



ANNUAL

REPORT 2016

MINISTRY OF SOCIAL PROTECTION

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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
HDEO	HEAVY DUTY EQUIPMENT OPERATOR
HIV/AIDS	HUMAN IMMUNODEFICIENCY VIRUS / ACQUIRED IMMUNE DEFICIENCY SYNDROME
IFMAS	INTEGRATED FINANCIAL MANAGEMENT ACCOUNTING SYSTEM
ILO	INTERNATIONAL LABOUR ORGANISATION
LBG	LOCAL BOARD OF GUARDIANS
MAB	MEN'S AFFAIRS BUREAU
MESCVI	LA CONVENCION INTERAMERICANA PARA PREVENIR, SANCIONARY ERRADICAR LA VIOLENCIA CONTRA LA MUJER (INTER-AMERICAN CONVENTION ON THE PREVENTION, PUNISHMENT, AND ERADICATION OF VIDLENCE AGAINST WOMEN)
MISU	MANAGEMENT INFORMATION SERVICES UNIT
MOF	MINISTRY OF FINANCE
MOH	MINISTRY OF HEALTH
MSP	MINISTRY OF SOCIAL PROTECTION
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
POWER	PEOPLE OF WORTH ENTREPRENEURIAL RESOURCES
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 of the report seeks to provide insights into the achievements of the Ministry in its quest to attain the performance standards stated in the Budgetary Submissions for 2016. The highlights of the performance across the 20 departments are enumerated even as the key constraints to performance are identified. The summary will treat with each programme sequentially.

Programme 1: Administration

i. Administration

Programme 1 provided critical support to the Ministry's technical programmes, including facilitating the provision of transportation; executing major and minor repairs and maintenance to the Ministry's buildings, annexes, vehicles, and equipment; and ensuring that all work locations are conducive to productivity. By and large, the total expenditure levels for both categories of the budget were kept in line with what was estimated. By the end of the year, total expenditure for the recurrent budget was in the sum of \$247,243,776M while the sum of \$26,155,668M was spent on capital items. The renovation works to the Cornhill Street Building and extension of the Child Protection Agency building, were in progress.

The Registry continued to carry out its key role as the hub from which the Ministry's transactions were managed and the resultant records created, stored, retrieved and distributed, thereby allowing for informed decision-making; it also continued to exercise its responsibilities for the maintenance and preservation of the Ministry's progression over the years, in the discharge of its mandate and functions. In addition inventories and the asset registers were updated as new furniture and equipment were acquired. Unserviceable items at the Palms and Head Office at Cornhill Street were documented and set aside for disposal. The stores continued to discharge its responsibilities within the framework of relevant Governmental policies and regulations aimed at ensuring that the necessary material inputs for the effective functioning of the Ministry were in stock. Accordingly, the Stores' registers were routinely updated and checked by the State Auditors.

ii. Accounts

The Budget and Finance Department continues to execute its mission, providing financial support to the four programmes of the Ministry. Routine activities such as payment of emoluments to staff, ensuring the timely payment of Old Age Pension and Public Assistance to eligible citizens, processing of payment vouchers, were carried out in accordance with established Laws, Regulations and Circulars. Individual Income Tax Statements were provided to all staff to enable the appropriate submission to the Guyana Revenue Authority. Revenues collected were properly received and disposed of within standard accounting procedures. Monthly statements were duly submitted to the Ministry of Finance.

iii. Personnel

The Personnel Department focused heavily on filling key and critical positions. Approximately 65 positions were created during the period across all programmes, while a number of senior positions were advertised and filled by the Public Service Commission. The employment on contract/ gratuity terms has reduced due to the Public Services Commission Curricular for absorption under the GS 1 and GS2 Salary

Scale. Training was also emphasized through the Public Service Ministry's Training Division and work study students were accommodated.

iv. Public Relations

The Ministry increased its efforts to systematically disseminate information and interface with the public. Accordingly, several community activities were hosted via its newly created Public Relations Unit. Press releases, advertisements as well as the 'face to face' meetings with the public, served to both enlighten government on the issues affecting the citizenry as well as educate the populace regarding the services provided by the Ministry. The efficiency of the Unit, however, has been somewhat constrained by the lack of appropriate equipment.

v. Projects Unit

During 2016, the Projects Unit, created in 2015, administered the micro credit loan programmes, namely, the Women of worth (WOW) and People of worth Entrepreneurial Resources (POWER). The latter was introduced in 2016 to target male single parents and eligible couples, but is not fully operational because of logistical problems with the Guyana Bank for Trade and Industry (GBTI), the entity that dispenses the loans. No funds were allocated for micro credit under the 2016 budget; hence, the Unit drew from unutilized funds in the 2015 budget to facilitate 27 Loans amounting to \$4,417,500M to female single parents. These beneficiaries were drawn from the eight administrative regions where branches of GBTI exist.

With regards to POWER loans, persons eligible are female and male single parents as well as couples with children up to age 17, who have been in business for a year and are in dire economic circumstances. Beneficiaries include persons referred to the WOW and POWER from the Ministry's other programmes such as Child Care, Probation, Difficult Circumstances (DCU) or persons who have recently been released from the prison system.

Programme 2– Social Services and Security

The **Social Services Programme** continued to contribute to Guyana's Poverty Reduction Strategy. This is pursued through the development and implementation of several Psychosocial Support Programmes, which help individuals and communities to heal from psychological wounds and rebuild social structures after an emergency, traumatic or critical event. These programmes have enabled people to transition into active survivors rather than remain passive victims. Further, the Ministry has recognized that early and adequate psychosocial support can rehabilitate and reintegrate people into society and even prevent social ills. In spite of the challenges of: inadequate space to accommodate staff and clients and unfilled key positions, staff worked diligently to improve service delivery. Key achievements in 2016 were:

i. The inaugural Social Work Conference for Professional Practitioners.

This was hosted mid-year by the University of Guyana, the Guyana Association of Professional Social Workers, the United Nations Children's Fund and this Ministry, which is the largest employer of social workers in Guyana. The Conference was a collaborative arrangement open to social work educators, practitioners and paraprofessionals with an interest in regulating social work practices in Guyana. The reports and the consequent recommendations coming out of this conference will be used to craft

Standards, Rules, Procedures and Policies which will guide social work protocols in Guyana and provide the basis for the registration and licensing of local Social Workers.

ii. Automated Old Age Pension Payment System

The automation of the Old Age Pension Payment System commenced in 2016. This was an initiative to modernize the process for the issuance of OAP books. Proposals were submitted by two service providers to develop and implement an Automated Old Age Pension Payment system. The implementation of such a system will improve the financial accounting system for Old Age Pensions as well as the reporting system; generate timely, accurate reliable data to facilitate decision making; decrease the operational expenses incurred by the Social Security Department to produce, secure and distribute OAP books; and afford the Officers more time to focus on the other needs of Pensioners and other beneficiaries of Social Assistance. The new system is expected to become fully operational in 2017.

