for alleged victims of trafficking in persons.
- Conduct training for persons who are Focal Points, in all ten administrative regions in Guyana.

3.2.14.3. ORGANIZATIONAL STRUCTURE

The Counter Trafficking-in-Persons Department is organized as follows:



3.2.14.4. STAFFING

The staffing of the Department is organized as presented in the Table below:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Coordinator	1	1	0	0	
Technical Officer	1	1	0	0	
Clerk 11	1	1	0	0	
Administrative Assistant	1	0	0	1	
Total	4	3	0	1	

3.2.15. STATISTICAL DEPARTMENT

3.2.15.1. MISSION

The Mission of the Statistical Department is as follows:

'To ensure that policies relating to issues that fall under the purview of the Ministry Labour, Human Services and Social Security are evidenced-based as a result of the collection, analysis and dissemination of related statistics through the provision of up-to-date data on the work done in the Ministry's labour related departments (Board of Industrial Training, Central Recruitment and Manpower Agency, Industrial Relations, Occupational Safety and Health, as well as other departments and divisions).

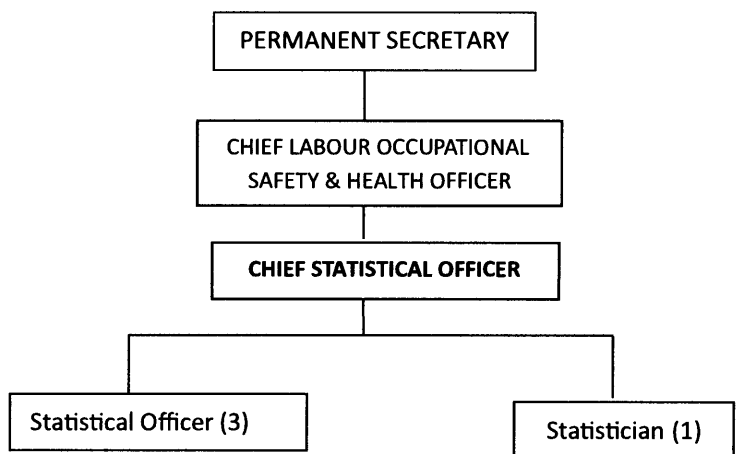
3.2.15.2. FUNCTIONS

The Unit pursues its mission through the execution of the following functions:

- Collect, analyze and disseminate data-based reports on the work of the various departments of the Ministry.
- Function as the Secretariat for Labour Market Information Systems Coordination, whereby a number of agencies which supply or demand Labour Statistics are kept in contact by the Statistical Department.
- Conduct 'establishment' surveys, Skills Need surveys, and Labour Market Intelligence surveys in several key sectors of the economy.

3.2.15.3. ORGANIZATION STRUCTURE

At the end of December 2014, the Department was organized as follows:



3.2.15.4. STAFFING

The staffing position of the Statistical Unit at the end of December 2014 was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Chief Statistical Officer	1	1	0	0	
Statistician	1	0	0	1	
Statistical Officer	3	3	0	0	
TOTAL	5	4	0	1	

3.2.16. INDUSTRIAL RELATIONS, OCCUPATION SAFETY AND HEALTH DEPARTMENT (LABOUR DEPARTMENT)

3.2.16.1. MISSION

The mission of the Industrial Relations, Occupation Safety Health (Labour) Department is:

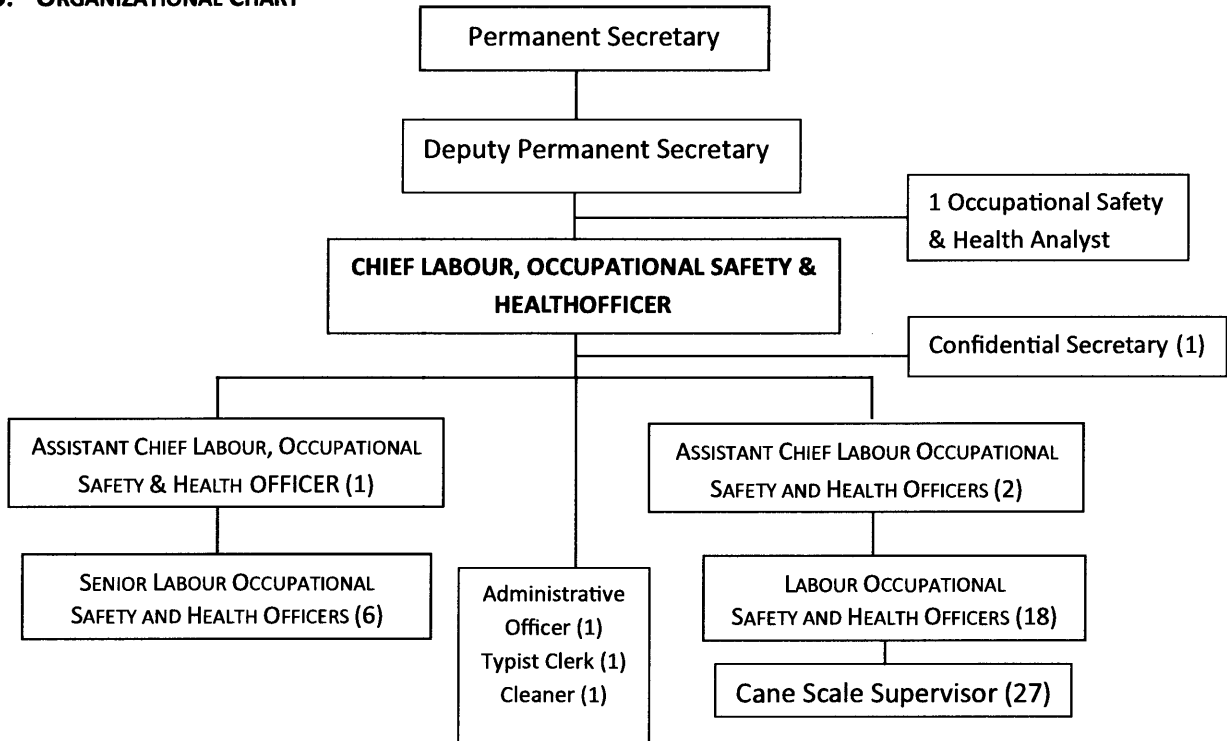
To contribute to the economic and social development of Guyana by executing appropriate policies and programmes that will contribute to maintaining a stable industrial relations climate; enhance the safety and health of workers by ensuring improved working conditions at worksites; develop a social compact aimed at increasing the productivity and competitiveness of enterprises in the production and service sectors and provide a range of services to employers, trade unions and employees in order to create an atmosphere of mutual trust and social justice between management and labour.

3.2.16.2. FUNCTIONS

The functions that are executed in pursuit of this mission are as follows:

- Review and draft new legislations and amendments to existing legislations and recommend same to government;
- Review, in conjunction with the Tripartite Committee, rates of wages, hours of work and other conditions of service for various categories of workers;
- Investigate complaints made by workers;
- Investigate workplace accidents;
- Inspect workplaces to ensure compliance with the labour and occupational safety and health laws and regulations;
- Advise and conduct seminars to educate employers and employees on the labour and occupational safety and health laws and regulations, HIV/AIDS workplace policy and industrial relations principles and practices;
- Conciliate in disputes between employers and trade unions;
- Set up and service arbitration tribunals;
- Conduct membership surveys and polls to determine trade union recognition;
- Vetting and signing Collective Labour Agreements;
- Registration of industrial establishments;
- Register steam boilers inspection certificates ;
- Promote the establishment and monitor the functioning of Joint Workplace Safety and Health Committees and safety and health representatives where necessary;
- Liaise with Regional and International Organizations;
- Preparation and submission of ILO Instruments to the National Assembly;
- Preparation and submission to ILO, Annual Reports on application of Conventions; submission of ILO completed questionnaires on proposed instruments, as well as statistical data requested;
- Facilitate and promote collective bargaining;
- Promote social dialogue/social partnership; and
- Facilitate the promotion of programs to enhance production and productivity.
- Monitor Cane Scale Supervisors.

3.2.16.3. ORGANIZATIONAL CHART



3.2.16.4. STAFFING

The staffing position of the aforementioned department at the end of December, 2014 was as follows:

POSTS	STAFF ESTABLISHMENT	NO. FILLED	No. ACTING	VACANCIES	COMMENTS
Occupational Safety and Health Analyst	1	0		1	
Chief Labour, Occupational Safety & Health Officer	1	0	1	1	
Assistant Chief Labour, Occupational Safety & Health Officer	3	1	-	2	
Senior Labour, Occupational Safety & Health Officer	6	1		5	
Labour, Occupational Safety & Health Officer	18	9		9	
Confidential Secretary	1	1		0	
Administrative Officer	1	1		-	
Typist Clerk	1	0	1	1	
Cane Scale Supervisors	27	21		6	
Cleaner	1	1		0	
TOTAL	60	35	2	25	

3.2.17. COOPERATIVES DEPARTMENT

3.2.17.1. MISSION

The mission of the Cooperatives Department is:

‘To guide, support, monitor and regulate Co-operatives Development in the ten (10) Administrative Regions of Guyana, specifically, Co-operative Societies and Friendly Societies’.

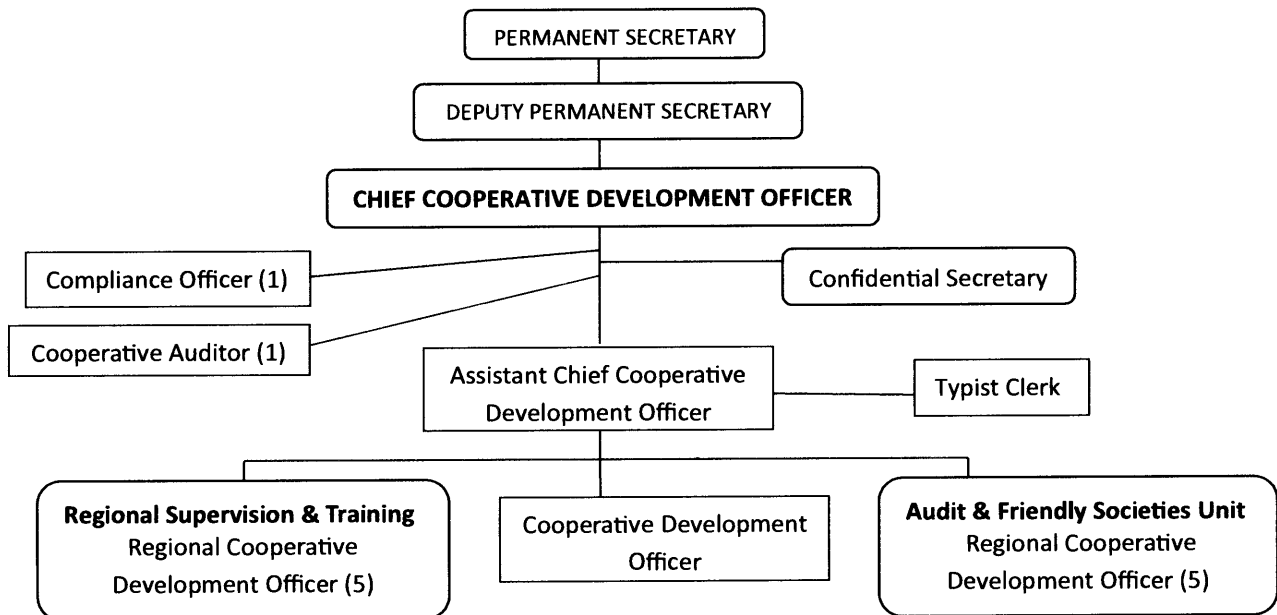
3.2.17.2. FUNCTIONS

The Department executes the following functions in pursuit of its mission:

- Work with and encourage the Apex Body and other secondary bodies to assume responsibility for the Co-operative Movement.
- Process registration and cancellation in accordance with the Co-operative and Friendly Societies Act.
- Review and keep up-to-date the legal framework within which Co-operatives and Friendly Societies operate.
- Arrange for the audit of the records of the Co-operative and Friendly Societies.
- Inquire and investigate into the Constitution and financial conditions of societies and settle disputes relating to the affairs of Co-operative Societies by means of Arbitration under the Co-operative Societies Act.
- Provide staff for the training and development of members of societies.
- Assess the performance of Co-operative Development in the Regions and give advice and technical guidance as may be required.
- Liaise with other Divisions, Ministries and Organizations that assist in the development of co-operatives.

3.2.17.3. ORGANIZATIONAL STRUCTURE

At the end of December, 2014, the Department was organized as follows:



3.2.17.4. STAFFING

The Department's staffing position at December, 2014 was as follows:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	Excess	COMMENTS
Chief Cooperative Development Officer/Registrar of Friendly Societies	1	1	0	0		The Department is taking steps to recruit more Regional Cooperative Development Officers.
Assistant Chief Cooperative Development Officer	1	1	0	0		
Compliance Officer	1	1	0	0		
Regional Cooperative Development Officer (RCDO)	10	5	0	5		
Cooperative Auditor	1	0	0	1		
Cooperative Development Officer	0	0	1	0	1	
Confidential Secretary	1	1	0	0		
Typist Clerk	1	1	0	0		
Total	16	10	1	6	1	

NOTE: The division in the past had a complement of thirty staff members. However, over the last twenty years, the division experienced a massive reduction in its staff. This resulted largely from the high qualification requirements coupled with unattractive salaries in the public service. The Department is still adversely affected by the inadequate staff numbers.

3.2.18. MISU DEPARTMENT

3.2.18.1. MISSION

To provide IT support (hardware & software) to the Ministry and its various subordinate Units.

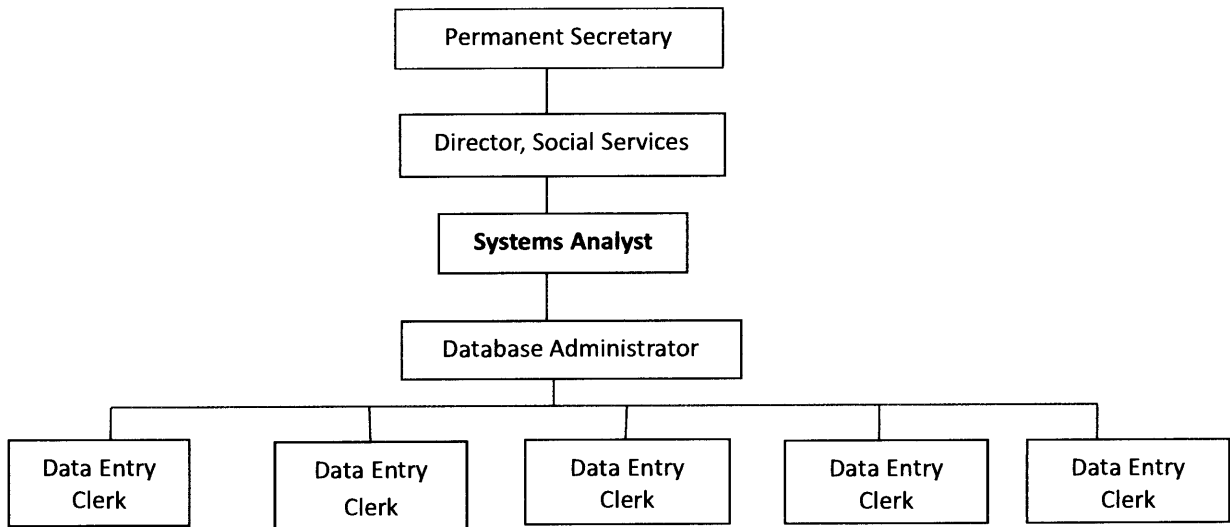
3.2.18.2. FUNCTIONS

The key function of the Management Information System Unit (MISU) is to:

- Develop and maintain Local Area Networks required for the data requirements and normal office functions of the Ministry.
- Provide technical support in the procurement, installation and maintenance of adequate numbers of desktop and portable computers for all MOLHS&SS personnel.
- Support the procurement and / or development and maintenance of the necessary software required for the various types of data and for normal office requirements.
- Establish and maintain communications between internal users and external personnel through an email system and the internet.
- Establish and maintain a security system in terms of backup power supplies, effective virus protection procedures, access controls and user certification and data backup procedures.
- Operate an 'assistance service' to network and MIS users through the provision of hardware and software support services.