iii. Minimum Standards for Senior Citizen Homes

The Ministry, with the assistance of a consultant, developed and finalized Minimum Standards for elderly residential facilities. These standards are consistent with international best practices and have positioned Guyana to satisfy its obligations under international treaties and agreements. The Ministry now intends to use these standards to inform decision-making on the future operations of elderly care facilities across Guyana, and to recommend mechanisms for the efficient monitoring and oversight. With regards to the Government's main facility for the care of the elderly, the Palms Geriatric Institution, Patient Care Assistants (PCAs) are critical to the inventory of authorized staff and by extension, its effective functioning. During the year, 25 PCAs benefitted from continuing education programmes at the Palms. The Culinary staff was also trained to focus heavily on Nutrition and Menu Planning pertinent to the elderly.

iv. Gender Affairs

A Gender Affairs Bureau was created (from the merger of the Women's Affairs Bureau and the Men's Affairs Bureau) to address, in a holistic manner, the continuous gender gap and discrimination in the economic, social, political and educational arenas in Guyana. Conventional wisdom has shown that the most effective way of bridging this gap is through gender mainstreaming – providing equal access to resources, markets, financial services, facilitating the participation of women in decision making and reducing the disparities in ownership of assets.

v. Sexual and Domestic Violence

A Sexual Violence Policy Unit was established in the Ministry with support from the Canadian Government. The objectives of this Unit were to improve cooperation with the Guyana Police Force (GPF) and other relevant agencies; to oversee implementation of the Sexual Offences Act and the Domestic Violence Policy, and to provide reports and analysis to the National Task Force for Prevention of Sexual Violence. While the Unit is currently staffed by one person - a Senior Gender Specialist - the Department of Public Service, Ministry of the President, has approved a revised structure, the indicative positions advertised and appropriate staff expected to be in post in 2017.

vi. Hugo Chavez Centre for Rehabilitation and Reintegration

A review conducted during the first half of 2016 revealed that the Centre did not live up to expectations. In order to improve its performance, the Ministry recognized that it was important to solicit the involvement of the community. This resulted in the installation of a Management Committee comprising the residents and government officials from Region Five. This Committee will be responsible for advising on policy; supporting and guiding the Centre's Administration in order to strengthen and sustain an improved quality of care and service delivery.

Programme 3 – Labour Administration

i. The Labour Occupational Safety and Health.

The Department continued to promote amicable labour employment relations. Towards this end, the department facilitated 15 conciliations during the year under review. Training sessions were also conducted weekly for employers to sensitize them about their obligations and workers' rights. Notwithstanding these efforts, there were 1,930 complaints of rights violations, 1,565 (or 81%) of which were addressed. Subsequently \$ 75,223,027 was recovered on behalf of employees, while 43 employers were taken to Court for various violations of the Labour Laws. An Attorney was hired to boost the Department's capacity to prosecute. At the end of 2016, Officers conducted 1,611 inspections and the Department began work on the development of a National Action Plan and Policy on Child Labour, as well as to establish an Industrial Tribunal. During this year, the Department also managed to host two consultations on proposed occupational safety and health regulations.

ii. Board of Industrial Training (BIT)

During the period under review, BIT was primarily focused on completing training programmes that commenced in late 2015 and which were rolled over into 2016. A total of 1,541 persons were placed into training programmes during the last quarter of 2015, and these persons completed their respective courses in the first and second quarters of 2016. There was also substantial collaboration with CTVET to upgrade these programmes and these efforts were reflected in 2016 Training Programmes. The first batch of graduations, signalling the completion of training for 2015, was held at the end of March and April 2016; the remaining graduations were held in July 2016. BIT continued to utilize the services of recognized Training institutions in discharging its 2016 work programme. These entities included GuySuCo Training Centre – Port Mourant; Forestry Training Centre Inc.; Leonora Technical and Vocational Training Centre; Mahaicony Technical and Vocational Training Centre and Upper Corentyne Industrial Training Centre.

The majority of the 2016 training programmes are expected to be completed during the first and second quarters of 2017. The programmes offered at the aforementioned institutions engaged a new pool of applicants, consisting of individuals who were interested in pursuing a technical career but did not qualify for normal entry into the relevant institutions. Accordingly, this previously ignored demographic was given a fresh opportunity as a result of the *Open Entry Policy* of BIT. Upon completion, these persons would be provided with the necessary entry level skills to qualify for further technical education, or they can seek employment within their respective fields.

There were more private and public-sector engagement with the implementation of comprehensive collaboration with the Ministry of Education, Ministry of Indigenous Peoples' Affairs, Regional Democratic

Councils, First Lady's Office, Presidential Office of Youth Empowerment, and the Guyana Police Force. There is also a heavy emphasis on the Heavy-Duty Equipment Operator (HDEO) programme, which has over the years, expanded from three to nine locations, and is now in Regions 2, 3, 4, 5, 6, 7, 8 and 10. The Programme is offered at two locations in Region Six. In Regions Seven and Eight, all programmes are fully capitalized by the Regional Democratic Councils.

iii. **Recruitment Agency**

In 2016, the Central Recruitment and Manpower Agency registered 2,431 persons who were seeking jobs. 3,340 persons were recommended to employers to fill 2,961 vacant positions while a total of 2,230 were placed in employment. Some job seekers refused the positions offered due to dissatisfaction with the wages being offered to them; the shift system of several organizations and the locations of the workplace.

Occupational Counselling and Guidance was offered to 2,000 jobseekers across the country. This training included interview techniques, appropriate dress codes and the conduct to be displayed when seeking employment. As part of its marketing and promotional strategies, the department participated in the Ministry of Education's Department of Culture Youth and Sport's Jubilee Celebration as well as the Job Fairs organized by the Occupational Health and Safety Department of the MoSP.

iv. **Cooperatives and Friendly Societies**

In spite of numerous challenges that affected performance, the Cooperatives and Friendly Society Department continued to pursue its mandate in promoting the continuance of the movement across the ten administrative regions. During 2016, 170 field visits were made to the regions, exceeding the set target by 70%; two new Cooperative Societies were registered, [representing the total requests for the year], while 44 new groups were registered as Friendly Societies.

The Department also ordered the audit of 24 Friendly Societies, while 19 that were in progress were completed and released. Audits were also ordered for 20 Cooperative Societies while eight that were in progress were completed and released. In addition to this, the Department conducted 170 Inspections into Cooperative Societies, 132 of which were visits to Schools' Cooperative Thrift Societies. There were 35 unscheduled meetings with members of Cooperative Societies.

The Department conducted 34 Anti Money Laundering/Countering the Financing of Terrorism awareness sessions with groups seeking to register Friendly Societies, and four with groups desirous of registering Cooperative Societies on their role/function in combating money laundering and the financing of terrorism in Guyana.

The Department, however, remains severely constrained since it needs more Regional Cooperative Development Officers, Cooperative Development Officers, a Compliance Officer, a Chief Cooperatives Development Officer and an Auditor to better achieve its objectives, and to function more efficiently and effectively. The present workforce is all operating out of the Head Office in Region No. 4. This is not very conducive to the desired level of productive output.

As a direct result of poor monitoring, many of the Cooperative and Friendly Societies do not comply with their Rules or respective Acts that govern them, and this has led to corruption among some societies. Moreover, the work of the department was sometimes hindered by the unavailability of vehicles to transport officers into the fields to conduct their work. It usually takes months for officers to be reimbursed their personal monies that they would have expended to conduct the department's work. Office assistants attached to the Ministry do not visit the Department on a regular basis to uplift mail, and as such this affects the timely manner in managing correspondence and consequently, the Department's work as a whole.

v. Statistical Unit

The Department produced four quarterly LMIS bulletins reflecting data from the Board of Industrial Training, Industrial Relations Department, Central Recruitment and Manpower Agency, National Insurance Agency and Work Permit Data. Quarterly bulletin data from the Ministry's Social Services Departments was compiled to produce this bulletin, which includes data on Pensioners, Social Assistance, Domestic Violence, Family Court Matters and a number of other areas. Statistics from the Statistical Unit provide a wealth of information for policy makers and researchers. Output from the Statistical Services Unit is available in document form, but the Ministry's electronic web site can be used as a focal point whereby the general public can obtain this information as well.

Programme 4 - Childcare and Protection Agency

The Childcare and Protection Agency experienced a difficult first half of the year, particularly marred by the fire at the Drop in Centre on July 8, 2016, which claimed the lives of two children, Antonio and Joshua George.

There is no doubt that parenting, at this juncture, is in trouble and continues to impact on the agency's policy of the promotion of family-based care for children. It was reiterated once again, through the cases that were addressed by the Agency in 2016, that the home is where the hurt for many children occurs since a number of parents lack the capacity to parent their children. By the end of the year, the CPA has recorded 4,000 cases of child abuse being perpetrated by persons the children love and trust the most – parents. **3,842 of these cases** were investigated with appropriate follow-up by staff members. Child neglect and sexual abuse are the most reported cases with the main contributory factors to the children's vulnerability being parents' substance abuse and mental health issues, domestic violence and poverty. The latter factor is fundamental and being addressed at the Macro System Level, but through the programmes of the Agency and the Ministry, efforts are being made at the individual and community levels to address this issue.

The provision of alternative care is crucial to the work of the Agency due to the level of abuse that children are exposed to in the family. By December 2016, there were **165 children** in the foster care programme with **113 foster parents** as against **232 children** in state residential care institutions. In spite of the gross violations of children's rights by abusers, it is not 'easy sailing' to hold perpetrators of violence and crimes against children accountable. This is mainly due to the challenges that must be addressed at the Macro

System Level, including slothful police investigation; reluctance by Police Officers to charge perpetrators of offences against children under the Protection of Children Act (they are still using the old Criminal Offences Act); long delay for Judicial process (6 to 8 years resulting in reluctant victims for the trial); very few convictions; lack of Public Awareness and understanding of the Protection of Children Act; and insufficient collaboration between Key stakeholders.

Assistance for Parents

During 2016 a special parenting programme was introduced for parents experiencing serious parenting deficiencies and even to provide assistance for poverty alleviation with referral and involvement with the Labour and Social Services Department for assistance. This programme is scheduled to be conducted across Guyana and at the beginning of 2017 an evaluation will be conducted to measure effectiveness and outcome with the report being available by the end of the second quarter. After the evaluation of the programme and its effectiveness is determined, it is projected that this is a programme that can be eventually 'sourced out' to a NGO or local group for implementation – with the Agency and the Ministry maintaining ownership of the programme. 60 parents completed the programme which was conducted in Regions Three, Four, Five and Six. The facilitators for the programme are parent-training experts in the country working by an existing evidence-based parenting manual modified by the Agency to suit the needs of the Guyanese people.

National Public Awareness Campaign

National campaign to raise the level of awareness of the plight of children who suffer abuse and to disseminate information on child development was introduced in 2016 to deal with violations of child rights; the campaign provided tips on spotting child abuse and actions that can be taken to prevent child abuse from occurring. This is a mass media campaign and by June 2016 the agency was able to prepare and present several advertisements for radio and television, and one documentary now being aired on television. Every Monday an article under the theme '**4 Minutes 4 changes**' is written in the Chronicle Newspapers. The idea is that it takes readers four minutes to read the article that is expected to change their attitudes towards the way children are viewed and treated. The awareness campaign is also being carried on social media on the CPA Face book page. In addition to the television documentary, a radio programme was prepared to be aired under the theme '**Every Step of the Way**' giving information to the public of the work of the Agency. The staff will be a key aspect in this programme, sharing their experiences inclusive of informing the public about the factors that motivates them in discharging their responsibilities. This is in an effort to gain public trust and support for the work of CPA.

Teen Pregnancy Prevention and Empowerment Programme

This programme was launched in the second quarter of 2016. The aim is to combat the high rate of teenage and adolescent pregnancy in the country by increasing the knowledge of the target group of ways to prevent HIV, STDs and pregnancy and providing them with case work support for personal development. By the end of 2016, South Georgetown and Bartica District, Region 5 and 6 completed the first phase of the programme and were preparing to do the second phase, the follow-up sessions. The scheduled outcome evaluation will take place in 2017; it will measure the impact of the programme in getting teens and adolescent to delay involvement in sexual activity or to practice safe sex.

Early Childhood Development

The 2016 programme for Early Childhood Development was implemented with much success. In preparation for the launching, several meetings and awareness sessions were held with Administrators and Managers of these facilities across Guyana. However, it is to be noted that day-care facilities are not prominent in the Interior Regions, an area which must be looked at in coming years.

Three hundred and twenty-six (326) child care facilities have been captured in a special database that was constructed as the basis for Registration and Licensing. On May 4, 2016, the Regulations were passed in the National Assembly, giving clear guidelines for the establishment and day to day running of child care facilities in Guyana. By November 8, Registration and Licensing (R&L) Officers were appointed and commenced the preparation process for Registering and Licensing. By the end of the year, 13 care facilities were licensed in Regions 4 and 3. The Registration process and Licensing is set to seriously commence in 2017.

Despite the several constraints that face this Ministry, the staff, in 2016, continued to be committed to ensuring that the several contributions, necessary for the fulfilment of the Mission of the Ministry, were steadfastly advanced. By and large, the achievements within every Department, given the specific realities of their day-to-day functioning, have been solid. Every staff member is aware of the critical role of the Ministry in making a difference in the lives of the most vulnerable in our society and as such continues to perform, despite the odds.

The year's performance has been commendable. The foundation for change and modernization of our policies and protocol has been fortified and these will be further reinforced by the plans and programmes that have already been identified for the New Year 2017. The Ministry of Social Protection will continue its efforts to improve the level of social protection offered to every Guyana in keeping with the Government's commitment towards "**a Good Life for All Guyanese**".