3.2.18.3. ORGANIZATIONAL STRUCTURE

The organizational arrangements to support the Unit in providing the desired services to the various departments are as follows:



3.2.18.4. STAFFING

The staffing position of the MISU at the end of December, 2 014 was as follows:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Systems Analyst	1	1		-	
Database Administrator	1	0		1	
Data Entry Clerk	5	5		-	
TOTAL	7	6		1	

3.2.19. CENTRAL RECRUITMENT AND MANPOWER AGENCY

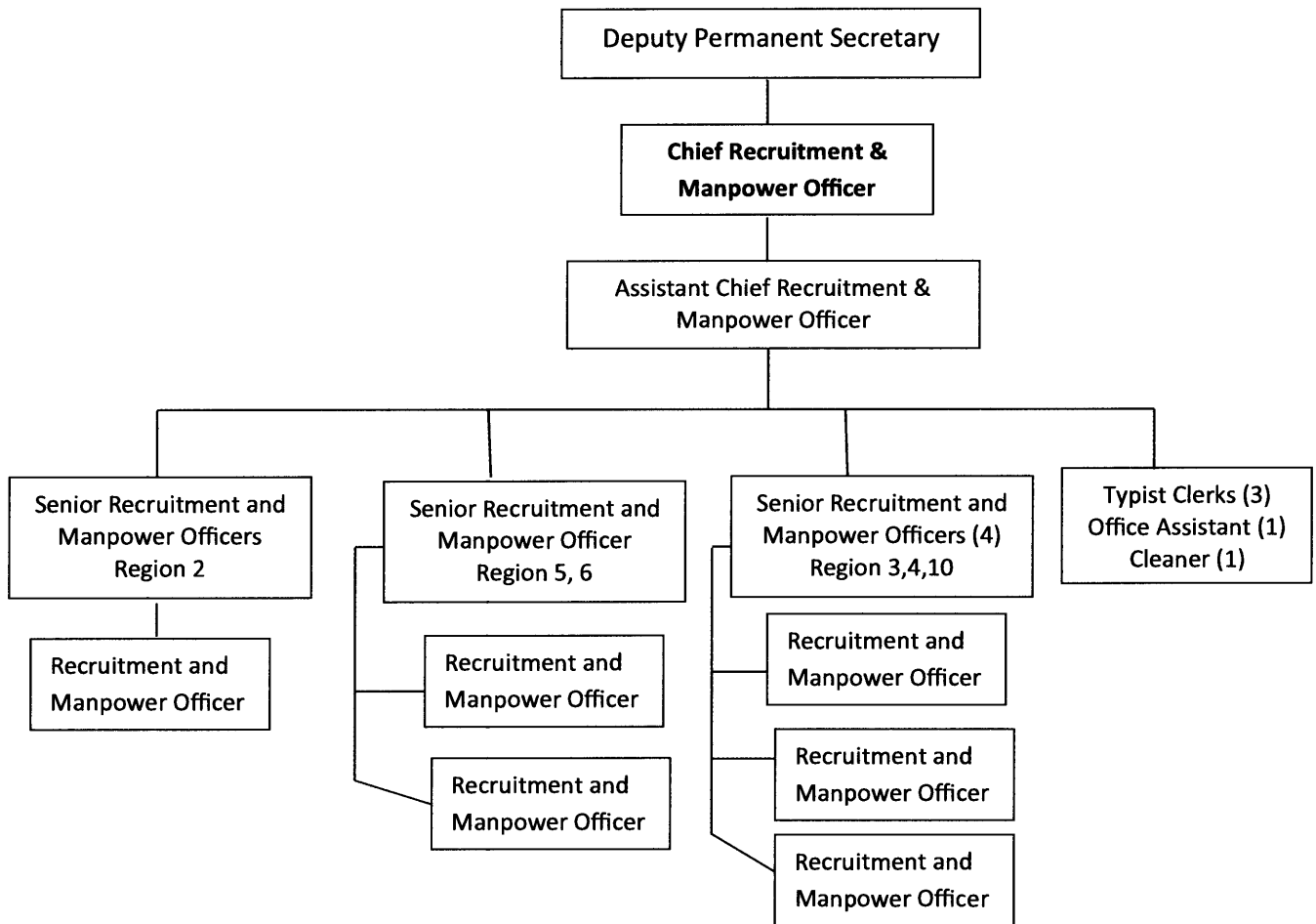
3.2.19.1. MISSION

To contribute to the economic and social development of Guyana by providing effective and efficient employment services to job seekers and employers.

3.2.19.2. FUNCTIONS

- Register unemployed persons seeking employment.
- Maintain a record of notified vacancies in the Public and Private sectors.
- Match jobseekers with vacancies and arrange interviews for job seekers
- Provide advice and Career Guidance and Counselling to those seeking employment.
- Provide all of the above with respect to the Seaman’s Pool.

3.2.19.3. ORGANIZATIONAL STRUCTURE



3.2.19.4. STAFFING

AT THE END OF DECEMBER, 2014, THE STAFFING FOR CENTRAL RECRUITMENT & MANPOWER AGENCY WAS AS FOLLOWS:

POST	STAFF ESTABLISHMENT	NO. ILLED	NO ACTING	VACANCIES
Chief Recruitment and Manpower Officer	1	1	-	-
Assistant Chief Recruitment Officer	1	-	-	1
Senior Recruitment and Placement Officer	6	3	-	3
Recruitment and Placement Officer	6	1	-	5
Typist Clerk	3	1	-	2
Office Assistant	1	-	-	1
Cleaner	1	1	-	-
TOTAL	19	7	-	12

3.2.20. BOARD OF INDUSTRIAL TRAINING

3.2.20.1. MISSION

The role of the BIT is to promote TVET to satisfy the needs of the labour force in the industrial sector and to perform the regulatory functions for all apprenticeship schemes as well as to issue certificates of competency for apprentices and trainees from other industrial training programmes, on successful completion of their training. Among the key objectives is to ensure that the industrial sector has a highly trained and competent workforce. Hence, there is also the provision of retraining programmes for artisans and training of trainers from the industry.

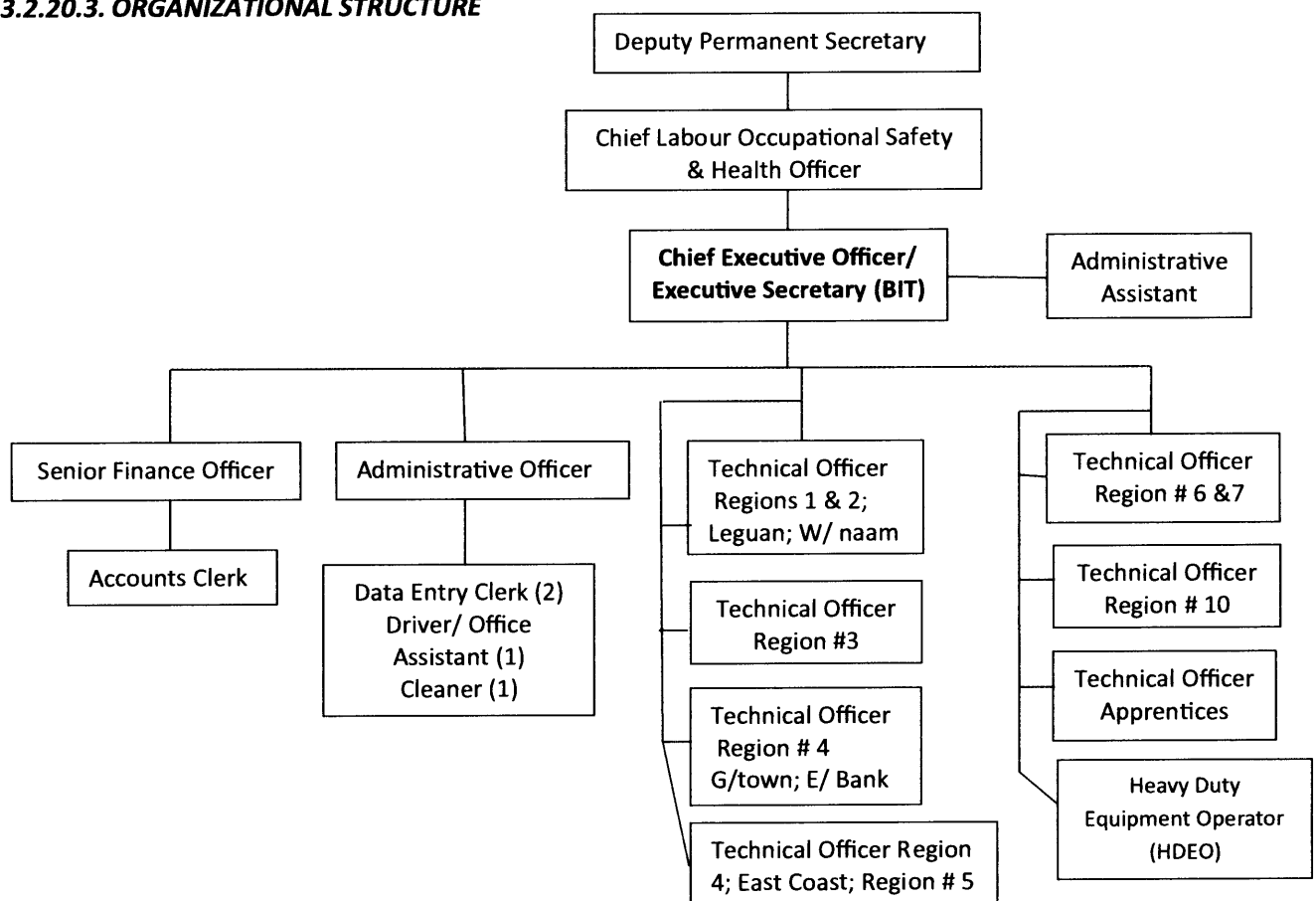
3.2.20.2. FUNCTIONS

The key functions of the Board are highlighted below:

As outlined in the Industrial Training Act, Chapter 39:04 of the Laws of Guyana, the duties of the Board are as follows:

- License and keep a register of Masters whom it considers suitable to receive Apprentices.
- Issue certificates of competency to those artisans who are, in its opinion, qualified to be engaged in any trade or craft to which this Act applies.
- Fix the period of Apprenticeship for the different trades to which the Act applies.
- Procure the training by competent Masters and keep a register of apprentices to any trade or craft to which the Act applies.
- Cause to be examined, and if satisfied with their skill, issue or endorse certificates of competency for apprentices on completion of their term of service.
- Cancel licenses and certificates issued under the Act, when in its opinion it is necessary.
- Settle disputes arising between Masters and Apprentices and to transfer apprentices when desirable.
- Arrange and direct the technical education of apprentices.
- Appoint and pay the instructors and examiners whom it considers necessary.

3.2.20.3. ORGANIZATIONAL STRUCTURE



3.2.20.4. STAFFING

At the end of December 2014, the staffing position of the BOARD OF INDUSTRIAL TRAINING was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
CEO/ EXECUTIVE SECRETARY	1	1	0	0	
SENIOR FINANCE OFFICER	1	0	0	1	
ADMINISTRATIVE OFFICER	1	1	0	0	
ADMINISTRATIVE ASSISTANT	1	0	0	0	
ACCOUNTS CLERK	1	1	0	1	
TECHNICAL OFFICER- REGIONS 1 & 2	1	1	0	0	
TECHNICAL OFFICER - REGION 3	1	1	0	0	
TECHNICAL OFFICER – REGION 4	1	1	0	0	
TECHNICAL OFFICER – REGION 5	1	1	0	0	
TECHNICAL OFFICER – REGION 6 & 7	1	1	0	0	
TECHNICAL OFFICER - REGION 10	1	0	0	1	
TECHNICAL OFFICER - APPRENTICES	1	1	0	0	
HDEO TRAINING & MAINTENANCE OFFICER	1	0	0	1	
CLERK, NTPYE	1	0	0	1	
CLERK, SINGLE PARENT	1	0	0	1	
DRIVER / OFFICE ASSISTANT	1	0	0	1	
CLEANER	1	1	0	0	
TOTAL	17	10	0	7	

4.0. SUMMARY AND REVIEW OF CURRENT YEAR'S PROGRAMME [2014]

4.1. ADMINISTRATION

ITEM No+.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.1.1.	Co-ordinate the work programme of the Division and the various sub divisions to ensure that the support required by Technical Divisions is provided and likely bottlenecks eliminated. Target: resolve 100% emerging bottlenecks.	95%	The level of performance that was achieved was facilitated through regular meetings with the Permanent Secretary and Heads of Department. This allowed for the identification of solutions and the tracking of their implementation.
4.1.2.	Provide adequate accounting, personnel, typing and record management services Target: 100% of requests/requirements satisfied	85%	Re-assignment and reallocation of personnel and the work load made a significant impact on the completion of tasks. The organizational structure shows that there were no vacancies
4.1.3.	Process administrative correspondence (e.g. utility charges; water charges; invoices for fuel; utilities etc; certification of vouchers that deal with logistical matters related to events, meetings etc.) relevant to the Ministry. Target: 100% of correspondence appropriately processed.	100%	All correspondence received were dealt with promptly, since failure to do so would have led to significant dysfunction within the Ministry as critical services might have been disconnected, and services to be delivered to clients negatively impacted.
4.1.4.	Prepare the 2015 Annual Estimates of Expenditure for Programme 1: Ministry's Administration. The divisions under this programme are - (2) Ministers' Offices; Permanent Secretary's Office; Administration; Personnel; Registry. Target: 100% completion	100%	This is a statutory requirement with a specific deadline. The deadline for submission to the MOF was met as a result of the timely preparation of the estimates by the several divisions.
4.1.5.	Maintain the Ministry's buildings at nine (9) locations (namely Lamaha and East Streets, Cornhill Street, Palms, Labour Dept; Drop-in-Centre, Child Care & Protection Agency, Mahaica Hospital, Mahaica Children's Home, Probation Offices at New Amsterdam and Whim) as well as the corresponding nine (9) compounds. Target: 100% of Buildings and compounds maintained.	100%	Maintenance was done in keeping with planned schedules for year 2014. Some unplanned work was also done. (Budgetary provision is always made for the unplanned/contingencies). The success realized was as a result of ongoing review of maintenance needs and the swift decisions that were made to reallocate funds according to priorities and the critical nature of emerging situations. Donations from individuals and corporate entities were also helpful.
4.1.6.	Systematic maintenance of office equipment – computers, AC Units, office furniture, refrigerators, televisions – including the upgrade and replacement of computers. Maintenance of two generators. Target: the availability of 100% of equipment in working condition.	100%	Computers, printers, AC units, etc. were serviced periodically and as the need arose as a result of the implementation of service contracts for all electronic equipment. The Output of the Ministry was not affected by power outages because of the generators.
4.1.7.	Systematic maintenance of 24 vehicles: Target: 100% of vehicles in working condition.	100%	Regular servicing of vehicles, through the implementation of a Preventative Management Programme, ensured road worthiness and the Transport division was able to respond to the majority of requests from their internal clients.

ITEM NO+.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.1.8	Provide transportation for use by divisions: Target: 100% of requests satisfied	95%	The fleet of vehicles is organized as follows: (a) vehicles assigned to critical departments/divisions; (b) a pool of vehicles available for other departments/divisions. Transportation was provided on the basis of requests submitted from departments, one day prior. These factors contributed to the level of achievement realized. The shortfall in the target resulted from (i) vehicles in workshops for repairs at various times, ii) reduced number of drivers due to sickness; (iii) lack of readiness of officers and the resultant delay in availability of vehicles; and (iv) conflicting/competing requests.
4.1.9.	Maintain adequate supply of office and sanitation materials and supplies, including availability of potable water. Target: (a) All stationery and office supplies needs in 100% office are met; (b) 100% potable water requirements satisfied.	(a)100% (b)100%	Monthly procurement ensured that there were adequate supplies in stock to satisfy cleaning demands. There were no significant complaints regarding the state of the office and the general upkeep of the environment.
4.1.10.	Arrange for participation/attendance of staff from other departments at conference; seminars, visits to the regions, receptions, etc. as requested by Divisions: Target: 100% of requests / invitations satisfied	100%	The achievement level was realized since the activities were deemed essential and were scheduled as priorities for the Administration Department.
4.1.11.	Direct and supervise the work of the Assistant Secretary (G), Registry Supervisor, Cleaners and other ancillary staff through planned daily meetings on a 'one-to-one' basis Target: 100% of daily 'planning' meetings held with ancillary staff	100%	Factors that contributed to target achievement were: (1) Areas of responsibility for each division were clearly defined; (2) Monitoring was done on a regular basis at the daily meetings where daily targets were discussed and issues and constraints promptly addressed; (3) the nature of the job demands that issues are promptly addressed as failure to do so can result in serious repercussions and embarrassment to the Ministry (e.g. missing deadlines for the sharing of Old Age Pension Books)
4.1.12.	Implement system for the conservative use of electricity, telephones. Target: Compliance by all departments in energy conservation practices and telephone usage through oversight by 100% of Program Managers.	90%	The increase in the target was as a result of more oversight by Programme Managers as well as increased monitoring of telephone and utility bills and follow-up action by the Administration Department. Energy saving equipment was installed at the Lamaha Street Head Office and Mahaica Children's Home as part of a planned process of rehabilitation of the electrical system. (This process is scheduled to be completed by 2017)
4.1.13.	Ensure that the annual staff conference was implemented as planned Target: 1 Staff Conference executed	100%	Staff conference was held and opportunities for examination and analysis of operations were provided. All logistical arrangements were effectively discharged.
4.1.14.	Ensure that there is an adequate 24-hour security service at all 13 locations. Target: 100% coverage in all 13 locations.	85%	There were problems related to obtaining adequate security coverage at Water and Cornhill Streets Head Office, Palms, Lamaha Street, Child Care and Protection Agency, Mahaica Children's Home and Mahaica Hospital since the full complement of guards were not always in place and their competence questionable. This resulted from the internal problems of the Security Firm.
4.1.15.	Coordinate the relocation of several officers from the Cornhill Street location to the new Head Office at Lamaha and East Streets. Target: 100% of identified Departments relocated.	100%	A more conducive work environment for staff is now evident. The overcrowding situation at the Cornhill Street location was addressed with the relocation of some Departments.

4.2. ACCOUNTS -BUDGET AND FINANCE DEPARTMENT

ITEM NO.	TARGET SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.2.1	Prepare and submit Quarterly Cash Flow Statement during the final week of each quarter. Target: 16 Statements	16 – 100%	All statements were submitted during the final week of the quarter. This is a financial administration regulation / requirement that is monitored by the Ministry of Finance
4.2.2	Prepare and submit Semi-annual Report to the Ministry of Finance one week prior to the date scheduled for the budget review meeting. Target: 2	100% (2 Reports)	All reports submitted one week prior to the scheduled date of budget review meeting since they form the basis for that review.
4.2.3	Prepare and process Payment Vouchers on a timely basis. Target 100% of the time	90% of the time	*Delays in processing Payment Vouchers were due to late release of funds, inaccessibility of the IFMAS system due to the relocation of the ministry and the late submission of claims by contractors. Vouchers processed 19,644 – of these 585 are payroll vouchers.
4.2.4	Reconcile the three (3) main bank accounts by January 31, 2015 Target: 3 Main Bank Accounts reconciled	100%	All three Bank Accounts were reconciled before the deadline, since these are critical financial requirements.
4.2.5	Respond to queries from the Ministry of Finance on expenditure, within 2 days of receipt. Target: 100% of queries responded to within 2 days	93% of queries were responded to within 2 days	Some queries had to be addressed by persons outside of the Accounts Department and this contributed to the delays in response.
4.2.6	Prepare and submit previous month's revenue statements to the Ministry of Finance within the first week of the new month. Target:12 Statements	12-100%	All monthly revenue statements were submitted to the Ministry of Finance on time, since there is a dedicated staff member - the Revenue Clerk - with this responsibility and it is a priority activity that is monitored by MOF.
4.2.7	Pay Old Age Pension and Public Assistance to 149 'shut-Ins' on a timely basis (every second Wednesday of the month). Target: Number of pensioners = 101; number of persons receiving Public Assistance = 48	100%	All 'shut-Ins' received their Old Age Pension or Public Assistance on a timely basis. This is a function of the department as well as a policy decision, failure of which would result in public outcry given the economic status of the recipients.
4.2.8	Facilitate the payment of Old Age Pension and Public Assistance via the Post office every month. Target: 12 months	100%	Funds to facilitate the payment of Old Age Pension and Public Assistance were made available to the Guyana Post Office Corporation in a timely manner throughout the year. This is a sensitive activity for which failure can result in negative publicity for the Ministry given the profile of recipients (elderly persons).