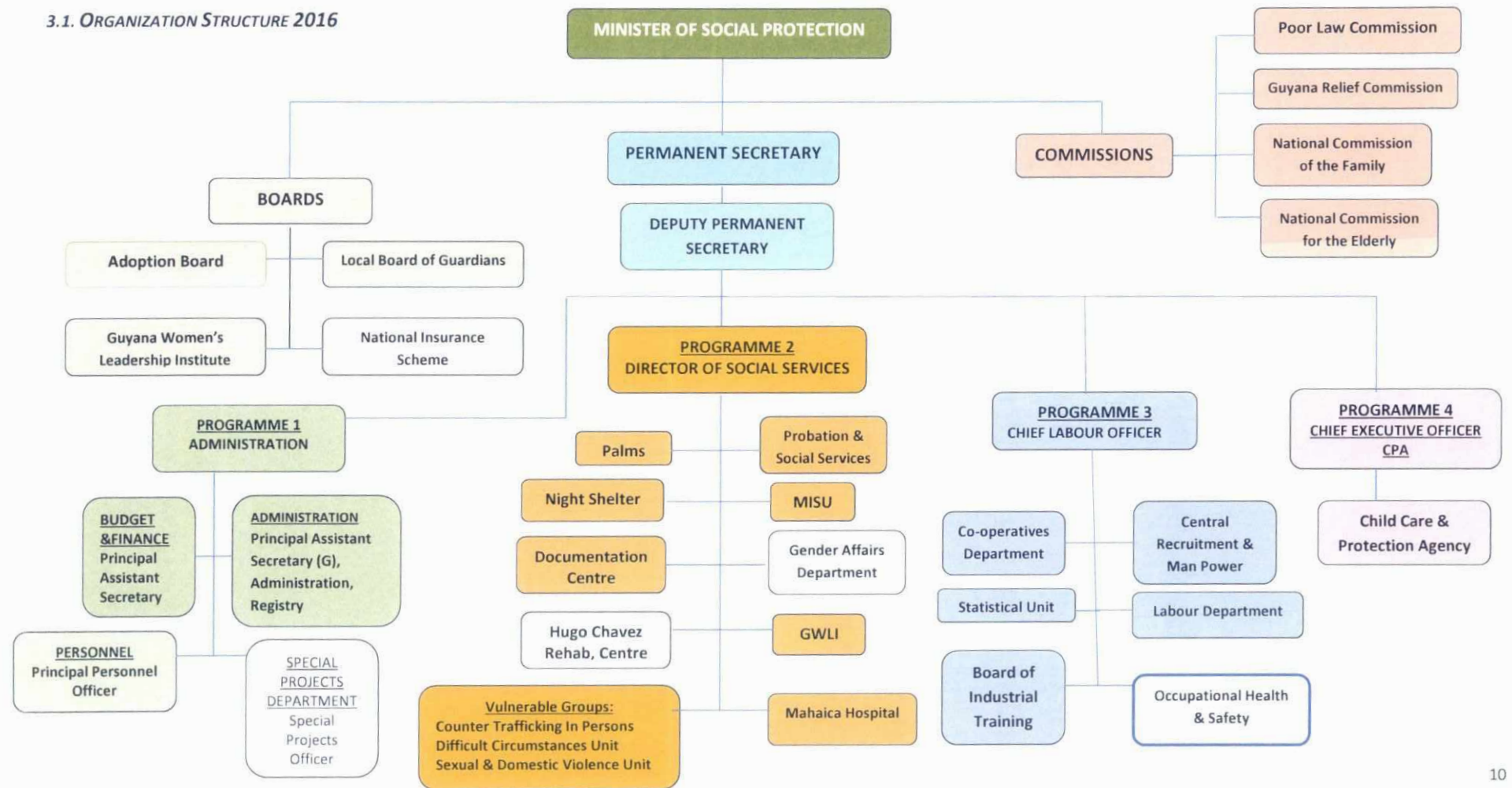
This will see renewed focus on the welfare of the elderly, children, single parents, couples severely affected by poverty, employees, youths in need of skills training and employment and persons with social needs.

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 2016



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.

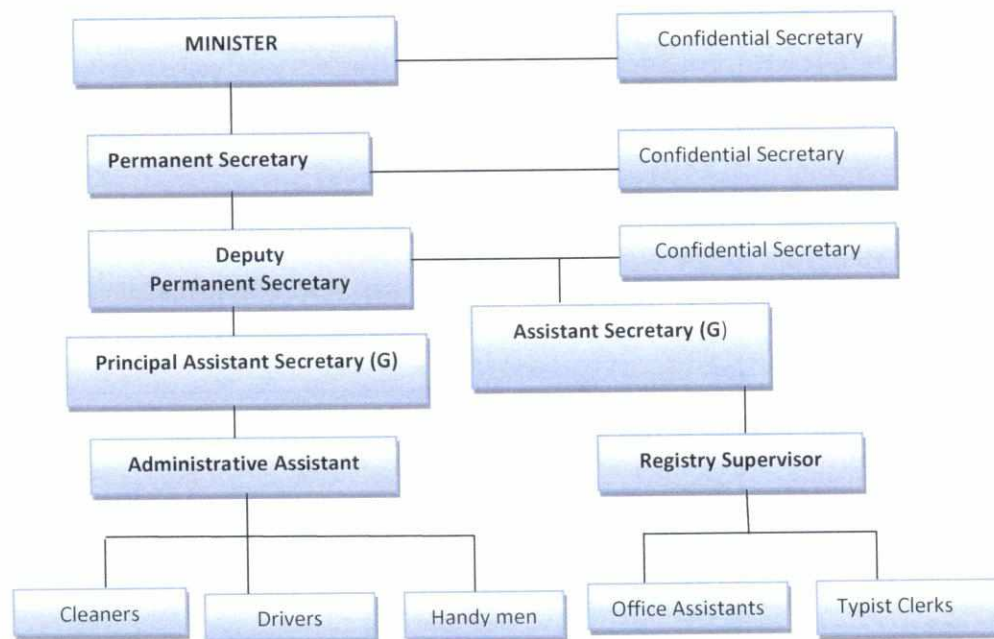
3.2.1.1. MISSION

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

- 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. ORGANIZATIONAL STRUCTURE



3.2.1.4. STAFFING

At the end of December 2016, 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	2	1	0	0		
Principal Assistant Secretary (G)	1	0	0	1		
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	30	32	0	0	3	