4.3. PERSONNEL DEPARTMENT

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.3.1	Process Leave Applications from staff in the Ministry Target: 100% of leave applications processed.	95% [Actual applications received - 760 requests for annual leave]	All applications were received in a timely way and were processed in keeping with the Leave Roster. The remaining 5% required a deferral due to the first quarter in 2015, due to the exigencies of the service .
4.3.2	Recruitment: (a) Ensure that all vacancies at Junior & Technical levels in priority areas - CCPA, PALMS, and Hugo Chavez Shelter for the Homeless –are filled. Target: 100% of identified positions (b) Other Categories across the departments - recruitment through PSC. Target 100% of identified positions filled (c) Volunteer Employment at PALMS & CCPA – Target: 20 volunteers	90% [78 vacancies filled on contract] 75% 100%	The delays by the PSM to fill ten (10) critical vacancies at the junior levels have contributed to an increased workload. The 75% target was achieved due to filling of the advertised positions by the Public Service Commission. The 25% is to be filled in 2015. The volunteer programme at PALMS and CCPA has helped significantly where there were shortfalls. Outstanding appointments at CCPA and Hugo Chavez Home are to be addressed in 2015
4.3.3	Superannuation documents. Processing of all persons due to be retired in 2014 as well as others (unknown or due to death). Target: 100% of Retiring staff – papers sent to PSC; 100% of serving officers who died – papers sent to PSC.	100% [Actual: Retirees – 8; Death Gratuity – 2]	The timely submission of the approval to retire from the Public Service Commission was a major factor in the successful completion of the superannuation benefits for the cases that arose under the year of review.
4.3.4	Disciplinary matters – processing and finalizing matters in 2014: Target : (a) - late coming & Unauthorized Absences - 100% of reported cases resolved. [Projected: 25 based on past trends]	98% [Actual: Misconduct cases - 10 reported cases, two (2) of which were sent to the PSC]	The shortfall emerged from the late or non-submission of monthly punctuality reports from departmental Heads and as a result, action was not taken to issue warning letters. Two (2) cases resulting from misconduct were sent to the PSC for disciplinary action to be taken.
4.3.5.	Applications for Transfers / Promotions. Target: 100% of requests addressed and action completed	100% [Two (2) Requests for inter Ministry transfers]	The timely submission of the request for transfer was done by the Public Service Commission
4.3.6	Execute Renewal of Contracts - Target 212 persons for 2013/2014 contract year.	99%	The three-month's reminder issued by the Department has significantly improved the renewal rate of contracts. Only one(1) staff was not paid due to late approval by the PSM.
4.3.7.	Job Description & Job Specifications and Creation of new positions for (a) technical positions: Targeted divisions: CCPA, BIT, Research & Documentation Centre, Hugo Chavez Home Rehabilitation Centre, Co-operatives and Labour Departments. Target for New Positions: 100% of positions created (b) Creation of New Programme Narratives- Programme 4 for 145 staff reassigned from Programme 2	 98% 100%	The absence of written documentation regarding the roles and functions of these Departments to guide the development of the JDs for the indicated positions. Absence of organizational charts for these new areas compounded the situation. <i>The incomplete re-organizing of the staffing at BIT and new posts at CCPA will be carried over to 2015.</i> The 2014 budget upgraded the "Activity" status of the CPA to a "Programme" status which catered for Employment Costs and Other Charges under Programme 4 . While 100% was achieved in this process, not all Employment costs were catered for under the new Programme.

ITEM NO.	TARGET SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.3.8	<p>Training & Development- (a) Based on previous year , the target of Twenty four (24) staff to attend PSM Training at different staff levels. These courses range in core skills areas –e.g. Orientation/Induction, Principles of Professional Secretarial Practice, Supervisory Management etc.</p> <p>(b) Global Technology –(28) staff to be trained.</p> <p>(c) Professional Development & Ethics Training(15)staff to be trained.</p> <p>Work Study Programme - 12 students from both the Junior & Senior Secondary Schools work attachment to 5 Departments.</p> <p>Alternative Work Study Sponsors for Twenty (20) CSS assigned to GuysucoEstates during the out- of-crop period. <i>(New Initiative)</i></p>	<p>98%</p> <p>100%</p> <p>92 %</p>	<p>Nominations are done by the Departmental Heads based on the available positions in the training offers. All staff attended and in some cases they were modular programme s. The unavailability of the PSM Training Staff and other factors contributed to the non-completion of the Staff Retirement Workshop. This willbe undertaken in 2015.</p> <p>All 12 students completed the two(2) phases of work attachment to the various Departments.</p> <p>Prior to 2014, CSS were not paid during the “out of crop” season. However, with discussion and agreement by CSS and the Ministry, alternative work was arranged. Eight (8) staff from two Estates did not seek alternative work and salaries were ceased during the “out of crop” period.</p>
4.3.9.	<p>Payroll Management –</p> <p>Target : 555 payroll staff records to be corrected in respective of all Programmes</p> <p>Compilation of 611 records for payroll adjustment due to 5 % or 8% Salary Increase.Target: 100% records adjusted</p>	<p>100%</p> <p>98%</p>	<p>The monthly edits for staff under the various Programmes have resulted in fewer corrections as compared to 2013.</p> <p>The Monthly updates on the payroll Classification sheets, submitted to the Personnel Department contributed significantly to the accurate Employment Charges for the increase for 2014. Only two staff members were not paid due to MOF’s temporary <i>employees’ policy</i>.</p>
4.3.10.	<p>Duty Free Concessions-</p> <p>Process applications for new staff whose positions attract this facility; alsofor staff who requested a continuance of the duty free concessions for the second or third time.</p> <p>Target: 100% of all requests finalized.</p> <p>Duty Free Concessions - Enquiry visits- (a) Priority Areas; CCPA, CRMA, PALMS, Probation Department. (b) Locations: 10 areas.</p>	<p>100%</p> <p>[Actual: 16 new and 2 requests for continuing DFC]</p> <p>50%</p>	<p>All required information for the processing was submitted by staff resulting in timely submission to PSM and the Guyana Revenue Authority.</p> <p>Inspections were undertaken in five locations where staff members are in receipt of duty free concessions. Aim - to ascertain whether the use of vehicles matched the intended purposes. Defaulting staff members were warned of the consequences of not having vehicles at the time of inspection. Regional and other locations were not completed.</p>
4.3.11.	<p>Process Resignations/Terminations/Dismissals for Levels at the Senior Technical and Unskilled Categories. [Dismissals as a result of unauthorized absence and inadequate notice given when resigning]Target: 100% response to all emerging cases.</p>	<p>100%</p> <p>Actual: 24 Resignations and 21 dismissals</p>	<p>The provision by post holders of aadequate notice contributed to the timely cessation of salaries for those who tendered their resignations. Heads of departments promptly reported those who ‘walked off’ the job and as a result no overpayment occurred during the year.</p>
4.3.12	<p>10 Scheduled Visits to regional locations and Central Departments to disseminate rules and regulations conduct interviews for employment and hold staff meetings. Target: 100% of locations visited</p>	<p>100%</p>	<p>Timely notification of visits and cordial welcome from the Regional Administrators contributed to the successful outcome of these visits - decisions with regards to personnel issues and other staff welfare matters.</p> <p>Visits were made to the CPA, PALMS, GWLI, Hugo Chavez Rehabilitation Centre, and Regions2, 5, 6, 7 and 10.</p>

ITEM NO.	TARGET SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
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4.3.13	Compilation of the Department's Annual Report for 2013 within the agreed time frame - February 2014. Target: 100% completion	100%	The monthly analysis records within the Department contributed to the accuracy of figures submitted for the Compilation of the Annual Report.
4.3.14.	Staff Welfare Matters - purchase of Get well Cards, sympathy cards, Wreaths, Gifts for staff wedding s and for the parents of newborns etc. Target – 100% of such instances	100%	The timely notification of these personal events and the support of staff contributed to the purchase of cards etc. Several staff members readily gave of their support in times of grief due to a death of loved ones
4.3.15.	Recognition of Retired Staff for the 2013/2014 period Staff honoured for 'long and dedicated service' Target - 16 Retirees and Four(4) staff at the Junior Level	100%	The End-of-Year Appreciation Awards were presented to 20 staff members for their long and dedicated service in the Public Service.

4. 4. CHILD CARE AND PROTECTION AGENCY

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.4.1	Provide psychosocial support and other assistance to at risk children and their families. Target: 8,000 families	Achievement: 51.1% of target 4,092 families assisted, 1,708 children were prevented from separation of their families	Some success was achieved, but there were insufficient resources and services. These factors prevented the attainment of the set target and the probability of lasting change in the lives of the young people.
4.4.2	Respond to 100% of reported cases of child abuse and provide a safe place for recovery and rehabilitation for every victim. Number of cases reported; 2,393. No. needed protection 205. Target: 2, 393	Achievement: 100% of target 2,393 cases attended	There are now more avenues from which reports are received. In keeping with the agency's mandate to respond to all reported cases, all efforts possible were made to ensure every report was investigated.
4.4.3	Facilitate the reunification of children (living in institutions) with their families and provide psychosocial support for their continued well-being. Target: 250	Achievement: 8% Only 20 children were reintegrated	Shortfall was due to the high level of dysfunction in the families and the lack of resources to improve their level of functioning. E.g. absence of substance abuse rehabilitation services.
4.4.4	Monitor the operations of all Children's Homes and Institutions to ensure the implementation of the minimum standards of operations. Target 23 homes.	Achievement: 100% Twenty-three (23) Children Homes & Orphanages were visited.	All the children Homes & Orphanages were inspected, as a priority activity since this was a part of the agency mandate, but there are still challenges for these homes to meet the minimum operation standard. There were major issues with the Red Cross Convalescent Home.
4.4.5	The operation of State Care Centres for vulnerable children- children without adequate parental care and children in need of protection. Target: 100% of state homes functioning (3) - Mahaica Children's Home, Sophia Care Centre and the Drop-in Centre	Achievement: 100% 200 children were provided with care and attention for recovery from abuse	At December 31, 2014, there were 225 children in the state residential institutions. These institutions are always overpopulated. There were increasing amounts of children becoming vulnerable and the agency made every effort to fulfil its responsibility.
4.4.6	Placement of children in Foster homes which require the screening and processing of potential Foster Parents and payment of monthly disbursements. Target: 200 foster parents	Achievement: 63% 203 children were placed with 126 foster parents.	There was an inadequate number of persons willing to become foster parents. More awareness programmes are needed to educate the public about the programme. The Agency monitored these placements with 'follow-up' visits to ensure continued well-being of the children.
4.4.7	Empowerment programmes for children in care: Facilitating 4 skills training programmes: (a) Dancing; (b) Literacy; (c) Life Skills; (d) Prevention of Substance Abuse. Target: 100% of the Children in State Care Institutions	Achievement: 100%	All the programmes were successfully completed since these were a part of the programme of extra-curricular activities for all children in government institutional care. The success of these activities was as a result of networking with other NGOs and Government agencies.
ITEM NO.	TARGET SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE

4.4.8	Facilitation of the Adoption Board and provision of adoption services. Target: Facilitating 12 adoption meetings	Achievement: 12 meetings, 100%	Facilitated the adoption of 115 children for the year. Proper organisation and planning allowed for the achievement of the target
4.4.9	Conduct Public Awareness Programmes on issues affecting the wellbeing of children and to also prevent child abuse. These programmes included the use of multi-media devices to send messages on preventing child abuse and encouraging community members to take responsibility for the protection of children.	Achievement: 100% This is Ongoing.	Officers throughout the year held outreaches to communities. Focus was to (i) raise awareness about the work of the agency; (ii) empower children to help prevent and expose abuse; (iii) educate communities on laws affecting children and (iv) equip parents with skills to better supervise and discipline their children. Collaborating with key stakeholders was another area where much work was done at a district level. Officers in districts continued to work to forge relationships with the school teachers, medical personnel, police force and village chiefs to aid in outreaches and disseminating these messages to the communities. Work was done with a volunteer, Lorraine Harris, who assisted in the preparation of a documentary which was aired and well received according to several reviews that were brought to the attention of the Agency.
4.4.10	Register and License Children Day care Facilities. Target: estimated 347 facilities	Achievement: 55.9% 194 day care facilities were identified and filled out forms for the registration process.	The required number of staff has not yet been employed. This achievement was made with only three staff members.
4.4.11	Capacity Building for (a) For Parents including foster parents – <i>Parenting Skills training</i> ; (b) <i>Specialized training</i> - For persons who provide services (including the Police) for children in all regions (c) For Children set to 'age out' of the formal care system - <i>Self and Life Skills Training Development</i> : Target: 2,000 parents; 300 service providers; 40 children	Achievement 100% 2000 parents and other primary caregivers; 300 Service providers including the police; 40 Children in Formal Care.	Sufficient funding was provided in the budget for training and all was utilised.

4.5. WOMEN'S AFFAIRS BUREAU

ITEM No.	TARGET SET	TARGET ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.5.1.	PUBLIC EDUCATION –Sensitization sessions on roles and functions of the Regional Women’s Affairs Committee (RWAC) was held with Regional Democratic Council (RDC) in the ten (10) Administrative Regions giving support to RWACs as sub committees on the RDC. Target: 10 sessions	Achievement: 7 sessions 70%	Shortfall was due to inclement weather conditions and other work commitments/priorities; hence, it was not possible to reschedule the outstanding visits from 2013.
4.5.2	PUBLIC EDUCATION - TRAINING AND AWARENESS SESSIONS Six (6) awareness sessions to be held in collaboration with other agencies Target: (i) Organizations, institutions, FBO and Schools.	Achievement: 6 sessions; 100% participation	Much interest and participation was generated from the topics that were offered, resulting in maximum participation since these were always key priority areas for participants. Topics were: (i) <i>Understanding the concepts of sex and Gender</i> ; (ii) <i>Gender-based violence</i> ; (iii) <i>Anger Management</i> (iv) <i>Conflict Management</i> . Within the sessions there was much interaction and lively discussions.

ITEM No.	TARGET SET	TARGET ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.5.3	Twelve (12) sensitization sessions to be held in schools in two (2) regions, targeting 2000 participants. Target: (i) 2,000 participants (as requested); (ii) 100% response to request received	Achievement: 12 sessions. 1,827 participated -91% 100% response achieved	Participants interacted during session and become more knowledgeable to deal with the issues. However, due to the absence of students in some schools there was a shortfall.
4.5.4.	Raising awareness in Government corporations Target: 9 entities	Achievement: 100%	The level of success realized was as a result of the corporations' collaboration. They agreed to have host combined activities in one location, alternating the venues. Because of their ready support throughout the entire process the Department met its target.
4.5.5.	Educational programmes for women's groups in three regions. Target: (i) 7 groups (ii) 3 regions	Achievement: 100%	The success of the sessions was as a result of the high interest and enthusiasm shown by the women. They made available their own venues and supported the entire process which caused the Department to reach its target.
4.5.6.	WELFARE SERVICES: To provide welfare guidance and services to 100 women, young girls, boys and men. Target: (i) 105 clients (based on ongoing Educational programmes) (ii) 100% responded to request	Achievement: 116 (actually benefitted) 110% 100% achieved	There was an increase in the target set; this was due to the staff being proactive. This led to the success of staff and motivation to continue to uphold the mandate of the Department. Families and relatives showed great appreciation for the commitment of the Department.
4.5.7.	NETWORKING: Providing necessary support and building capacity regarding the Regional Women's Affairs Committee 2 days Annual General Meeting. "Theme <i>Enhancing the development of our women and embracing Gender Equality</i> ". Target: (i) One meeting (2 days) for 40 Participants (as requested)	Achievement: 100% 35 persons participated – 87%	Thirty-five members attended the meeting, which was very successful and well supported by the Ministry. Participants shared their experiences and challenges. This allowed for the identification of a platform for the way forward. Members were exposed to new areas of interest which would assist tremendously in future planning. There was a shortfall in the attendance from the hinterland communities due to inclement weather conditions.
4.5.8.	Institutional strengthening of all Bureau Heads at their 6 th meeting of Regional Heads in preparation of COSHOD. Theme - <i>"GENDER and LABOUR"</i> . Target: (i) Regional Gender Bureau conference executed-	Achievement: 100%	This was an important activity aimed at strengthening the capacity of the Bureau's Heads and other Gender Equality Mechanisms in addressing the preparation for harmonized reporting to the UN General Assembly. The knowledge gained enabled representatives to fully participate at the COSHOD meeting. They were able to successfully support their Governments in lobbying CARICOM on crucial issues.
4.5.9.	Information Dissemination: Provide concluding comments from Guyana's CEDAW Report to organizations and agencies. Target: 100% of organizations benefit.	Achievement: 95% of agencies	The Report's Concluding Comments were successfully distributed and agencies and organizations indicated their willingness to assist in the preparation of the next report. Some hinterland communities did not receive their copies; this will be made available in 2015.
4.5.10	Other Activities: Build partnership with the Private Sector Commission for inclusion in their programme of activities. Target: - 1 partnership	Achievement: 100%	The WAB had a successful meeting with the Private Sector, which displayed a willingness to work in collaboration with the Ministry to ensure that the <i>Sexual Harassment Policy</i> is in effect in the workplace.
4.5.11	Strengthening the capacity of staff on the Gender and HIV/AIDS work place Educational Programmes through UN AIDS. Target: (i) Workshop (3 days) (ii) Ministry and UN AIDS	Achievement: 100%	This was a key aspect of the staff development programme. Sharing of key gender terms enabled participants to organize counselling therapy with parents and to continue to network on social issues.