3.2.2 ACCOUNTS

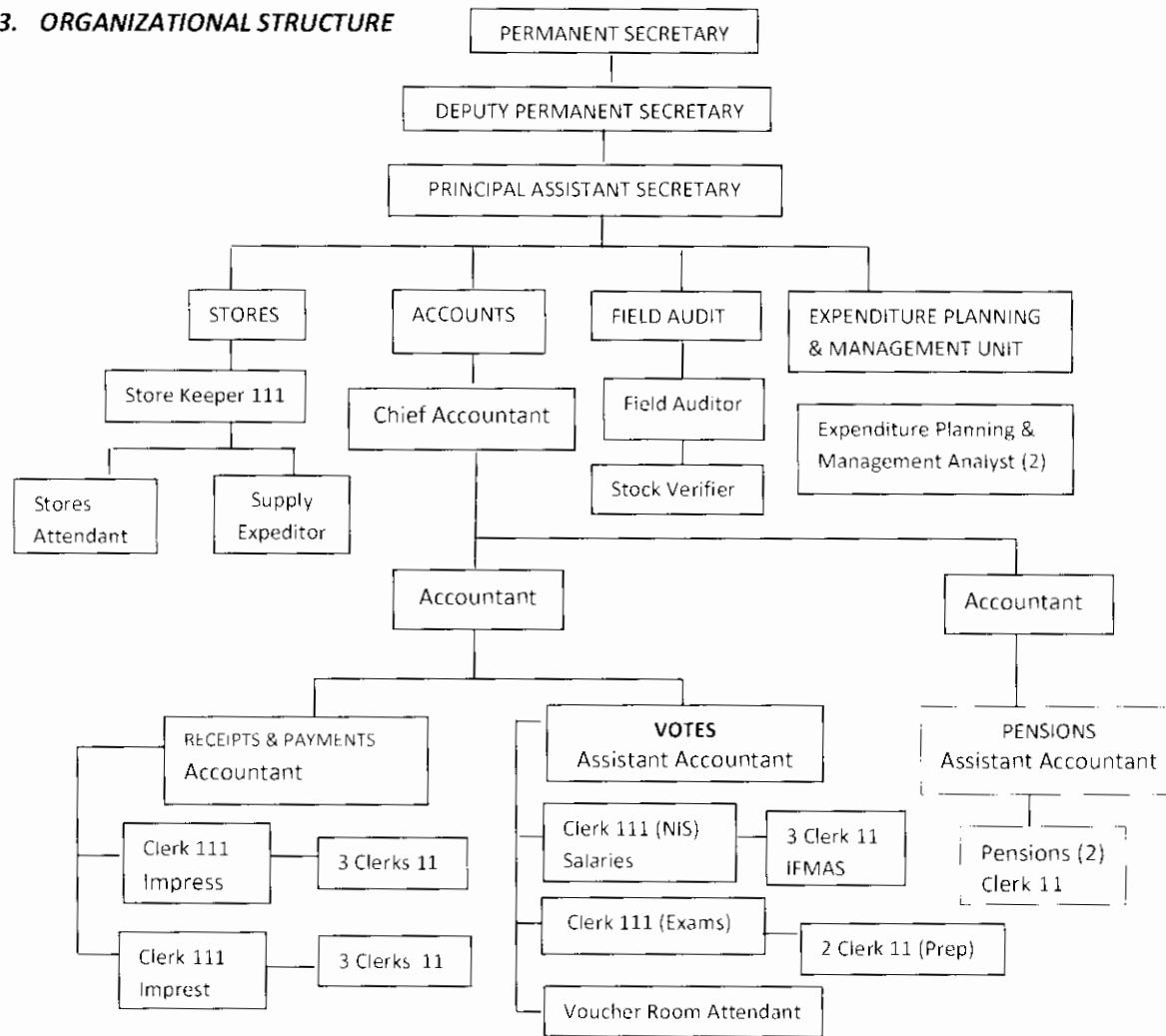
3.2.2.1. MISSION

To provide financial support for all four programmes at the Strategic Plans: Administration, Social Security, Labour and Child Care and 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

- 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 supplementary provision when necessary.

3.2.2.3. ORGANIZATIONAL STRUCTURE



3.2.2.4. STAFFING

THE STAFFING OF THE ACCOUNTS DEPARTMENT AT THE END OF DECEMBER, 2016 WAS AS FOLLOWS:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	EXCESS	COMMENTS
DPS(F)	1	1	0	0		
PAS(F)	1	0	1	1		
Chief Accountant	1	1	0	0		
Accountant	2	1	1	1		
Assistant Accountant	3	2	1	1		
Expenditure Planning & Mang't Analyst 1	2	2	0	0		
Clerk 111	4	0	0	4		
Clerk 11	12	13	0	0	1	3 Clerk 11's are performing the duties of Clerk 111 without any remunerations and 1 Clerk 11 is performing the duty as Assistant Accountant.
Store Keeper 111	1	1	0	0		
Stores Attendant	1	1	0	0		

Supplier/Expeditor	1	1	0	0	
Voucher Room Attendant	1	1	0	0	
Field Auditor	1	1	0	0	
Stock Verifier	1	1	0	0	
Total	32	26	2	7	1

3.2.3. PERSONNEL

3.2.3.1. MISSION

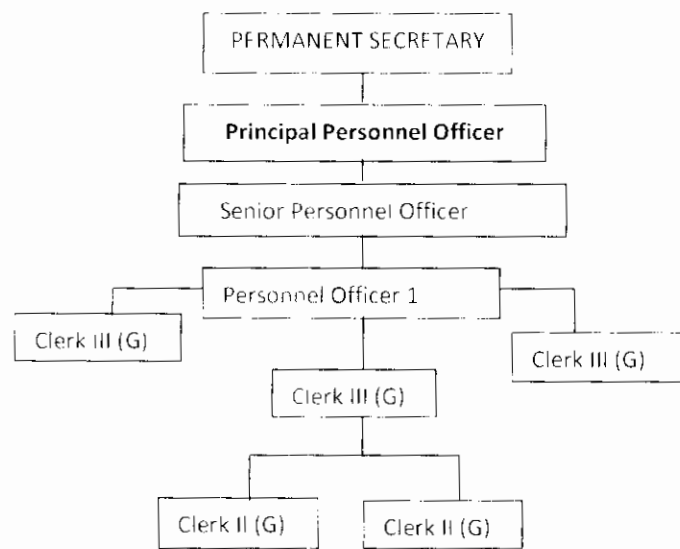
To ensure that there is effective and efficient interpretation and implementation of all personnel policies to the satisfaction of management and employees, and also to maintain healthy relations within the Ministry.

3.2.3.2. FUNCTIONS

- 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 2016, 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	
TOTAL	8	4		4	

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.