ITEM No.	TARGET SET	TARGET ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.5.12	Support the completion of a National Action Plan for the Implementation of the Sexual Offences and Domestic Violence Act. Target:1 National Plan completed	100%	This was an important document that would buttress the efforts of the Department. Accordingly, staff fully cooperated with Consultants. The Plan was successfully completed and submitted to Cabinet for approval, paving the way for implementation by partners.
4.5.13	Support to GWLI graduation. Target: 1 - 100% participation in the 2014 Graduation exercise	Achievement: 100%	Administrator presented certificates to graduands. This is a role generally assigned to the Bureau and the Ministry.
4.5.14	<u>PARTICIPATION IN EXTERNAL MEETINGS:</u> (a) Providing necessary support to the Committee on the 'Prevention of Interpersonal Violence'. Target: 100% participation in Committee meetings	100%	Members displayed keen interest in the formation of the Committee and demonstrated commitment to work in various communities.
	b) Participation in Carnegie Board meetings. Target: 12	80%	Guidance, support and technical expertise were provided in addressing the 58 recommendations for developing a National Action Plan. Sharing of information and working on the implementation of a Strategic Plan successfully. Due to flooding, there were fewer meetings. Sharing of information in the preparation of the various curricula. Sub committees of the Board worked towards achieving set objectives but non-attendance of members due to heavy rainfall caused a few meetings to be cancelled. Committees benefitted from knowledge sharing by the Bureau through its representation on the board. Quite a lot was achieved during the meetings and this allowed the institution to expand mandates and network.
	c) Participation in Statutory Women and Gender Equality Commission Meetings Target: 12 meetings	80%	
	d) Participation in GWLI Board meetings Target: (i) Twelve board meetings; (ii) 100% Board members' participation.	80%	
	e) Participation in Kuru Kuru Coop College Board meetings. Target: 12 meetings	80%	
	f) Participation in LCDS meetings. Target: 12 statutory meetings; 100% members.	80%	During the meeting sessions there was reporting on the success and outcomes of Guyana with the Norway agreements, the MOUs signed by the Guyana Forestry Commission and the Commission's success in all of its programs. Members of the LCDS committee members also benefitted from some of the programmes in the hinterland communities.
	(g) Support to Venezuelan Institute's graduation. Target:(i) Graduation exercise. (ii) Women and men in various Disciplines.	100%	Administrator delivered the feature address on behalf of the Minister and presented certificates which are part of the Department's and the Ministry's support.
	(h) Support the Regional Women's Affairs Committee (RWAC) of Region #7 In the DV activities. Target: 100% participation of RWAC members and RDC Members.	100%	The RWAC members of Region Seven launched their Care Point Centre, and this was declared open by the Hon. Minister with support from the RDC, WAB, Business Community and other well-wishers. This space caters for a Day Care and other skills training it therefore created jobs for single mothers and a healthy and friendly environment for parents to leave their children while at work. Young women and men can now learn new skills and the RWAC gained an income for the maintenance of the building.

ITEM No.	TARGET SET	TARGET ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.5.15.	NATIONAL EVENTS: (a) Coordinate International Women's Day Activities – Theme "Celebrating Guyanese Women." Target: 7 Guyanese Women	100%	During this celebration the Ministry successfully honoured seven Guyanese Women for their outstanding work/achievements in their respective field of work. Among those honoured was the Administrator of the Bureau.
	b) Mobilizing for Mash activities. Target: (i) Mash celebrations. (ii) Revellers - 100%	100%	Bureau's staff participated in the Ministry's float for the Mashramani parade.
	c) Organizing activities for 16 Days of activism with NGOs and Other agencies. Target: Two meetings	100%	Keen interest and participation from NGOs and other stakeholders during these 16 days of activism. Among the key outputs an Inter-Faith Service and outreach programmes in the various Regions. These were successful, especially the Inter- Faith service which attracted 160 persons, representing 60% more than expected

4.6. MEN'S AFFAIRS BUREAU

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.6.1	School Intervention – Awareness programmes , focusing on topics such as Gender Based Violence. Masculinity, Sexual Reproductive Health & Suicide Prevention. Target: (i) Visits to Eighty (80) Public & Private Schools and other Educational Institutions across the country. (ii) Sixteen Thousand (16,000) students, both boys and Girls.	Achievement: Number of students reached: 50% - 8,000 students were sensitized in Primary, Secondary and Private schools across Guyana as well as at the Tertiary Level (GTI). Number of Schools Visited: 37.5% 30 Educational Institutions across Region 2, 3, 4 and 5	Additional Human Resources would have been a great asset in achieving the targets. The MAB is presently understaffed and there is also a need for a secretary. The Men's Affairs Officer has been assuming the role of both Officer and Secretary. There is also the concern that when both the Men's Affairs Officer and the Administrator are in the fields there is no one in the office to offer counselling in the event of someone visiting, or at least to book appointments and take messages.
4.6.2	New Opportunity Corp Monthly Intervention - Engaging students of the New Opportunity Corp via discussions & video presentations, in monthly education sessions. Target: (i) twenty four (24) sessions, two (2) per month. (ii) 1,440 students (based on an estimated sixty (60) boys in each session)	Achievement: Sessions: 25% [six (6) sessions] Reach: 25% [360 students – males and females – (no less than 60 students participated in each session)]	A full complement of staff is needed in the MAB to fully achieve its mandate and targets. Also, there were factors and activities which arose that took precedence over the NOC outreach. There was also the untimely release of funds, which hindered planned activities.
4.6.3	Community Outreach with Men & Boys -Sensitization & Awareness Sessions with Youth Groups, Community Groups and Schools in Leguan, Wakenaam and other Surrounding Islands as well as Region 6. Target: (i) six (6) sessions; (ii) Two Hundred Fifty (250) young men and women.	Achievement: 100%	The MAB was able to meet its target via its school outreach initiatives, as well as the targeting of sport agencies. Despite the level of success, there is still more that could have been done. There is the need for more field officers as well as adequate funding, readily available so as to execute these programmes.

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.6.4	MAB's Outreach with Sport Agencies e.g. various Cricket Clubs, Foot Ball Clubs] & Youth Spaces in the New Amsterdam area.– Aim: To engage them in dialogue on GBV, Suicide, Anger Management, etc. Target: Five Hundred (500) boys and girls	Achievement:90% [450 persons]	Working through Youth Spaces and Sport Agencies as a means of reaching young people has proven to be a method that produces excellent results, thus the MAB will consider increasing the use of this approach. Another reason for the success in this area is that these agencies provided a captive audience.
4.6.5	Region Two (2) Community Outreach- Focus - The Scarring Issue of Gender Based Violence. Target: (a) (5) sessions in different communities in Region 2. (b) Five Hundred (500) adults and young people	Achievement: 40% [200 persons]	The MAB was unable to do any community work in Region Two, other than school outreach, since accessibility to the region was challenging as well as funding was inadequate. However, the MAB and Merundoi collaborated and were able to sensitise 250 men and women on the issue of GBV. More resources are needed to advance the programme across the region.
4.6.6	Re-establishment of the CariMAN Chapter in Guyana- Aim: To build strong synergies between Guyana and CariMANas well as other nations where CariMAN is present. Support CariMAN in attaining its regional goals. Target: Participate in at Least Two (2) of CariMAN's Regional Activities. 100%	Achievement. 95% [1. Participated in the drafting of a Strategic Plan in Port-of-Spain. 2. Participated in CariMAN's team in Delhi in the <i>Men Engage</i> Conference]	The MAB made great strides in developing excellent synergies with its international partners, especially CariMAN, which is due to officially launch a Guyana Chapter shortly. The MAB is yet to engage CariMAN in dialogues in proceeding with the establishment of a CariMAN chapter in Guyana with an office.
4.6.7.	Father's Day, Father/Son Initiative -"Like Father, Like Son". The Objective was: <i>To create a space and atmosphere where fathers and sons can meet for a few hours. This activity sought to establish and strengthen the bonds which exist between father and son.</i> This activity's aim was to allow for fathers to be educated on how to be an effective parent and a good role model for his son or sons. Target: 1 Special Father's Day Event	Achievement: 100% [Father's Day Event held. 40 fathers and their sons were in attendance].	This was a collaborative effort with the National Commission for the Family and Man Tent (Guyana). Fathers and sons were given the opportunity to further bond and communicate with each other.
4.6.8.	MAB's Intervention in Youth Camps- Target: (a) Visit six (6) Church and sport camps [Leguan, Hogg Island and Wakenaam] – 100%; (b) Reach - 500 teenagers.	Achievement: (a) 100% [including the New Testament, Church of God camps and also cricket camps]. (b) 500 young persons were engaged. Success Rate: 100%	Youth Camps afford the opportunity of having a "captive" audience, thereby allowing for maximum reach to young people. The focus of the meeting was GBV.
4.6.9.	Education Intervention in Sugar Industry- Conduct Educational discussions on DV regarding the causes, effects as well as solutions; to emphasize that the "cutlass and rum" is not the solution to domestic issues. Target: 800 sugar workers in four Regions – 3,4,5 and 6.	Achievement: 50% [Sessions were conducted with sugar workers at the GUYUCO Training Centre at Rose Hall in collaboration with the WAB].	Although Administrators of the Estates structured the sessions at a time which infringed on working time for the workers, the information was never -the-less well received. The Administrators were, however, unable to gather the anticipated number of sugar workers at the time of the visit of the Officers.

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.6.10	Week of Activity for International Men's Day - To 'reach' several thousands of men with our Radio & TV programmes, and Public Video Presentations. Target: 100% (a) 2 TV panel discussions; (b) " <i>Magnificent Man 4</i> " Concert.	Achievement: 100% ³	The Week of Activities in observance of International Men's Day was deemed a success. The MAB will continue with its annual International Men's Day activities while seeking to engage the private sector's participation in the future.

4.7. NIGHT SHELTER

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.7.1	Provision of nutritional support (breakfast, lunch and dinner daily) to itinerant street dwellers that come to the Shelter. Target: (a) To daily satisfy the nutritional needs of 100% of the Night Shelter's maximum accommodation numbers (163 street dwellers per day) who seek such support. (b) 100% of planned meals (178,485 meals during the year) to street dwellers (163 persons x 3 meals x 365 days) made available.	100% each day 163 residents received three (3) meals	Meals were served on a 'first come, first served' basis. 100% of the first 163 street dwellers coming to the Shelter received meals daily.
4.7.2	Provide medical, ambulance services and referral to Georgetown Hospital. Target: 100% instances/demands/situations satisfied	100%	The GPHC Ambulance Service was sought in the evenings, weekends, holidays and even during the day as the emerging medical conditions warranted. Maximum cooperation was given by the service.
4.7.3	Provision of treatment for street dwellers with Tuberculosis, Tuberculosis and HIV/AIDS, etc. Target: 100% of requests addressed	100% TB Patients	Four detected cases were able to receive treatment as a result of medical intervention by the TB clinic through referrals from the Shelter.
4.7.4	Daily Treatment for TB clients by Ministry of Health DOTS Officer. Target: 100% of confirmed cases treated.	100% persons treated	Twelve detected cases were able to receive treatment as a result of medical intervention by the TB clinic through referrals from the Shelter.

³International Men's Day – MAB hosted two one-hour television panel discussions on NCN Channel and TVG 28. These programmes addressed issues such as Fatherhood, Male Role Models, Violence, Male Suicide etc. Representatives of the Bureau also appeared on radio and television programmes such as *Guyana Today*, *Lets Gaff*, *The Breakfast show* and *A Better World*. "*Magnificent Man 4*" was held in observance of International Men's Day. [300 men and their families were invited]. MAB collaborated with the Guyana Police Force and hosted the programme which consisted of cultural items by male performers and brief motivational talks by notable speakers including remarks by the Minister of Labour, Human Services and Social Security, Honourable Jennifer Webster and Senior Superintendent Paul Williams, Force Training Officer, Felix Austin Police College.

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.7.5	Provision of Social Services to street dwellers who visited the Shelter: (a) Support for Street Dwellers who are working on jobs such as security guard, labourer, etc. Target: 100% response to persons with those needs.	Achievement: 100% (actual – 20 persons)	Social worker was reassigned to another location; however a replacement was obtained.
	(b) Supported Street Dwellers with Public Assistance. Target: 54 persons.	100%	
	(c) Supported elderly Street Dwellers with Old Age Pension. Target: 13 persons	100%	
(a)	(d) Assisted aged persons and the incapacitated to be placed in the palms. Target 100% (projected - 15 persons)	33% (5 persons were transferred)	Transfers depend on the person's age, illness and available accommodation at the Palms
(b)	(e) Identify street dwellers for rehabilitation and reintegration into society were sent to the Hugo Chavez Rehabilitation Centre, Onverwagt, W.C.B. Target: 26 persons	23 persons were transferred (88%)	The Hugo Chavez Rehabilitation Centre was newly opened and not fully operational.
4.7.6.	Daily Treatment for TB clients by Ministry of Health DOTS Officer. Target: 100% of confirmed cases treated.	100% persons treated	Twelve detected cases were able to receive treatment as a result of medical intervention by the TB clinic through referrals from the Shelter.
4.7.7.	Issue of basic items such as toilet paper, bath/laundry soaps, toothpaste, and etc. (once available). Target: 100% of persons who sleep at the Shelter receive supplies on a fortnightly or monthly basis.	100%	Staff ensured that toiletries' hampers were distributed to all residents.
4.7.8.	Garbage Disposable, Fumigation and Pesticide control. Target: 12 Treatment for rats, mosquitoes, bugs (quarterly) and Disposing of Garbage (daily)	100% responses	The very nature/conditions of street dwellers demanded constant fumigation and pest control to reduce cross infections as well as to maintain a sanitary environment. This therefore continues to be a priority. The Shelter's policy is to refuse admittance to persons who are incapable of or unwilling to comply with the basic hygiene practices.
4.7.9.	Ensure the well-being and comfort of street dwellers seeking food and shelter: Target: 100% of times, basic environmental needs are addressed.	100%	All residents and street dwellers are given a meal, a bath and warm bed. Those who extended their time at the Shelter were provided with toiletries. Bath towels and sheets were given to those without.
4.7.10.	Ensuring that all street dwellers are booked in everyday as they arrive. Target: 100% persons.	Data not scientific	This system of accepting street dwellers into the shelter leaves a lot to be desired. The Intake process to be improved at the earliest. A register of street dwellers is updated daily based on assumption, not authentication.
4.7.11.	Security checks in the dorms periodically to ensure that street dwellers do not carry weapons of any kind, alcohol or drugs. Target: 12 times (monthly)	100%	Monthly checks with street dwellers are done. This process unearthed alcohol, knives, other pointed weapons, marijuana, etc.

4.7.12. STATISTICAL SUMMARY OF RESIDENTS DURING 2014	
Number of Residents at the Shelter during 2014	55,642 (Based on a daily of 163 persons per day)
New Intakes	77
Residents Receiving Public Assistance	54
Residents Receiving Old Age Pension	13
Deceased Residents	20
Residents Sent to The Palms	5
Residents Waiting to Go To The Palms	10
Residents Sent to Onverwagt	23
Residents Waiting to Go To Onverwagt	3
Deportees	4
Residents Employed	20
Persons Living with HIV/AIDS	12
Mentally Challenged Residents'	15
Visually Impaired Residents	2
Bedridden Residents	1
Residents with Tuberculosis	4

4.8. DOCUMENTATION CENTRE

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.8.1.	<p><u>ROUTINE OPERATIONS: USE OF THE CENTRE</u></p> <p>Continuation of the delivery of a service based on up-to-date information resources to the various categories of users including researchers.</p> <p>An increased focus on support for all programmes aimed at empowering, protecting and developing women as a result of the acquisition of specialized material. Target: 650 persons (estimate based on historical trends).</p>	<p>Achievement: 100% of the actual requests received for the compilation of national and other types of reports on women and gender issues in Guyana.</p> <p>There were five hundred and fifty-two (552) service users from January to December, 2014.</p>	<p>There was a notable improvement in acquiring statistical information resulting in increased research for national and other analytical reports on the status of women in various sectors of society.</p> <p>The support to researchers as well as the Department's publication programmes was hampered by the prolonged vacant position (for more than one year) of a 'key' Documentation Assistant. Other constraints included continued lack of access to the Internet and malfunctioning of computers. Communication was also adversely affected. Acquiring statistical information, although improved, must be expanded.</p>

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.8.2	<p>INDEXING, CATALOGUING AND ABSTRACTING</p> <p>(a) The re-establishment of the Centre's electronic catalogue. Target: 100%.</p> <p>(b) Up-to-date cataloguing of all new information Target: 100%</p>	<p>Achievement:50%</p> <p>(a) 75% of the material acquired during the year has been catalogued, indexed and added to stock. (To be entered into the new electronic catalogue)</p>	<p>Disappointingly, the networking required for operationalizing the new programme has not yet been installed; therefore no data was imputed into the system. This has hindered the establishment of the new catalogue and the progress projected for the modernization of the information service. It was the commitment of staff which enabled access to information and meeting the needs of service users. There is a need for improved service from the IT Department.</p>
4.8.3	<p>ACQUISITIONS</p> <p>(i) Upgrading resources / collection Target: (a) \$1,000,000. For the main centre; (b) \$550,000. For opening 3 rural centres</p> <p>(ii) Collection of statistics from 9 entities, namely, Ministry of Education; Ministry of Local Govt., Ministry of Amerindian Affairs, Ministry of Public Service, Ministry of Home Affairs, Ministry of Housing and Water, National Insurance Scheme, Bureau of Statistics, Supreme Court Registrar.</p>	<p>Achievement: (i) 4% [19 books were purchased at a cost of \$59,425]</p> <p>(ii) Achievement: 53% [Information in other areas was less than projected, only 5 agencies responded. These were Ministry of Education, Ministry of Amerindian Affairs, Ministry of Home Affairs, National Insurance Scheme and the Supreme Court Registrar.</p>	<p>The acquisition of material during the year under review was moderate, the highpoint being the works of Guyanese women creative writers. This has led to NRDC perhaps being the only local institution which holds such a large collection of the works of Guyanese women writers. The major constraint was the precarious staffing situation⁴ which affected the acquisition of statistics.</p>
4.8.4	<p>PROMOTIONAL ACTIVITIES</p> <p>The distribution of a variety of brochures on topical issues produced by other organizations as well as the services offered by the Centre was maintained. (a) Disseminate material on Domestic violence to identified regions (Regions 4,5,6,10) Target: 21,000 publications to - (i) Regions 4,5,6,10 – 100%</p> <p>(ii) Probation & Social Services Dept. – 100%</p>	<p>Achievement:100% (21000 brochures were disseminated)</p> <p>(i) Regions 4,5,6,10 – 100%</p> <p>(ii) Probation & Social Services Dept. – 100% of requests met.</p>	<p>Production of our publications, in some instances, has been off schedule, as a consequence of the staffing situation. Funds for publications, although budgeted for and approved, have been inaccessible and this limited the volume of material produced and disseminated.</p>
	<p>(b) Exhibition of Guyanese Women Writers for the 48th Anniversary of Guyana's Independence. Target: 1</p>	<p>Achievement: (a) 100% (1 Exhibition held)</p>	
	<p>(c) Exhibition in support of the Women and Gender Equality Commission's National Conference (November, 2014). Target: 1</p>	<p>100% (1 Exhibition held)</p>	
4.8.5	<p>Acquire material for up-grading the resources of Guyana Women's Leadership Institute and securing material to support such social programmes as the one introduced at the Palms.</p>		<p>The material has been effective in meeting the requirements of some of the programmes offered at the Institute, and in supporting one of the social programmes introduced at the Palms Institution.</p>

⁴In the case of a small staff of five, who undertake a considerable volume of work, the one unfilled position for in excess of one year, seriously impacted aspects of operations, particularly the Centre's publication programme. This programme fell below 20% of normal activity.