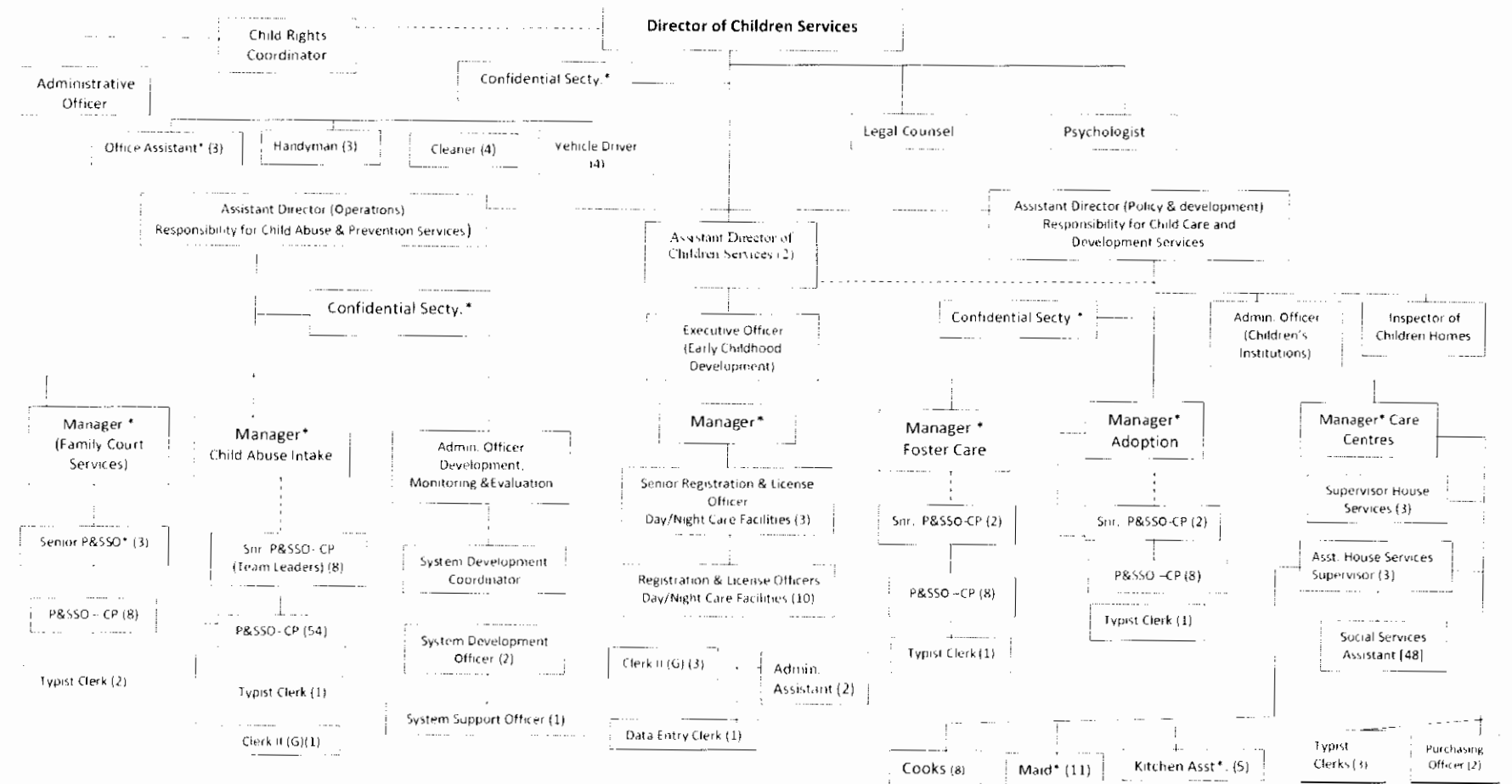
3.2.4.2. FUNCTIONS

- In discharging its functions, the Agency shall act in accordance with the Childcare and Protection Agency Act 2009 and any other law, the direction of the Minister and the policy of the Government of Guyana.
- 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 adoption, 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. ORGANIZATION STRUCTURE

The organization structure on the following page presents the way in which the CPA was organized in 2016 to carry out its mandate:



Note: CPA has indicated the need for additional numbers in positions marked with Asterisks. These recommendations are still to be approved for inclusion in the Authorized Inventory.

3.2.4.4. STAFFING

At the end of December 2016, the staffing position of the CHILD CARE AND PROTECTION AGENCY was as follows:

POSITIONS	AUTHORIZED POSITIONS	NO. FILLED	NO. VACANT
Director of Children Services	1	1	0
Assistant Director of Children Services	2	2	0
Executive Officer (Early Childhood Development)	1	1	0
Psychologist	1	0	1
Legal Counsel	1	1	0
Managers	4	4	0
Administrative Officer	2	1	1
Inspector of Homes	1	1	0
Senior Probation & Social Services Officer (CP)	16	10	6
Systems Development Coordinator	1	0	1
Senior Registration & License Officer	3	1	2
House Services Supervisor	3	2	1
Probation & Social Services Officer (CP)	78	44	34
Registration & License Officer	10	10	0
Systems Development Officer	2	0	2
Asst. House Services Supervisor	3	2	1
Administrative Assistant	2	2	0
Confidential Secretary	1	0	1
System Support Officer	1	0	1
Clerk II (G)	4	4	0
Social Services Assistant	48	42	6
Typist Clerk	7	4	3
Data Entry Clerk	1	1	0
Purchasing Officer	2	1	1
Drivers	4	2	2
Office Assistant	2	2	0
Cook	8	7	1
Kitchen Assistant	3	3	0
Maid	8	8	0
Cleaner	3	2	1
Handyman	3	1	2
Total	226	159	67

3.2.5. GENDER AFFAIRS BUREAU

3.2.5.1. MISSION

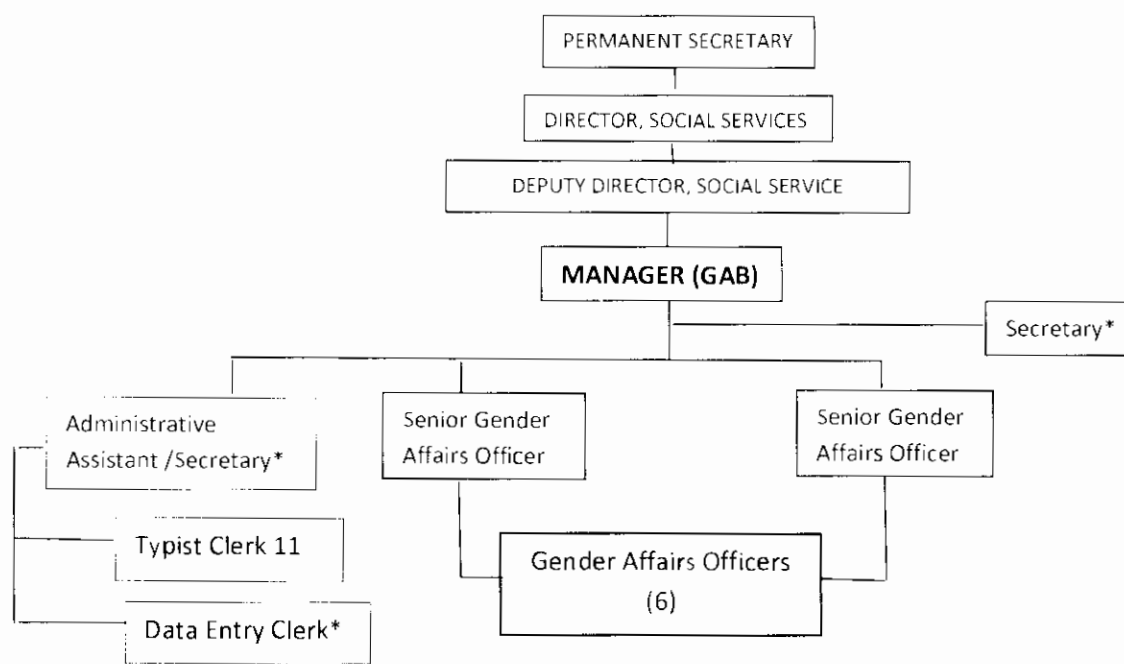
To work towards the representation of the interest of Men and Women at all levels in collaboration with government and non-governmental organizations and to ensure their integration in the National Development of the country.

3.2.5.2. FUNCTIONS

- Contribute to the formulation of gender-based policies for nation building
- Initiate gender-based research and provide data which can inform policies shift
- Reflect on the shift in approaches to development from a Women and Men in Development to a focus on Gender and Development
- Ensure the integration of gender and development into all areas of national development, plans and policies that women and men can benefit equally
- Co-ordinate the participation of gender awareness on gender issues utilizing existing laws for review, if any
- Ensure Gender mainstreaming and gender quality and equity are core values of state agencies
- Partner with communities to identify and satisfy needs through provision of gender programmes thereby improving a cohesive society
- Articulate for community building- the roles of gender and attitudes and stereotypes (More can be added to reflect the global vision and Government policy directives)
- Coordinate activities which will prevent sex trade and protecting its Victims.