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.8.6.	<p>PUBLICATIONS:</p> <p>(a) Quarterly Newsletter "Woman Power (2014). Target: 4 issues</p> <p>(b) Report Card on Women (2014). Target: 1</p> <p>(c) Update statistics on "Violence Against Women" focusing on the number of women murdered in 2014. Target: 100%</p> <p>(d) Pamphlets on "Domestic Violence". Target: 1,000</p> <p>(e) Publication on the "Rights of Women" Booklet Target: 1 publication</p> <p>(f) Complete distribution of "Amendments to Women Parliamentarians, 1953-2011" Target: 100 %</p> <p>g) Collaboration with UNICEF to produce media report. Target: 1</p>	<p>Achievement: (a) 65 % - 2 issues of the Quarterly Newsletter have been produced. The third issue is yet to be printed.</p> <p>(b) 100% Complete</p> <p>(c) 50% of statistics have been up-dated.</p> <p>(d) A compilation of the <i>Highlights of the Sexual Offences Act</i> was completed – 100%.</p> <p>(e) 100% - An extensive publication was produced.</p> <p>(f) 83% of this task was achieved.</p> <p>(g) Achievement: 100%</p>	<p>The publication programme was limited by the existing staffing shortages. The fact that some publications were produced was due to the commitment of staff who, despite their work load, diligently contributed to the level of publications that the Centre managed to complete during the year.</p> <p>This was not yet approved for distribution. Printing for dissemination is awaiting Executive Decision. The Centre was also successful in partnering with UNICEF in producing a Media Report which focused on <i>Women in the Media</i>, as a result of resources provided by UNICEF. Report will be completed in 2015.</p>
4.8.7	<p>RESEARCH</p> <p>Conduct Surveys to enable a comprehensive mapping of the status of women in Guyana: –Target: 100% for each survey</p> <p>A. Phase 1: Data Collection to determine:</p> <ol style="list-style-type: none"> 1. Women in various areas of corporate Guyana 2. Women who heading non-traditional fields of operation. 3. The situation of women recipients of the Housing Distribution Programme, and 4. The number of registered women business owners. 	<p>Achievement:</p> <p>(1) 80% of surveys from Government agencies have been received (to be analysed).</p> <p>(2) In progress.</p> <p>(3) In progress</p> <p>(4) In progress</p>	<p>Research activities, given the staffing situation, were limited. This has negatively impacted on initiatives aimed at mapping the situation of women in Guyana.</p> <p>This staffing situation must be given serious consideration as it has the potential for negatively impacting on the availability of critical statistics required for reports such as CEDAW and, for responding to a number of questionnaires from International Bodies.</p>
4.8.8	<p>Establishment of Deposit Resource Facilities (Information Units): Target: 1 in each of 2 Regions – 3 and 5.</p>	<p>Achievement: Nil</p>	<p>Although core collections for these regions were identified by the Department, there were several administrative considerations at the local levels that required attention before the actual establishment could be effected.</p>
4.8.9	<p>Re-establishment of gender data base. Target: 100%</p>	<p>Achievement: Nil</p>	<p>Lack of staffing was directly responsible for this situation. Its impact is the same as the inadequate research undertaken.</p>
4.8.10	<p>SENSITIZATION PROGRAMMES</p> <p>Distribution of material on Domestic Violence, Child Abuse, Anger Management. Target: brochures and pamphlets. – 100% of identified material produced.</p>	<p>Achievement: 50%.</p>	<p>There has been extensive distribution of pamphlets, brochures on the Centre and various fliers dealing with serious issues in society such as domestic violence, child abuse, and anger management. Quantities produced were limited by the availability of funds.</p>

NOTE: As a result of the minimal changes in the situation of the Centre since the last reporting period, there are minimal changes in the notes now forwarded.

1. The year 2014 was one in which the quality of the service provided by the Centre was severely challenged on account of the frequency of malfunctioning computers and the difficulty in having them repaired. At a time when information technology is being upgraded and increasingly used, it is highly embarrassing to be operating an Information Unit in which computers are so frequently out of service and printers not functioning.
The disappointment registered by our users is readily visible. The expectation is that a small well-stocked Centre such as ours should be on the cutting edge of the delivery of information, serving as a model in the information environment in Guyana. Sadly, the reverse is very gradually setting in. It is hoped that this trend could be arrested and the Centre re-positioned to the earlier trend set a few years ago.
2. Targets not met were largely a result of the inordinate delay experienced in filling a very important position which was vacant for more than one year. Unfortunately, when filled, the position again became vacant after two months.
3. A major disappointment experienced by the Centre has been the failure to re-establish its catalogue, in spite of all efforts made to do so, as well as the preliminary arrangements made for training and installation of the new system. This situation has seriously impacted the advancement of the service.
One year ago, the Centre ended its report with optimism about securing the open source software and the required hardware which would have enabled the rebuilding of its electronic catalogue. The hardware has been acquired, but the system has not been installed and there seems to be a number of impediments to doing so.

4.9. PROBATION AND SOCIAL SERVICES DEPARTMENT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.9.1.	Provide psycho social support to all those in need of such services. Target: Processing of 100% of reported cases / requests for these services.	Six thousand three hundred and forty five Kindred Social case interventions were processed. Target Achieved: 100%	The overwhelming response to this service resulted in more matters being referred and attended to. Successful interventions averted many fatal occurrences.
4.9.2	Respond to all requests for counselling in matrimonial case interventions. Target: 100% response to requests received.	Counselling provided in 1,026 Matrimonial Reconciliation case interventions Target Achieved: 100%	Impact in these cases cannot be measured. Greater levels of follow up in these cases are compelling desirables and require optimum staff capacity to determine outcomes. Figures do not truly represent the demand.
4.9.3	Provide social service assistance to all persons entering the prison system. Target: 100% of new persons incarcerated	1,112 new entrants to the prison system were attended to by probation officers as against 273 for the previous year. 307% increase. Target Achieved: 100%	The benefit of connecting inmates to family members, where necessary, is significant. In 2014, this strategy had approximately a 90% success rate.
4.9.4	Supervise all Parolees, persons on probation and others placed under supervision by the courts. Target: 100% of such requests attended to.	A total of 339 persons, representing the various categories of persons requiring supervision, were monitored by probation officers as against 67 for the previous. Target Achieved: 100%	Reports to the Parole Board on parolee supervision had an 85% success rate with the desired outcome achieved relative to supervision provided in all cases

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.9.5	Distribute Old Age Pension books to all eligible persons Target: 100% of persons in the database as at December, 2013, [Total - 47,035, based on database)	46,595 pensioners received pension books Target Achieved: 99%	Successfully completed although there were some hiccups at the initial distribution with a small percentage of omissions of beneficiaries from prepared distribution lists. These discrepancies were subsequently corrected resulting in all available recipients receiving their books within the first quarter of the year. Surveillance by officers ensured that the books of persons who died were promptly collected.
4.9.6	Provide Public Assistance to 10,000 needy citizens	A total of 16, 929 public assistance Booklets were distributed as follows - 8,542 beneficiaries in the first half and 8,387 in the latter.	Number of cases fell below the estimated 10,000 beneficiaries of the system due to efforts made to reduce dependency on the system through officers facilitating the self-actualization efforts of beneficiaries.
4.9.7	Respond in a timely manner to request s for probation reports by the Magistrates Court. Target: 100% of requests received, processed.	657 probation reports were prepared for the Magistrate's Court as against 160 for the previous. Target Achieved: 100%	Appropriate responses were achieved and approved but there is need for more in-depth reporting on social history which underlines the need for appropriate time allocated by the Court for submission of reports and staff giving priority to this aspect of work to facilitate timely preparation and submission.
4.9.8	Respond in a timely manner to requests for probation reports by the High Court. Target: 100% of requests received, processed.	100% 42 probation reports were prepared for the High Court against 52 for the previous year.	Same as above
4.9.9	Respond in a timely manner to requests for probation reports by the Juvenile Court. Target: 100% of requests received, processed.	100% 343 probation reports were prepared for the Juvenile Court	Same as above
4.9.10	Resuscitation of Discharged Prisoners' Aid Committees at New Amsterdam and Georgetown Prisons. Target: 100% of Committees	Efforts were unsuccessful. 0%	A decision could not be agreed as to which Ministry would be responsible for selecting members. These committees are very instrumental in assisting the Probation Department with Prisoners' aftercare; strengthening family relations and support mechanisms, thereby preparing them for reintegration into the society.
4.9.11.	August Youth Day Camp. This annual event targets youths who are on Probation, Statutory and Voluntary Supervision, youths released from the New Opportunity Corp and others from community groups. It is geared towards the provision of psycho-education in a youth friendly environment as a form of motivation. Target: 1 Camp held.	0%	Due to unavailability of funds, this camp was not held.
4.9.12	Month of the Elderly Activities Psycho education workshop planned for care givers of the elderly;Activities planned to acknowledge the contributions of the elderly during the month of October. Target: 100% of planned activities discharged.	0 %	Due to the unavailability of financial resources, these initiatives did not materialize.

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.9.13	Country wide training of Local Board of Guardian members Target: 100% of Local Board of Guardian members in every region.	0%	This programme was intended to equip LBG members with the necessary skills to effectively assess Public Assistance cases. Unfortunately, due to the unavailability of financial resources this training was not delivered.
<p>NOTE: The year 2014 was a challenging year for the Probation and Social Services Department. In spite of the challenges, Officers must be commended for their sterling contributions to the fulfilment of the Department's mission. To this end, there are a few things that must be put in place for this to be realized:</p> <ol style="list-style-type: none"> 1. Protocol must be observed from top to bottom and bottom to top with respect to communication and dissemination of information. 2. Employment of more staff to meet the demand of work required by this Service. 3. Offices need to be located in comfortable client friendly environment. 4. The need for a psychologist is reiterated 5. Specialization is a clear necessity; it allows for proficiency and efficiency in staff performance and is expected to facilitate service delivery of a high quality. 6. There is need for the acquisition of lands from Neighbourhood District Councils for construction of houses, and rehabilitation of existing houses for officers on transfers. 			

4.10. PALMS GERIATRIC CENTRE

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.10.1.	Ensure the physical well-being and comfort of the residents - Target: 100% of the time	Target Achieved: 80%	<p>One (1) staff nurse had been employed at the Palms Geriatric Institution. However, there is still need for seven (7) more staff nurses so that one can be placed on each ward to properly supervise the delivery of services offered by the P.C.As.</p> <p>There have also been an increase of seven (7) Patient Care Assistants, but it is still inadequate to service two hundred and forty (240) residents on eight (8) wards (3 shift systems).</p> <p>In order to deliver an effective service there is need for a staffing capacity of one hundred and seventy six (176) PCAs, which will result in a ratio of one (1) PCA to ten (10) residents.</p>
4.10.2.	Fostering the emotional well-being of residents by recognizing Birthdays National and Special Holidays such as Emancipation Day, Mother's Day, Month of the Elderly, Christmas etc. Target: 12 Monthly Sessions – each month all residents with birthdays in the particular month are honoured.	Target Achieved: 100%	Residents participated in recreational activities twice per week; 25 residents participated in each activity such as Musical Afternoon at the National Cultural Centre, Planting of ten (10) Plants, Art and Craft. Residents' birthdays were celebrated at the end of each month with special lunches and small tokens for whom had a birthday during that month. National Holidays and Month of the Elderly were observed with activities such as Mini Health Fair, outdoor games, taking of portraits, concerts, storytelling on Cultural Folklore, Road March, Christmas at the Palms live hosted by the National Communication Network, Movie and Lunch hosted by Fun City "Princess Hotel".

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.10.3.	MEDICAL SERVICES Ensure that residents are given the opportunity to receive medical attention for all instances of illness so as to ensure the greatest possible level of restoration of health. Target: Responding to 100% of instances of illness reported by residents	Target Achieved: 100% two hundred and thirty (230) residents and (2,492) outpatients received medical attendance on a weekly basis	Medical support to the Palms is included in the formal responsibilities of the MOH; therefore there are always doctors who attend to the needs of the residents as well as the adjoining community. The medical services offered at the institution is bolstered by the close working relationship that exist between the Institution, GPHC , the Outpatient Clinic, Physiotherapy Centre and Dermatology Department which are operated by the MOH.
4.10.4.	Hospital referrals (doctors do routine checks) Target: 100% - every instance attended to.	100% Achieved	All patients referred to the GPHC were escorted by a PCA to ensure that they received the recommended treatment in an expeditious and timely manner.
4.10.5.	Pharmaceutical support: Target: 100% cases satisfied	100% Achieved	Sometimes, drugs prescribed were not available at the Pharmacy operated by the MOH. In such instances, the Palms assumed the responsibility of purchasing the required drugs for the resident.
4.10.6.	TRAINING Training of the PCAs – Target: 60 Training MOH- Target: 14 PCAs (Computer Courses) Training of Ward Maids and Porters – Target: 25	95% Achieved 100% Achieved 100% Achieved	The PCAs benefitted from Care for the Elderly in-house training programme which was conducted in two (2) phases for the duration of three (3) months each. The programme was facilitated by Ms. Negla H. Brandis. Staff members also benefitted from computer courses sponsored by MOH and they were issued certificates. The Ward Maids and Porters benefitted from a six (6) days in house workshop in “House-Keeping and Janitorial Services”.
4.10.7.	Interment Services –: Target 100% of deaths that require state internment satisfied.	100% Achieved 12 burials	During the period of 2014, forty-nine (49) residents were deceased of whom twelve (12) were provided dignified burials by the Institution.
4.10.8.	Contributions: From Food For The Poor Inc., Basic Needs Trust Fund Target – All Existing Partners/Donors would give support in 2014.	100% Achieved	The Institution continued to benefit from donations from individuals, and corporate organizations; Food for the Poor, Basic Needs Trust Fund, and Guyana Christian Charities (Canada) Inc. The Basic Needs Trust Fund generously donated one hundred seventy-seven (177) bedside cupboards and fifteen (15) beds. The quality of care provided, in terms of patient comfort, was enhanced as a result of the assistance received from these donations.
4.10.9	Competition held for Republic Celebrations – Sponsored by - Ministry Of Culture Youth And Sport (Theme: <i>Bright Up Guyana</i>) Target: 100% Participation of the Institution	95% Achieved 2ND PLACE TROPHY	The annual “ <i>Bright up Guyana</i> ” competition sponsored by Ministry of Culture, Youth and Sports was entered by the Palms Geriatric Institution and was presented with 2 nd Place Award.
4.10.10	Institution’s Acknowledgement of Support from Key Stakeholders.: Presentation of plaques Target: 3 organizations	100% Achieved	The Palms Geriatric Institution at the end of the year was able to acknowledge three (3) organizations for dedicated services and sterling contributions throughout the years by presenting them with plaques; The Prison Service, Food For The Poor Inc. and The National Insurance Scheme.

4.11. MAHAICA HOSPITAL

ITEM	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.11.1	Obtain standing order numbers from Permanent Secretary to enable all pensioners to be paid at Mahaica Hospital – Target: 12 pensioners	100%	Standing Order numbers for all 12 pensioners were obtained and circulated as a result of the timely action by staff and feedback from Admin.
4.11.2	Payment of pension to all residents at the Mahaica Hospital on statutory dates. Target:12 cash pay lists and 12 cheques; 100% Pensioners paid monthly	100%	Prompt encashment by staff of cheques received from the Ministry enabled timely payment to pensioners at the Mahaica Hospital on statutory dates.
4.11.3	Collect revenue for rental of Government farm lands from eight persons. Target: (\$60,000) 100%	45%	\$27,000 (45%) revenue was collected from four (50%) farmers and receipts issued. The remaining farmers did not cultivate their plots, resulting in a short fall of the revenue target by \$33,000 (55%).
4.11.4	Submit revenue with Collector’s Cash Book Statement and receive acknowledgement. Frequency: Monthly (for 12 months)	100%	Revenue, Collector’s Cash Book Statement, receipts submitted and acknowledgement received. This was a financial requirement and was monitored by the Accounts Department.
4.11.5	Collect Monthly Payslips for all employees Target: 19*12=228 payslips collected	100%	Payslips were collected on statutory pay dates for each month and issued to all employees to ensure staff members were paid promptly.
4.11.6	Prepare, on a daily basis, three nutritious meals for eight (8) patients, including special meals for the 15 holidays in the calendar year and birthdays. Target: 8,760 meals for the entire year (3*8*365)	100%	All the desired inputs to create nutritious meals of a certain standard were available; accordingly, three meals were served on a daily basis to each resident as releases (of funds) were available on time.
4.11.7	Purchase dietary supplies on monthly basis from reputable firms. Greens, etc. purchased on weekly basis. Target: required amounts available and acquired in every instance.	100%	All items were sourced and delivered on time, since it was important to ensure patients were fed regularly and on time. There were no cuts on the dietary budget.
4.11.8	Inspect buildings and compound to ensure a clean and tidy environment. Target: approximately 156 inspections 3 times per week for 52 weeks	100%	The target set was achieved because checks of the buildings and compound were done on a weekly basis since clean & tidy compounds were the standards promoted by the Administration. In addition, unexpected visits were made from time to time by senior personnel from the Ministry.
4.11.9	Signing requisitions to purchase, quotations, goods received notes and bills. Target: 100% of times that requisitions are issued	100%	Signatures were affixed after thorough examination. Failure would have resulted in rejection from the Accounts Department resulting in delayed services to residents.
4.11.10	Submit pension returns to the Ministries of Labour and Finance, respectively on a monthly basis within one week after payment Target: 12 returns submitted	100%	All returns were submitted to the Ministries within a week after pension payments since this was a financial requirement monitored by these agencies

ITEM	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.11.11	Schedule all accounts promptly for payments – Target: 100% of accounts processed for payment on a timely basis.	100% (actual 100)	All accounts were schedule promptly as items and bills were received since failure would have disrupted the operations of the hospital. Same monitored by the AHA. As of 2014, major procurement of items for the hospital and preparation of vouchers were done at the Head Office, Georgetown.
4.11.12	Prepare monthly work programme, quarterly, half yearly reports, strategic review and projections. Target: 100% of required reports completed within every deadline	100%	All reports were prepared and submitted on time. Administration and Accounts Departments monitored these submissions as part of their work programme.
4.11.13	Issue, on a timely basis, dietary and other items to kitchen staff, children’s home cottages and administrative building. Target: 100% of requests satisfied	100%	Given the need to supply the residents of the various homes with timely meals, all requests for daily requirements were promptly addressed. In addition, these activities were monitored by the stores and Administration.
4.11.14	Approve Internal Stores Requisitions without delay. Target: 100% of ISRs generated by various sections approved	100%	Signatures were affixed by Head of the Institution after examining/ verifying quantities requested. These documents are subject to Internal and external Audit reviews during the year, thereby providing the impetus for compliance and accuracy.
4.11.15	Wash clothes, linens, etc. for patients in the Hospital three times a week. Target: 156 instances 3 times a week for 52 weeks	100%	Patients wore clean clothes, beds were with clean linens and patients were generally comfortable with the environment. This activity was done in-house, at the Mahaica Hospital as a regular requirement, which is monitored through inspections by the AHA
4.11.16	Prepare requests to the ministry for vehicles to transport (a) patients for medical attention as was required; (b) Accounts staff to BOG to collect cash for the monthly payment of pensions at Mahaica Hospital. Target: 100% of requests satisfied	80% of requests were met	While vehicles were generally provided by the Ministry of Labour, on a few occasions, vehicles were not available at the required time. In these instances, special taxis were hired (with permission) to avoid disruption to the Institution’s Operations. (approximately 20% of requests)
4.11.17	Maintain Sub Imprest Accounts for the Hospital every working day. Target: 196 times Allocation of Imprest received on 13-03-2014	100%	Sub-ImprestCash Book and daily Cash Composition Book were written up at the end of every day, thus ensuring actual cash on hand balanced with related records. These books were signed off each day by the Administrator. Records of these transactions were sent fortnightly to the DSS and the PS. In addition, these accounts are examined when they arrived at the Accounts Division.
4.11.18	Recommend applications submitted by employees for annual and special leave. Target: Estimated 38 applications (based on historical trends)	100%	Leave records were checked prior to recommending leave so that employees could proceed on their vacation entitlement. This was necessary to avoid overpayment issues.
4.11.19	Submit resumption of duty forms for employees after leave expires. Target: Estimated 50 forms	100%	‘Resumption of duty’ forms were submitted immediately after employees resumed duty as a matter of routine. The Personnel Department monitored the submission of these forms and acknowledgements were received.
4.11.20	Maintain leave records for employees. Target 19 employees	100%	Leave records were systematically maintained for employees. Those records were checked by the Administrator as the need arose so that employees could be released as was requested.

ITEM	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.11.21	Prepare monthly summary of employees' time keeping records in two employment categories in keeping with Personnel requirements Target: 24	100%	Information relating to time keeping was compiled from the time-books on a monthly basis. This information was summarised and placed on the appropriate forms then submitted to the Personnel Department, which monitored the submission. Deadline was the 5 th of the following month.

4.12. GUYANA WOMEN'S LEADERSHIP INSTITUTE

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.12.1	To recruit gender specialist to prepare modules for effective leadership training programmes. Target: 1 gender specialist recruited.	0%	Failure to realize target was due to the lack of financial resources to support the recruitment.
4.12.2	To recruit part-time specialist to complete gender needs assessment to inform the preparation of modules. Target: 1 Part-Time Specialist on Contract	0%	Failure to realize target due to lack of financial resources to support the planned recruitment.
4.12.3	To recruit part-time media specialist to develop marketing and advertisement campaign. Target: 1 Part-Time Specialist on Contract	0%	Failure to realize target due to lack of financial resources to support the recruitment.
4.12.4	To develop formal students' database for the Institute Target: 1 Part-time Programme Specialist	0%	Failure to realise target due to lack of financial resources. Data is available, but technical support is needed to design the database format, which requires external support.
4.12.5	To conduct GWLI Board Meetings: Frequency: Monthly Target: 12 meetings	80%	Board meetings were held monthly on the statutory dates. Attendance is compulsory and is monitored by the Permanent Secretary.
4.12.6.	Attendance at Monthly Heads' Meeting for Heads of Departments organised by Minister of Human Services and Social Security. Target: 12 meetings	100%	This was achieved because: (a) It was a top management policy; (b) it was an opportunity to report on the Institute's performance, as well as the existing and emerging issues and challenges.
4.12.7.	To host an Old Student Re-union to garner volunteers in the form of technical and financial support to enhance the Institute's work in communities: Target: 1 Re-union Event	0%	Lack of financial resources stymied the planned event.
4.12.8	To foster a unified collaboration and approach to women's development through collaboration with NGOs, private sector agencies, international donor agencies and other interested parties. This is done through planned meetings, workshops, events etc. organized by the Ministry and its several departments. Target: 100% response to every invitation .	100 %response⁵	This collaborative process was successfully pursued, since it was a way of strengthening relationships with these agencies – an approach that was favoured and supported by NGOs and other agencies. The Institute benefitted from publicity and exposure . In addition, arising from the dialogue with stakeholders, GWLI was able to refer clients to the Probation Department; Women of Worth Unit and the Legal Aid Centre for specific forms of assistance.

⁵GWLI attended activities organised by the Ministry, WAB, RWACs, Child Care and Protection Agency, WGEC/ USAID, WPO, etc. The Institute responded positively to all invitations.

ITEM	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.12.9	To prepare and submit Performance Reports as required by MOSP, MDF and other sources. Target: (a) 4 Quarterly reports; (b) Annual report – 100% response.	100% requested reports submitted.	5 Reports were submitted – an annual report and four quarterly reports. These were reports that were compulsory and compliance was mandatory.
4.12.10	Distribute Certificates to all students for courses completed during 2014. Target: 100% of students for five (5) courses.	80%	Graduation exercises were held in Regions 2, 3, 4 and 5 for completed courses
4.12.11	TARGET: To train 145 students in selected Administrative regions. a) Capacity Building for Leadership Advancement (Community Volunteers against Domestic Violence (CVADV). Target: 30 persons in Region 4. b) Sewing, Garment Construction, Fabric Designing. Target: 30 persons, Reg.4 c) Food Preparation and Catering. Target:30 persons, Reg. 4 d) Information Technology and Office Procedure. Target: 40 persons, Reg. 4. e) Literacy. Target: 15 persons, Region 4.	Achievement: a)100% completed b)100% completed c)0% d)90% [36 women and girls were trained] e) 80%. [12 women trained].	Funds were released in a timely manner and this facilitated the delivery of these programmes. Required funding was available for raw materials and to procure the services of a trained Facilitator. The unavailability of funds prevented the execution of this programme. Funding was available as well as an IT Laboratory and qualified Facilitators. The requisite funds were released in a timely manner.
4.12.12	To repair Eastern and northern sides of the compound's fence. Target: 100% of works completed.	100% completed	Adequate funding was made available to conduct the necessary repairs to the fence.
4.12.13	Maintenance of office equipment – 12 computers and 1 Photocopier Target: 100% of equipment.	100%	The Computers were maintained by a volunteer, while CCS conducted maintenance work on the Sharp Photocopier.
4.12.14.	Maintenance of Brush Cutters – Target: 2 Stihl Brush Cutters	100%	These items were under Service Contracts with Farfan and Mendes. This provider was always responsive and provided timely and quality service.
4.12.15.	Acquisition of critical items for the Institute brought forward from the 2013 Estimates and incorporated into the 2014 Capital Budget for the Institute. Total sum was \$9,029,440.00. Key Items included:1 vehicle, 80 KVA Generator,1 AC Unit for the Office, 6 Desktop Computers, 50 chairs (for students), Typist chairs for Secretary, hot and cold water dispenser, kitchen utensils for catering class, clocks for each classroom, 1 refrigerator, 5 fans. Target: 100% of items acquired.	0%	Amidst the competing priorities by Departments for the Ministry's scarce financial resources, the requirements of the Institute were not favourably considered since the entire Capital Budget Request was not approved.

4.13. WOMEN OF WORTH UNIT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.13.1	Interview prospective beneficiaries of micro credit loans. Target: 50	Information was not readily available to evaluate the target.	Bank records indicate that 32 loans were granted. However, they were primarily repeat borrowers. No breakdown in respect of new loans.
4.13.2	Launch of WOW programme	0% No further programmes were launched..	Due to high default rate (85%), no official launches were held.
4.13.3	60% return rate to WOW of uplifted loan application forms Target: 50 women return completed forms	10% Completed forms were returned by 5 first time borrowers.	Of the 32 loans granted, the majority were repeat borrowers. Thus there was no need for completion of new loan application.
4.13.4	Verify all loan applications Target: 100% of returned loan application forms.	100% New loan applicants were visited.	The Field Officers of the Micro-Credit Programme visited prospective loan recipients to verify all information provided.
4.13.5	Mentor and monitor all loan Recipients in all the Regions. Target: 100% of all Loan Recipients [346]	Information was not readily available to evaluate the target.	Of the 346 loans, 295 were non-performing. Visits were made primarily to Regions 3, 4, 6 & 10 to follow up on non-performing loan recipients. Strong letters of reprimand were issued to delinquent customers. However, little improvement was observed.
4.13.6	Facilitate the training of all loan recipients in the management of small businesses and related skills. Target: 100% of all Loan Recipients [346]	No training was done.	No funds were made available to the Programme.
4.13.7	Access markets for Micro- Credit loan recipients products. Target: No target set	0%	No action taken.
4.13.8	Promote the Micro-Credit Programme through public awareness programs. Target: No target set	0%	WOW continued to engage in sensitization sessions at the request of various agencies/organizations. Mass media activities were not conducted.
4.13.9	Visit all loan recipients to encourage/ advise on servicing of loans in order to reduce incidents of defaulting. Target: 100% of loan recipients identified.	At a 76% default rate, there were 295 defaulters and 268 WOW loans were written off during 2014. Information was not readily available to evaluate the target.	Although there were a reduced number of loans, visits were made to those who were easily accessible – Regions 3, 4, 6, and 10.

4.14. COUNTER TRAFFICKING IN PERSON

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.14.1	<p>Prevention and Partnership: Providing information about Trafficking in Persons to enable a related Schools Competition across the ten (10) administrative regions:</p> <p>Targets: (1) 5,000 Information Booklets distributed to, a minimum of 150 schools across the ten (10) Administrative Regions. (2) 5,000 school projects received by the Ministry from targeted schools.</p>	<p>Achievement:</p> <ol style="list-style-type: none"> 1. Target was not achieved. 2. Target was not achieved. 	<p>The overall target was not achieved as the Booklets, were being edited and reviewed at the end of 2014.</p>
4.14.2	<p>Awareness and sensitization sessions within Schools.</p> <p>Targets: (1) Thirty (30) secondary schools; (2) Sessions to be held in Schools across the ten (10) Administrative Regions of Guyana.</p>	<p>Achievement: (1) 187% {Sessions were conducted in fifty nine (59) secondary schools across Guyana.}</p> <p>(2) Achievement: 70% The Administrative Regions covered are 2, 4, 6, 7, 8, 9 and 10.</p>	<p>The significant over achievement relating to the number of schools covered is attributed to the collaborative effort of the Ministerial Task on Trafficking in Persons and the Ministry. This collaboration resulted in increased resources, which included both financial and human from which the over achievement resulted.</p> <p>The under achievement relating to the Regions not visited is as a result of time constraints and the lack of human resources from within the Unit. The Unit prioritized its work and as such there were tasks that took precedence above this activity. However, this proved to be one of the best measures implemented due to the fact that there was interaction amongst students, teachers and presenters on this phenomenon.</p>
4.14.3	<p>Awareness and sensitization sessions on trafficking in persons within communities.</p> <p>Targets:</p> <ol style="list-style-type: none"> 1. Twenty (20) Sessions within 20 communities 2. Sessions to be held across the ten (10) administrative regions. 	<p>Achievement: 195%</p> <ol style="list-style-type: none"> 1. Thirty nine (39) communities were reached within six (6) of the administrative regions. 2. Achievement: 60% The Administrative Regions reached are 2, 6, 7, 8, 9 and 10. 	<p>The over achievement of number of sessions conducted is attributed to the collaboration between the Ministerial Task Force on Trafficking in Persons and the Ministry as this effort resulted in increased resources, both human and financial which bolstered the scope of the target.</p> <p>The under achievement relating to the Regions not visited are as a result of time constraints and the lack of human resources from within the Unit. The Unit prioritizes its work and as such there were tasks that took precedence above this activity.</p> <p>This is an approach that has proven effective in heightening awareness of the residents on this phenomenon.</p>

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.14.4.	<p>Participation of the Unit at National Events.</p> <p>Targets:</p> <ol style="list-style-type: none"> 100% response to National Event that emerges during the reporting period. Distribution of 1500 brochures collective at events; 200 copies of the Combating of Trafficking in Persons Act 2005; 200 Fliers and 100 pieces of educational TIP novelties. 	<p>Achievement: 1. 100%⁶ response.</p> <p>Achievement: 2. 56.7% (850) target achieved for brochures distribution; 50% (100) achieved for CTIP Act distribution; 100% (200) achieved for fliers distributed and 200% (200) target achievement rate for the distribution of educational TIP novelties.</p>	<p>The achievement of the target of responding to National Events was met as a result of collaborative efforts between the Ministry of Social Protection and the Ministerial Task Force on Trafficking in Persons, which led to the pooling of both financial and human resources thus resulting in the realization of the intended target. The under achievements relating to the distribution targets are as a result of the number of persons visiting the booths and the responsiveness of the patrons to the information being provided. The patrons showed more interest in the educational novelties as oppose to other educational materials.</p> <p>This initiative proved quite effective in the fight against human trafficking, as a wide cross section of society was met and this led to cooperation among participating bodies in the fight to end human trafficking.</p>
4.14.5.	<p>Conduct, in collaboration with the Ministerial Task Force on Trafficking in Persons, <i>Surprise Inspection Framework (SIF)</i> operations in specified regions as requested during the reporting period.</p> <p>Target: 100% response to requests received</p>	<p>Achievement: 100%</p> <p>The Unit conducted six (6) SIFs for the reporting period, upon request.</p>	<p>SIFs are priority activities for the Ministry. Accordingly, special efforts were always made to ensure full responses to requests. Additionally, another attributing factor to the level of achievement is the collaboration of the Ministry and the <i>Ministerial Task Force in Persons</i> which resulted in the pooling of resources to ensure optimal outcomes.</p> <p>This initiative has proven to be quite effective as it heightened the populace's knowledge on human trafficking and led to alleged victims of human trafficking being rescued.</p>
4.14.6.	<p>Protection and Prosecution</p> <p>To provide appropriate and comprehensive direct assistance to identified survivors of trafficking in persons (assistance to victims; referral / placement of victims to employment agencies / educational institutions; assistance for victims with court matters).</p> <p>Target: 100% of instances addressed.</p> <p>Source: 100% of the required funding for victim assistance through the Difficult Circumstances Unit</p>	<p>Achievement:</p> <p>100% of identified victims received tailored counselling services (40 identified alleged trafficking in persons victims)</p> <p>19 of the identified victims provided with voluntary shelter, food and clothing</p> <p>None of the identified victims received the services of job placements</p> <p>2 of identified victims inserted into an educational institution</p> <p>4 of identified victims assisted with court proceedings (5 of alleged cases resulted in court proceedings).</p>	<p>The 100% achievement is attributed to the Ministry's collaborative efforts with both government and non-governmental organizations to provide effective psychosocial support for all alleged survivors of human trafficking. This cooperation was readily given.</p> <p>Of the identified victims 47.5% were provided with voluntary shelter, food and clothing. The low achievement rate is attributed to the voluntary basis under which services are provided to alleged Trafficking in Persons victims by the Ministry and other stakeholders.</p> <p>No victim benefitted from job placement. This is also attributed to the voluntary basis (of the recipient) for this service. About 5% of the victims acquired placement into educational institutions. This is also attributed to the voluntary nature of the services and also the age ranges of the alleged victims.</p> <p>The achievement rate of the identified victims with Court cases (80%) is attributed to the willingness of the victims to testify and the unwavering commitment of the stakeholders involved in the fight against human trafficking. The shortfall of the 20% is attributed to the voluntary nature of the service being provided.</p> <p>The sum of G\$983,851 was spent on victim support for the reporting period from the annual budget allocated to the Difficult Circumstances Unit. Victim support was not budgeted for within the CTIP Unit budgetary allocations.</p>

⁶These events were Guyexpo 2014; Heritage Month 2014; and the Observance of Child Protection Week 2014.

4.15. STATISTICAL DEPARTMENT

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.15.1	Prepare four (4) Quarterly Labour Market Statistical bulletins by the second month of each quarter. Target 100%	Three (3) Quarterly Labour Market Information Statistical Bulletins were completed. Target Achieved 75%	There were delays by the various departments in the submission of required information; this prevented the Department from achieving its total target. The bulletins for the three quarters of 2014 that were completed are available for dissemination to the public.
4.15.2	Complete four (4) quarterly social services statistical bulletins by the end of the second month of each quarter. Target 100%	Three (3) quarterly Social Services Statistical Bulletins were completed. Target Achieved 75%	Apart from delays in submission of data, another concern was the unreliable internet service. Reliable internet service was necessary to disseminate completed work via email.
4.15.3	(a) Occupational Wages and Hours of Work Survey 2014. Target: 1 survey completed. (b) Range: 10 Administrative Regions, including Georgetown. Target: 100% (c) Respondents: 400 respondents or establishments. Target: 100%	Achievement: (a) 100%. 1 Survey completed (b) 90% (c) There were 335 respondents and this figure reflects an 84% response rate.	The statistical unit was involved in coding and processing the completed questionnaires, prior to the final report, to be submitted in the new year. Region 1 was not involved because of time constraint, the paucity of establishments and a suitable enumerator to work the large area could not have been found. The shortfall in respondents did not significantly affect the results of the survey.