3.2.5.3. ORGANIZATIONAL STRUCTURE

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



NOTE: The positions with asterisks were not approved AT THE END OF DECEMBER, 2016.

3.2.5.4. STAFFING

At the end of December 2016, the staffing position of the Gender Affairs Bureau was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Manager	1	1	0	-	More personnel needed for the bureau to effectively fulfil its mandate.
Senior Gender Affairs Officers	2	2	0	-	
GAO	6	-	-	6	
Typist Clerk 1	1	-	-	-	
TOTAL	10	3	0	6	

3.2.6. NIGHT SHELTER

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

3.2.6.1. MISSION

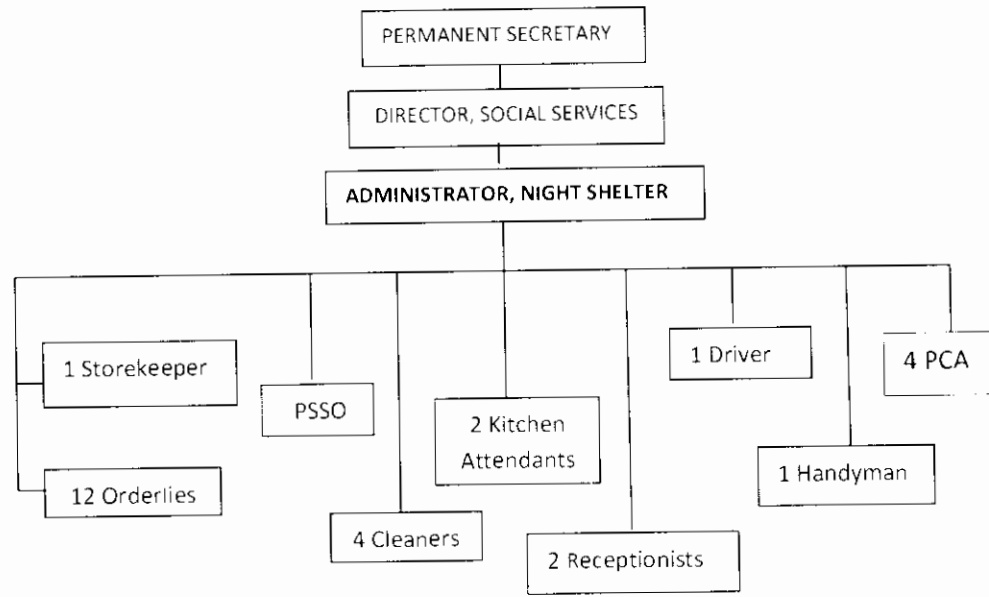
To provide itinerant street dwellers with a temporary environment of physical safety, medical, material support and counseling services aimed at arresting social and emotional dysfunction.

3.2.6.2. FUNCTIONS

- Provide shelter and meals for the homeless
- Facilitate medical attention for homeless persons by referring them to local medical clinics 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
- Assist able-bodies persons to acquire training or suitable jobs to aid self-sufficiency through collaboration with the BIT and CRMA
- Refer persons who are incapacitated or have attained the required age to relevant Departments within the ministry, so that they can benefit from either Public Assistance or Old Age Pension Services
- Refer incapacitated Persons to the Palms.

3.2.6.3. ORGANIZATIONAL STRUCTURE

The Shelter is organized as depicted below:



3.2.6.4. STAFFING

The status of the staffing as at December 2016 is presented in the Table below:

NO	POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
1	Administrator	1	1	0	0	There is urgent need to employ the requisite staff to fill existing positions.
2	Clerk 11 General (assigned in 2016)	1	1	0	0	
3	Orderly	12	7	0	5	
4	Driver	1	1	0	0	
5	Handyman	1	1	0	0	
6	Cleaners	4	4	0	0	
7	Kitchen Attendants	2	2	0	0	
8	Patient Care Assistants	4	3	0	1	
9	PSSO	1	1	0	0	
10	Security Guards (not on inventory)	4	3	0	1	
11	Store Keeper	1	1	0	0	
12	Receptionist	1	1	0	0	
	TOTAL	32	26	0	6	

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

3.2.7.1. MISSION

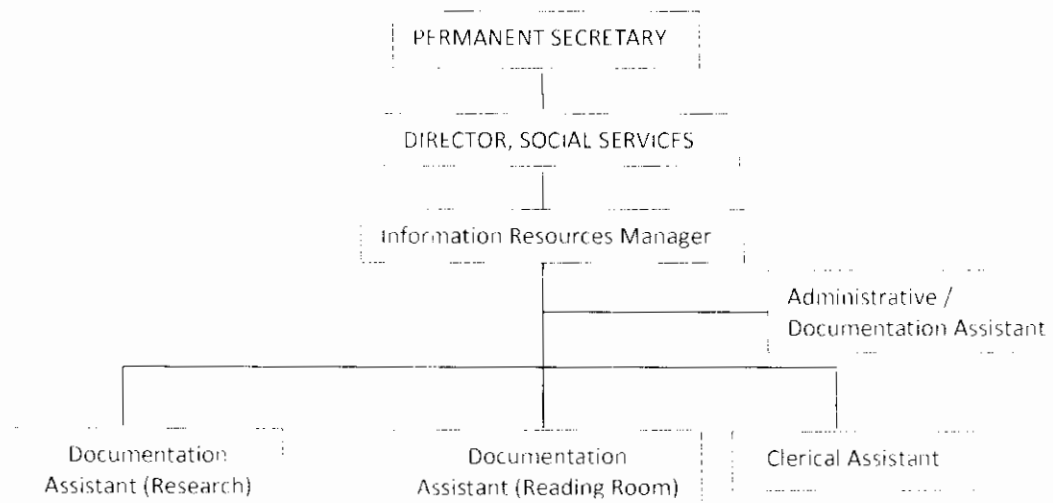
The Centre will provide critical information support for all measures aimed at building the capacity of women; empowering them to participate as equal partners with men at all levels of decision making and national development and for the promotion of gender equality through the provision of pertinent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

3.2.7.2. FUNCTIONS

- 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.

3.2.7.3. ORGANIZATIONAL STRUCTURE

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



3.2.7.4: STAFFING

AT THE END OF DECEMBER, 2016, THE STAFFING OF THE DOCUMENTATION CENTRE WAS AS FOLLOWS:

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

3.2.8. PROBATION AND SOCIAL SERVICES DEPARTMENT

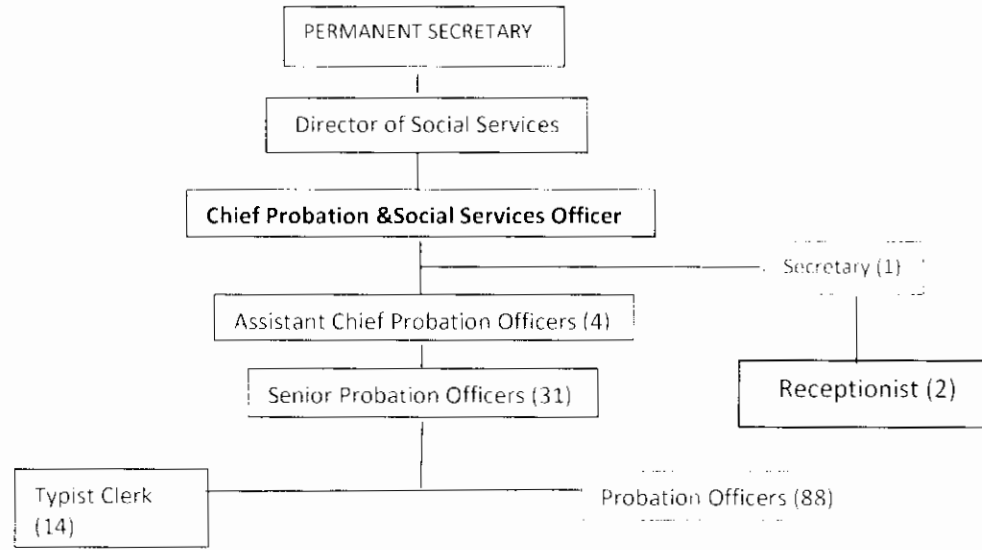
3.2.8.1. MISSION:

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.