4.16. LABOUR DEPARTMENT

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.16.1	Conciliation. Concluding conciliations based on requests received- Target: 100% of all received requests: projected 60 matters	Target Achieved: 100% of requests received (33 actual matters)	This amount is based on the fact that we would have received less requests than initially anticipated, an indication of the improvement in the stability of the industrial relations climate.
4.16.2	Complaints. Target: (a) 80% of Complaints reported resolved (Total projected 1000); (b)Target for resolution = 80% of processed complaints	Target Achieved: (a)65.9% processed (or 821 cases from the actual (1244) complaints received (b) From Target of 80% resolved cases - 75% (746 cases)	This amount represents a reduction in the number of complaints targeted to be closed and is a clear indication of how efficient the Department has been dealing with complaints and the level of our officers' competence plus the willingness of employers to comply with the Labour Laws.
4.16.3	Investigation of all reported Accidents Target: 100% of all accidents reported	Target Achieved: 201 or 47.7% (Actual total reported accidents was 421)	Workplace accidents and fatalities' investigations were significantly hampered due to a lack of competence on the part of the officer(s) who were assigned to conduct the investigation.
4.16.4	Review and countersign Collective Labour Agreements Target: 100% of all requests received	Target Achieved: 100% (25 - actual total received)	Twenty five Collective Labour Agreements were received and counter signed by the Department in an effort to maintain the stable industrial relations climate.
4.16.5	Prosecutions: employers who have breached the labour laws of Guyana. Target:100% of cases filed	Target Achieved: 100% (actual 141 prosecutions)	Employers had to be prosecuted for failing to comply with the labour laws. This was achieved as a result of the competence of staff as well as the monitoring system which is in place over such policies.

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.16.6	Labour Inspections- Target: 1,000	Target Achieved: 59.7% (597 inspections)	For 2014 there has been a reduction in inspections which is mainly due to a lack of resources (financial and human).
4.16.7	Seminars on various labour legislations for Hotels, Restaurants, Shops, Security Service and manufacturing companies' employers Target:100 seminars in Reg. 1 -10	Target Achieved:51% (51) seminars	Due to inadequate financial resources to travel and conduct training in the outlying regions the Department was unable to achieve this target in its entirety.
4.16.8	Strike reports Target: 100% of strikes reports (198)	Target Achieved:100% (actual strikes -198)	There were 198 strikes during the year. However, the respective Unions and Management were able to resolve most of them while the others were dealt with either at conciliation or arbitration.
4.16.9	Tripartite Committee meeting (representatives of private Sector, Government , Trade Unions) Target: 100% of 12 statutory meetings	Target Achieved:100% (12 meetings were held)	One hundred percent (100 %) of target set was achieved because these meetings are mandatory and are chaired by the Minister.
4.16.10	Surveys/ Polls number of unions requesting recognition TARGET : 5	Target Achieved: 100% (5)	Several Trade Unions from different agencies requested recognition. In order to facilitate this process, the Department conducted five membership surveys which led to the creation of four new bargaining units.
4.16.11	National Advisory Council on OH&S (NACOSH) Target: 100% of 12 statutory meetings	Target Achieved: 58% (7 meetings held)	The shortfall was due to the cancellation of meeting on several occasions when some members signalled their unavailability to attend. In those instances there would have not been the requisite quorum.
4.16.12	Trade Union Recognition & Certification Board –Examine all requests for trade union recognition received. Target: 100% of statutory meetings (12)	Target Achieved:100% (12 Meetings were held)	One hundred percent (100 %) of the target set in this area was achieved. These meetings are statutory meetings and in all instances there was a quorum.
4.16.13	Community Development Initiatives - Target: (12)	Target Achieved:100% (12) sessions	The Department conducted 12 successful truancy campaigns during 2014 in collaboration with the Ministry of Education.
4.16.14	Recovery of outstanding emoluments for employees from defaulting employers: (1244 cases) TARGET: 80% of such matters (995 cases)	Target Achieved : 65% of processed cases (821 complaints were resolved).	\$31,508,000, representing 821 complaints that were totally resolved. Employers complied with officers recommendations' during the investigation of complaints, since they did not want their matters to be taken to Court

NOTE: The Department of Labour continued to contribute towards the maintenance of a stable Industrial Relations climate through its many strategies and interventions aimed at ensuring that both workers and employers receive what was due to them in relation to benefits and conditions of service. 2014 saw a number of strikes occurring mainly in the agriculture sector at the Guyana Sugar Corporation. There were also strikes at the Guyana Geology and Mines Commission, BOSAI, Guyana Power & Light and the Mayor and City Councilors of Georgetown. However, with the exception of one being referred to arbitration, the others were amicably resolved. Workplace accidents and fatalities were significantly high, mainly as a result of poor working conditions and unsafe practices. These occurred mainly at the Sugar Estates, Banks DIH, National Insurance Scheme, Guyana Telephone and Telegraph Company and within the mining sector. Amongst those were fourteen (14) fatalities which occurred in the mining and construction sectors. Officers were identified to conduct investigations into these fatalities and reports were prepared and submitted. To the Administration. The Ministry continued in its collaborations with both the public and private agencies in an effort to enforce and initiate programmes and policies relating to Labour and Occupational Safety & Health legislations. This was done through the department's weekly internal and external training programmes at the level of the ministry and other places of employment. The Department conducted two outreaches in the remote Regions, eight (8) and nine (9). Additional visits to other remote locations will be pursued in 2015. Operations at the Berbice Office have been enhanced with the employment of a Typist Clerk to support the work of the resident Labour Officer. This position was vacant following the migration of the previous clerk. There exists an urgent need for amendments to be made to several labour legislations to better position the department to ensure workers' rights are effectively protected. The period also saw an increase in enforcement in non-traditional areas such as the Internet Cafés, Call Centers, Security Services, Travel agencies and Private schools, among other sectors. There has been an increase of Brazilian and Chinese nationals who have established businesses in and around the country. The translation of pertinent laws into the Chinese and Portuguese languages assisted in helping to empower these nationals to fulfill their responsibilities in adherence to the country's labour laws and regulations. Delinquent employers have been placed before the courts. There were one hundred and forty-one (141) prosecutions filed for 2014. The department continued its obligatory reporting to the International Labour Organization on Conventions which were ratified by Guyana. As at the end of 2014, there were a total of twenty (20) reports outstanding due to the unavailability of information requested from other agencies. These responses will be pursued so as to ensure the completion of these reports in the new year.

4.17. COOPERATIVES DEPARTMENT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.17.1	Conduct Co-operative Personnel/stakeholder Meetings to discuss reports on Co-operative activities in the Regions. Target: 6 meetings	Three (3) meetings were held. Target Achieved: 50%	The continued restructuring of the Department was the main reason for not achieving the target. There is a need for the sharing of information and the coordination of efforts across Agencies.
4.17.2	Conducted field visits to the Regions by Cooperative Officers. Target: 100 visits to Cooperative Societies Target: 50 visits to Friendly Societies	Thirty two (32) field visits were made to Regions 1, 2, 3, 4, 5, 6 and 10 during the period, meetings were held and several problems were addressed and views expressed. Target Achieved: 32% One (1) field visit was conducted to Friendly Societies: Target Achieved: 2%	The continued restructuring of the Department severely affected the Department in achieving its targets. Additionally, many Regions do not have Regional Co-operative Development Officers and these Regions have some of the most problematic Societies. However, field visits were conducted by the Chief Cooperative Development Officer, Assistant Chief Cooperative Development Officer and three (3) Regional Co-operative Development Officers. The Department is taking steps to employ more Regional Co-operative Development Officers. There is need for the full complement of staff at the Division of Co-operatives and in the Regions if Co-operative Development is to be sustained.
4.17.3	Convening of Annual/Special General Meetings of Cooperatives and Friendly Societies Target: 25 Cooperative Societies Target: 15 Friendly Societies	The following Annual/Special General Meetings were convened by the Department: Twenty one (21) Cooperative Societies meetings were convened during the period Target Achieved: 84% Two (2) Cooperative Societies meetings were convened during the period Target Achieved: 13%	Lack of funds contributed to the shortfall in the targets set;hence the other training programmes could not be completed.
4.17.4	Conduct Audits of Cooperatives and Friendly Societies: Target: 120 Cooperative Societies Target: 150 Friendly Societies	Audits were conducted on: <ul style="list-style-type: none"> • Forty six (46) Co-operative Societies. Target Achieved: 38% • Thirty one (31) Friendly Societies Target Achieved: 21% 	The continued restructuring of the Department contributed to the reduced target realized. In addition, location of the societies, poor record keeping and Societies not complying with the Auditor's request also negatively impacted the Department's performance. To compound matters, Societies were reluctant to pay their contributions to the <i>Audit and Supervision</i> fund from which payment is effected to the auditors. There is need to devise a strategy that will motivate the societies to pay their contributions.Lack of timely submission of financial statements by Friendly Societies also affected target achievement.
4.17.5	Registration of Cooperatives and Friendly Societies. Target: 5 Cooperative Societies Target: 50 Friendly Societies	The following Societies were Registered: Two(2) Cooperative Societies were registered during the period. Target Achieved: 40% Twenty six(26) Friendly Societies were registered during the period. Target Achieved: 52%	The registration of Cooperative and Friendly Societies is based on requests received by groups desirous of registering such Societies. Actual requests fell short of the Department's expectations.
4.17.6	Conduct Inquiries into the operations of Cooperative and Friendly Societies. Target: 100% response to all complaints received. (Estimated 30 Cooperative Societies, and 2020 Friendly Societies, based on historical trends)	There following Inquiries were conducted during the period: Target Achieved: 100% Actual: Three (3) inquiries were conducted for Co-operative Societies in Regions 2 and 3; Two (2) for Friendly Societies in Region 4. These were based on actual complaints received.	Inquiries are conducted based on complaints received from Members of Cooperative and Friendly Societies. There were less complaints in 2014, but all complaints received were investigated.

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.17.7	Conduct Arbitration hearings in a timely manner in all cases meriting such interventions. Target: 100% response to requests received. Estimated 20 based on historical trends.	No Arbitration was conducted during the period. Target Achievement: 0%	Arbitrations are conducted based upon request by an aggrieved Member/Society. In 2014 no such request was received.
4.17.8	Planned activities to celebrate the National Cooperative Week <ul style="list-style-type: none"> • Cooperative Society Outreach in Regions 2 and 6 • Displaying of a Banner at Ministry of Labour, Human Services and Social Security, Water & Cornhill Streets, Stabroek, Georgetown 	All planned outreaches were accomplished Target Achieved: 100%	The target set could have been greater but the Department's outreach programme for the celebration of the National Cooperative Week was constrained due to a lack of funds.
4.17.9	Amendment of the Cooperatives and Friendly Societies Rules Target: 100% response to requests received in the Department. [Estimated 15 Cooperative Societies' Rules and 10 Friendly Societies' Rules based on historical trends]	The following Amendments were approved during the period: Two (2) Cooperatives Society Rules in Region 4 - Target Achieved: 100% Two (2) Friendly Societies Rules in Region 4 - Target Achieved: 100%	The Amendment of the Cooperatives and Friendly Societies Rules are done based upon request by the Societies. All requests for amendments to rules were completed. There was a shortfall in requests during 2014.
4.17.10	Appointment of Interim Management Committee for Cooperative and Friendly Societies Target: 10 Cooperative Societies Target: 5 Friendly Societies	The Following Interim Management Committee were appointed during the period: Five (5) Interim Management Committee were appointed for Cooperative Societies in Regions 4 and 6 Target Achieved: 50% No Interim Management Committee was appointed for Friendly Societies Target Achieved: 0%	The appointment of an Interim Management Committee is dependent on the functioning of the Societies. The Department is working with these societies to ensure that they function in accordance with their Bylaws and the Act.
4.17.11	Dissolution of Cooperatives and Friend Societies Target: 6 Cooperative Societies Target: 6 Friendly Societies	The following Societies were dissolved: Two (2) Cooperative Societies were dissolved Target Achieved: 33% Three (3) Cooperative Societies were dissolved Target Achieved: 50%	The Cancellation of Cooperatives and Friendly Societies is based on (a) request from members of the Society for dissolution or (b) non-compliance under their respective Acts.

4.18. MISU DEPARTMENT

ITEM No.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.18.1	Update Disability database with ID Address, Date of birth & telephone numbers. Print distribution sheet and provide stat report. Target: 1400 persons	100	This was made possible as a result of the full complement of staff in place, a new database and ongoing supervision of staff
4.18.2	(a)Successfully printed O.A.P general distribution sheets & stickers (46000 persons)and Target: Year 2014 – 100% of names on register (b) printing of P.A (Medical & economical reason (16,000 persons) . Provide stat report for OAP & PA Target: First & Second half 2014 – 100% of persons on register	(a) 100% (b) 100%	This was made possible as a result of the full complement of staff in place, a new database and ongoing supervision of staff
4.18.3	Maintain current network infrastructure& repairs and support to 52 computer systems within the Ministry. Target: 100% of the Network	98%	The target was not achieved since there was an absence of a proper licensed software, as well as a stable supply of electricity. In addition, members of staff throughout the Ministry whose responsibilities included the computer systems were untrained and lacked the skills necessary to correctly operate the systems.
4.18.4.	Maintain current network infrastructure& repairs and support to 52 computer systems within the scope of the current Firewall Software.	The target achieved cannot be numerically assessed. Despite the severe constraints, the Unit gave as much support as was possible.	Due to voltage disruptions, the firewall server was damaged; however the procurement of a new server is in progress. End users of the 52 computer systems lack proper training in the use of both the computer systems and operating software. Plans are in place to commence the training of end users the computers to operate the computers and to use the software as soon as the new server is in place.
<p>NOTE: Reflecting on the year under review, the consensus within the Unit is although there were many challenges, staff worked very diligently in executing their routine tasks while at the same time, giving full support to activities organized by the Ministry, whenever called upon to do so. The major difficulties encountered at the start of the year persisted and in many instances, progressively deteriorated. The physical environment was badly affected by the extensive repairs being carried out on the building – these ranged from water seeping through the side wall of the MISU, which damaged and several UPS and Computer Systems to unbearable heat caused by non-functioning air conditioners, which are now considerably old as well as the ‘spin-off’ effects from the construction work - noise, dust and heat. These conditions existed for prolonged periods - several months and have every indication of continuing well into 2015. The staff of this department has experienced much discomfort on a daily basis. To their credit, they functioned with great patience and resilience as they looked forward to better days in the new year.</p>			

4.19. CENTRAL RECRUITMENT AND MANPOWER AGENCY

ITEM NO.	ACTIVITIES/ TARGET SET	TARGET ACHIEVED	ANALYSIS OF SUCCESS/FAILURE
4.19.1	To register all unemployed persons seeking employment through the Division Target 4,200 persons	75% (3,141 persons)	The decrease in number targeted is due to staff shortages in the Regions 2 and 5.
4.19.2	To compile and maintain an up-to-date register of all job vacancies notified throughout the regions Target 3,700 persons	95% (3,538 persons)	Due to the new online Job Registration, there was an increase in the workload regarding the compilation and maintenance of the register of the vacancies/ notification. Staff vacancies impacted this exercise.
4.19.3	Submission of jobseekers to vacant positions to facilitate their placement into active employment. Target 4,200 persons	96% (4,037 persons)	Generally, the persons who were referred to requesting employers were suitable to fill the existing vacant positions. The shortfall was as a result of a misfit between the requirements of the jobs on offer and the profiles of the job seekers.
4.19.4	Placement of unemployed persons into suitable jobs e.g. in Construction, Forestry, Accounting, Manufacturing, Mining and Quarry, Agriculture in Regions 2, 3,4,5,6 and 10. Target 3,500 persons	69% (2,427 persons)	Some persons who visited the Department did not have the required qualifications for submission to fill vacant positions that were advertised. Some refused submission. Due to : <ul style="list-style-type: none"> • Wages being offered • Shift system of the organization • Location of workplaces
4.19.5	Visits to Public and Private Sectors Agencies in Regions 2,3,4,6 and 10. Target 800 persons	68% (541 persons)	These visits to workplaces are to encourage employers to utilize the services being offered by the division. The shortfall was as a result of staff shortages that exist.
4.19.6	Preparation of weekly, monthly, quarterly, and annual reports for the submission to the Hon. Minister, the Chief Labour Occupational Safety and Health Officer and the Statistical Officer. Target 69 reports	69% (100% reports)	The software used by the Recruitment and Manpower Division makes it easier to have reports done on a timely basis. The data is submitted to the statistical Department for analysis so as to inform policy makers on the way forward.

4.20. BOARD OF INDUSTRIAL TRAINING

ITEM NO.	TARGETS SET FOR THE YEAR	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.20.1	Apprenticeship Programme Register youth for the standard apprenticeship programme Target: 100 youth	Achievement: 80% (80 youth)	There was a decrease in the quantity of applications received. Programmes were undersubscribed. Despite active recruitment, some Apprentice masters were unable to attract apprentices.
4.20.2	Certify apprentices as artisans Target: 65 apprentices	Achievement: 78% (51apprentices)	There were no apprentice's termination by BIT or the Apprentice Masters during the period. The excess resulted from the contribution of the new Apprentice Master - Barama.
4.20.3.	National Training Programme for Youth Empowerment (NTPYE) Register persons in Regions 1-7 and 10 to pursue training in various occupational areas (engineering, electrical, building construction, home economics, IT/clerical and forestry sectors) Target: 2,000 persons	Achievement :124.5% {2,490 persons registered)	Programmes were oversubscribed due to the new institutions and new programmes that were introduced. These included forestry training, evening class programmes with the Guysuco Training Centre – Port Mourant, the Mahaicony Technical & Vocational Training Centre and the Leonora Technical & Vocational Training Centre. A Saturday programme also commenced at the Upper Corentyne Industrial Training Centre and in hinterland communities in Regions 7 and 9.
4.20.4.	Single Parent Training Programme Register persons in Regions 1-7 and 10 to pursue training in various occupations in the home economics industry. Target: 400 persons	Achievement: 113% (450 persons registered)	There were overwhelming responses to the Single Parents training as a result of the advertising of the programme countrywide.

4.21. UNPLANNED BUT IMPORTANT ACTIVITIES

ITEM NO.	TARGETS SET	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.21.1	<p><u>WOMEN'S AFFAIRS UNIT</u> In observance of children living with Autism, the department provided support to the activities planned by the First Lady's Foundation. Target (i) Parents and children with autism. (ii) 100% participation in activities planned.</p>	<p>Achievement: 100% of events</p>	<p>The Department participated in a very successful March and Candlelight Vigil for children living with autism. The participation and interest from parents was very high and members of the community's children displayed keen interest in all activities undertaken during the period.</p>
4.21.2.	<p><u>MEN'S AFFAIRS UNIT: Intra-Departmental Collaboration</u></p> <ul style="list-style-type: none"> ✓ Collaboration with the GBV Unit, Ministry of Health in facilitating workshops titled "Men and GBV". ✓ Salvation Army Outreach ✓ Workshops on GBV with Qualfon Employees ✓ Prison Outreach ✓ Training with staff of the Ministry of Labour on GBV ✓ Outreach with the Catholic Church ✓ Session conducted with Staff of GGMC ✓ Presentation on "The Role of Men in the Family" ✓ GBV in the Work Place ✓ Collaboration with GRPA "Men and Family Planning" ✓ Outreach to Faith Based Organizations ✓ Father's Day message to the congregation of St. Mark's Church at Enmore on the topic Fatherhood and Role of Males in the Family. ✓ Addressed the congregation of Changing of Lives Ministries at Williamsburg, Berbice. Spoke on the topic of 'Fatherhood'. ✓ The churches combined gave the Bureau the opportunity to speak to approximately 525 congregants on Father's Day. 	<p>Achievement: 100%⁷ of all unplanned initiatives.</p>	<p>The responses to these workshops by men have been encouraging. Collaboration with other agencies only required the provision of resource personnel from MAB.</p>

⁷Collaboration with a number of agencies - faith-based organizations such as the Salvation Army, and NGOs, presented many opportunities for the MAB to share its message with men in various communities at several segments and levels of society. These interactions examined issues such as GBV, Anger Management, Suicide, violence and substance abuse etc. The unplanned activities enabled the Bureau to pursue its mandate within a context where additional financial and human resources were suddenly available to execute critical aspects of the 2014 work programme. These included a series of workshops on "Men and GBV" in Regions 3, 4, 6 and 10 with support from the GOV in the MOH. An average of 40 - 60 men participated in each gathering. Qualfon released 63 of its male staff to participate in related workshops. At the Annual Catholic Men's Ministry Conference, the Bureau was able to interact with a total of 110 men, concentrating on GBV. MAB joined WAB in a session with staff from GGMC in observance of International Women's Day. 60 participants were reached in a programme hosted by the Eltra Foundation in the Diamond Area. The Bureau participated in a panel discussion hosted by GBCHA. 15 persons, representing various workplaces, discussed the topic "GBV in the work place". 40 men from FBOs in Region 6 were sensitized on "Men's Role in Family Planning" from the collaboration with the GRPA. Finally, dialogue was facilitated among 119 prisoners with the focus on Suicide and Anger Management.

ITEM NO.	TARGETS SET	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
	Invitations to collaborate with other Agencies/ Bodies. (a)A youth conference at the Family of God Cathedral in No.2 Village Berbice (115 youth were reached).. (b)The Bureau met with 39 teenagers at an Agricola Youth Group, (c) Engaged 35 youth, addressing issues of Suicide, DV and Anger Management, in collaboration with the First Lady's Foundation. (d) Presentation on violence issues - 44 boy scouts from Berbice. Target: 100% response	Achievement: 100% (Department responded to all invitations / events)	This enabled the Bureau to disseminate its messages at minimal financial cost.
4.21.3	COUNTER -TRAFFICKING IN PERSONS Collaboration with Other Departments with regard to 'Awareness and Sensitization' sessions with children and adult campers on 'trafficking in persons'. Target: 100% response	Achievement: 100% (five (5) sessions at Summer Camps; 120personsreached).	The collaboration with the Men's Affairs Bureau was very effective as a wide cross section of society was reached and this led to open discussions on the phenomenon of 'trafficking in persons'.
4.21.4	CHILD CARE AND PROTECTION AGENCY Sensitizing and Awareness sessions: (a) Parenting Education Skills	Achieved	Foster parents benefited from training that would equip them with the knowledge and skills relevant to the unique care and continued protection needed for children in foster care . Training was held for new and existing foster parents
	(b) Awareness sessions for parents in the East Bank District	Achieved	There were parenting sessions held for clients from the East Bank District to improve their parenting, coping and discipline skills.
	(c) Weekly empowerment group sessions with teenaged foster children.	Achieved	that focused on peer pressure, self-esteem, self-discovery among other topics
	(d) Educational Field Trip was held for teenaged foster children.	Achieved	Visit was made to the CheddiJaganInternational Airport Control Tower and Model Aircraft Exhibit as well as the Guyana Fore Service in Timehri
	(e) Seminars with fathers In selected areas of the country.	Achieved	This was another area in which the Early Childhood Team collaborated with The aim was to reinforce the roles and responsibilities of fathers. These sessions were held in Georgetown, Linden and Berbice
	(f) Awareness sessions on Child Sexual Abuse.	Achieved	A film festival and discussion was held at several schools in region 3 to tackle the issue of child sexual abuse. This activity targeted parents, teachers and students
	(g) Building awareness in schools on the East Bank Demerara.	Achieved	The East Bank team conducted sensitization exercises in various primary and secondary schools along the East Bank of Demerara, from Houston to Kuru Kuru.
	(h) Working with Faith-based Organizations – Child Abuse awareness session.	Achieved	A child abuse awareness session was also conducted at the Tucville Assemblies of God Church on the role of the CPA and identifying and reporting abuse.
	(i) Building awareness of Child Abuse – Stakeholders in Region 5	Achieved	The Region Five team also increased their collaborative efforts with religious bodies, the police force, NGO's and Ministry of Education. Several school populations benefitted from awareness and empowerment sessions on how to protect themselves from abuse.
	(j) Building awareness in Region 6	Achieved	In Region 6 awareness programmes were conducted in communities including Siparuta, Orealla, and in Black Bush Polder
	(k) Working with PTAs	Achieved	Several PTA's at various schools across the region s were addressed to discuss the impact of child abuse and the work of the CPA. Additionally, self-esteem awareness sessions were also conducted with the students of the schools.
	(l) Educating the Hinterland communities	Achieved	Region 10 officers journeyed to difficult accessible areas in the region -Kwakwani, Ituni, Mabura and 47 miles where they conducted sessions to raise awareness about the work of the CPA and educate the population on what the law says about and the various types of abuse to children.

ITEM NO.	TARGETS SET	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
	(m) Building awareness in Region 6	Achieved	In Region 6 awareness programmes were conducted in communities including Siparuta, Orealla, and in Black Bush Polder
	(n) Working with PTAs	Achieved	Several PTA's at various schools across the regions were addressed to discuss the impact of child abuse and the work of the CPA. Additionally, self-esteem awareness sessions were also conducted with the students of the schools.
	(o) Educating the Hinterland communities	Achieved	Region 10 officers journeyed to difficult accessible areas in the region -Kwakwani, Ituni, Mabura and 47 miles where they conducted sessions to raise awareness about the work of the CPA and educate the population on what the law says about and the various types of abuse to children.
	(p) Collaboration with Other Organizations Youth Camp organized by the GPF.	Achieved	Early childhood Officers lent their support and services to a youth camp organised by the Guyana Police Force.
4.21.5.	PROBATION: (a) Colloquium on Mental Health Awareness – under the theme ' <i>Mental Health is Everybody's Business</i> '. The aim was to educate primary care givers, Social Workers, Councillors, First Responders, and Peer Educators. Target: 1 Event completed.	Achievement: 100%. 1 Event discharged.	The session was facilitated by Dr.Bhairo Harry – Head of Psychiatry, Georgetown Public Hospital. The guest speaker was Dr. Sean Doorn – Psychologist from Turo College Graduate School of Education The aim was to educate primary care givers, Social Workers, Councillors, First Responders, Peer Educators.
	(b)Collaboration with Ministry of Health and the Pan Caribbean Partnership against HIV/AIDS (PANCAP) : Sensitization session on <i>Stigma and Discrimination</i> , Cultural Sensitivity and Human Rights related to health and migration. Target: 1 sensitization session completed.	Achievement: 100%. 1 sensitization session discharged. [August 26 & 27, 2014 at APC Building, High Street, G/town].	The aim of the training was to encourage participants to contribute to the reduction of stigma and discrimination against migrants, their families and other vulnerable groups throughout the Caribbean. It was expected that the participants would acquire an increased understanding about migrant populations, specifically related to HIV and other health vulnerabilities that exist within these populations.
	(c) Collaboration with the Ministry of Health. Staff Training on STI – Training for Social Workers and Welfare Officers Target: 1 specialized training programme completed.	Achievement: 100% achieved. (Oct 16 & 17, 2014 at Cara Lodge, Quamina Street)	During the training, participants covered 12 modules which sought to equip them with skills to provide counselling and psychosocial support to children, STI patients and their partners.
	(d)Participation as a Stakeholder in a Validation Workshop, Faculty of Social Sciences, University of Guyana – June 4, 2014. Education Lecture Theatre, Turkeyen Campus. Target: 100% participation	Achievement: 100% achieved.	This workshop aimed at reviewing and restructuring the programmes within the Department of Sociology
4.21.6	COOPERATIVES Participation in training opportunities promoted by other agencies. (a)Workshop/Training in Customer Studies and Customer Service provided by the Ministry of Public Service and Computer World respectively. (b)Financial Intelligence Unit in collaboration with the Ministry of Finance hostedtwo seminars/workshops for Anti-Money Laundering Target: 100% response	Target Achieved: 100% (4 employees participated) Target Achieved: 100% the Chief Cooperative Development Officer & Assistant Chief Cooperative Development Officer attended]	These activities were piloted by external agencies and the Department was invited to participate. Since these unplanned activities were consistent with the nature of the Department's function, adding capacity, the Department was willing to take advantage of the opportunities. These endeavours were considered to be highly successful as the persons who attended gained more knowledge of their line/field of work, to further enhance the delivery of their duties.

ITEM NO.	TARGETS SET	TARGETS ACHIEVED	ANALYSIS OF SUCCESS AND FAILURE
4.21.7.	CENTRAL RECRUITMENT AND PLACEMENT AGENCY. (a) Participate in Ministry of Youth, Sports & Culture Career Day Fair in Region #4. Target: 3 Career Day Fairs	100%	The department was able to participate in this activities.
	(b)Participation in Linden Town Week – Region # 10 Target: 1 Week’s Event	100%	The department was able to participate in this activity.
	(c)Visits to Regions 8 & 9 as part of the Institutional Strengthening Programme to decentralize the Agency. Target: 100% regions visited	100%	Meetings were held with Regional officials during the visits. Places were identified where offices can be set up.

5.0. REVIEW OF SPECIAL INITIATIVES (INCENTIVES, WORKERS' WELFARE, PROGRAMMES FOR THE IMPROVEMENT OF STANDARDS, TRAINING AND WELFARE; COMMUNITY DEVELOPMENT PROGRAMMES)

In 2014, the various departments continued in pursuit of the mission of the Ministry. A number of special initiatives aimed at enhancing service delivery were developed and delivered as presented below:

MAHAICA HOSPITAL

During 2013, the Administrator and staff sought to enhance the experience of residents by networking with interested NGOs and Government agencies and were able to introduce a few initiatives which have now become incorporated into the routines of the Hospital. Highlights of these initiatives are listed below:

- **International Women's Organisation** donated food, drinks, clothing and cash directly to residents on twelve occasions.
- **Sisters of Mercy** donated food, drinks, etc. directly to patients on several occasions throughout the year. They also donated one washing machine, one electrical pump and one water tank.
- **Faith-based Organizations**, Several church members visited the residents approximately twenty-six times. They ministered to them through hymns and prayers.
- **The Guyana Police Force Choir** provided a Musical Rendition on Christmas Day. This was an attempt to add cheer to the festive season and the gesture was well received by the eight residents.

BOARD OF INDUSTRIAL TRAINING, In collaboration with other agencies, Officers participated in several events including career fairs hosted by other Ministries and Technical Institutions.

CHILDCARE PROTECTION AGENCY

Special initiatives in 2012 were mainly focused on building awareness at the several tiers in society about child abuse and how children can help to protect themselves. Other key strategies included the partnerships with several government agencies, faith-based organizations and PTAs. Of particular note were the several interventions by the staff in the newly formed Early Childhood Team, aimed at reducing the many instances of child abuse. Examples are as follows:

- ✓ The newly formed Early Childhood and Development Section of the agency held a hotdog sale to help raise funds to support improvements of a day care located in a depressed community.
- ✓ The Foster care Department took initiative to arrange for twice yearly visits of foster children or children in care whose parents were incarcerated at the New Amsterdam Prison.
- ✓ Region 3 Officers and the early childhood team also visited Wakenaam Island and conducted an awareness session with police officers, doctors and other employees of the Wakenaam hospital.
- ✓ A concert was held at Marian Academy and foster parents and children were able to participate and showcase their talents. This was one of the special initiatives to mark Foster Care Month in November.
- ✓ During Child Protection Week 2014 there was an increase in outreaches and programmes designed to raise awareness. The agency hosted a grand rally on 'Breaking the silence on Child Sexual Abuse' in the National Park which was attended by students from various schools, government officials, stakeholders from across the country and the Caribbean region. The week of activities culminated with a family fun day and concert in the botanical gardens, which was attended by children from the three government run care institutions and the general public.

PROBATION AND SOCIAL SERVICES DEPARTMENT

Staff development was a key initiative that was pursued in 2014. Specific areas in which staff were trained include *Counselling and Aftercare Proficiency, Report writing – from the Bench, Time and Resource Management, Recording Keeping and Customer Service*. Training Needs for the future were also identified given the changing societal issues that are emerging. These were identified as *Mental Illness; Trauma Counselling; Suicide Intervention; Substance Abuse Intervention; Sign Language; Foreign Language – Spanish and Portuguese*. The imperatives are for urgent capacity building in these areas. Finally, '*Hope for All*', a concept that seeks to link stakeholders in a consorted effort to effect positive change in the lives of youths, was birthed. While aspects of it were already practiced in a piecemeal method by the Department, the concept aims to create a structure within which all players can act cohesively as parts of a whole.

LABOUR DEPARTMENT

The capacity of the department was given a boost through its participation in several overseas conferences. These were:

- The International Labour Organizations' Conference in Geneva, 28th May - 4th June, 2014.
- The ILO 18th Regional Conference in Lima, Peru, October 13 – 16, 2014.
- Forum for administrative and technical discussions held with the ILO Regional Office situated in Trinidad and Tobago.
- The Organization of American States workshop was held in Barbados in September, 2014. The Theme was - '*Informal to Formal Economy*'.

6.0 ANNEXES

6.1. ANNEX 1: RECURRENT BUDGET 2014: PLANNED AND ACTUAL

A	B	C	D	E	F	G	H
PROGRAM	CODE	DETAILS OF EXPENDITURE	PLANNED LINE ITEM G\$ FR. ACCOUNTS	REVISED LINE ITEM \$G FROM ESTIMATES	ACTUAL EXPENDITURE G\$	VARIANCE G\$	% VARIANCE
1. MINISTRY ADMINISTRATION	6111-6134	TOTAL EMPLOYMENT COST (INCLUDING OVERHEAD EXPENSES)	121,736,000	122,140,000	122,138,725	1,275	0.00
	6221-6322	OTHER CHARGES	92,284,000	84,903,051	84,903,051	-	0.00
TOTAL			214,020,000	207,043,051	207,041,776	1,275	0.00
2. SOCIAL SERVICES	6111-6134	TOTAL EMPLOYMENT COST (INCLUDING OVERHEAD EXPENSES)	265,360,000	263,448,000	263,429,064	18,936	0.01
	6221-6343	OTHER CHARGES	495,317,000	448,335,949	448,335,949	-	0.00
		OLD AGE PENSION	7,918,299,000	7,857,884,128	7,857,884,128	-	0.00
TOTAL			8,678,976,000	8,569,668,077	8,569,649,141	18,936	0.00
3. LABOUR ADMINISTRATION	6111-6134	TOTAL EMPLOYMENT COST (INCLUDING OVERHEAD EXPENSES)	97,151,000	97,436,000	97,278,828	157,172	0.16
	6221-6343	OTHER CHARGES	286,008,000	281,832,126	281,832,126	-	0.00
TOTAL			383,159,000	379,268,126	379,110,954	157,172	0.04
4. CHILDCARE PROTECTION AGENCY	6111-6134	TOTAL EMPLOYMENT COST (INCLUDING OVERHEAD EXPENSES)	150,652,000	151,875,000	151,838,421	36,579	0.02
	6221-6343	OTHER CHARGES	213,859,000	200,332,221	200,332,221	-	0.00
TOTAL			364,511,000	352,207,221	352,170,642	36,579	0.01
MINISTRY TOTAL			9,640,666,000	9,508,186,475	9,507,972,513	213,962	0.00

6.2. ANNEX 2: CAPITAL BUDGET 2014: PLANNED AND ACTUAL

PROGRAM	DETAILS	BUDGET	ACTUAL	VARIANCE	% VARIANCE
1. MINISTRY ADMINISTRATION	CAPITAL EXPENDITURE	49,000,000	48,953,987	46,013	0.09
2. SOCIAL SERVICES	CAPITAL EXPENDITURE	34,000,000	33,571,541	428,459	1.26
3. LABOUR ADMINISTRATION	CAPITAL EXPENDITURE	38,377,460	38,058,129	319,331	0.83
4. CHILDCARE PROTECTION AGENCY	CAPITAL EXPENDITURE	18,000,000	16,710,590	1,289,410	7.16
TOTAL		139,377,460	137,294,247	2,083,213	1.49