3.2.8.2. FUNCTIONS

- 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 programmes 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.

3.2.8.3. ORGANIZATIONAL STRUCTURE



3.2.8.4. STAFFING

At the end of December 2016, the staffing position of the Probation and Social Services Department was as follows:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Chief Probation & Social Services Officer	1	1	0	0	
Asst. Chief Probation & Social Services Officer	4	4	0	0	
Snr. Probation & Social Services Officer	31	13	1	18	
Probation Officer	88	55	0	33	
Confidential Secretary	1	1	0	0	
Typist Clerk	14	8	0	6	
Receptionist	2	2	0	0	
TOTAL	141	84	1	57	

3.2.9. PALMS GERIATRIC CENTRE

3.2.9.1. MISSION

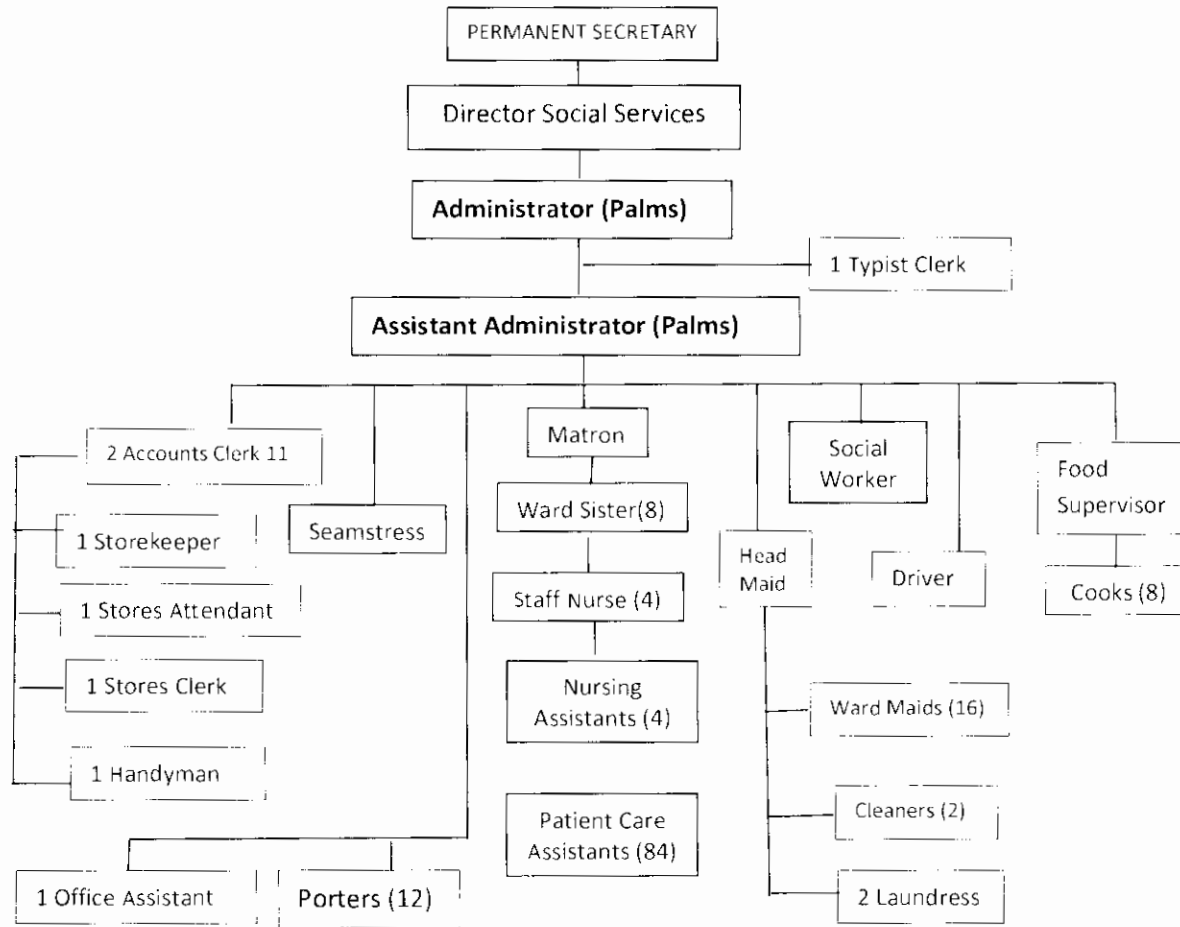
To provide free medical attention and nursing care to all residents and out patients who comprise the aged, destitute, blind and mentally retarded.

3.2.9.2. FUNCTIONS

- 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.

3.2.9.3. ORGANIZATIONAL STRUCTURE

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



3.2.9.4. STAFFING

AT THE END OF DECEMBER 2016, THE STAFFING OF THE PALMS WAS AS FOLLOWS:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	EXCESS	VACANCIES	COMMENTS
Administrator	1	1	0	0	0	1 Social Worker is assigned from the Probation Department
Ward Sister	8	1	0	0	7	
Social Worker	0	1	0	1	0	
Accounts Clerk 11	2	1	0	0	1	
Storekeeper	1	1	0	0	0	
Stores Attendant	1	1	0	0	0	
Patient Care Assistant	84	74	0	0	10	
Seamstress	1	1	0	0	0	
Head Maid	1	1	0	0	0	
Maids	16	14	0	0	2	
Porters	12	11	0	0	1	
Food Supervisor	1	1	0	0	0	
Cooks	8	8	0	0	0	
Matron	1	1	0	0	0	
Assistant Administrator	1	1	0	0	0	
Staff Nurse	4	2	0	0	2	
Driver	1	1	0	0	0	
Typist Clerk I	1	1	0	0	0	
Office Assistant	1	1	0	0	0	
Stores Clerk	1	1	0	0	0	
Nursing Assistant	4	2	0	0	2	
Laundress	2	2	0	0	0	
Ward Maid	16	15	0	0	1	
Cleaner	2	1	0	0	1	
Handyman	1	1	0	0	0	
TOTAL	171	145	0	0	27	

3.2.10. MAHAICA HOSPITAL

3.2.10.1. MISSION

To provide free medical attention, nursing care, food, shelter and transportation, to patients with Hansen's disease.

3.2.10.2. FUNCTIONS

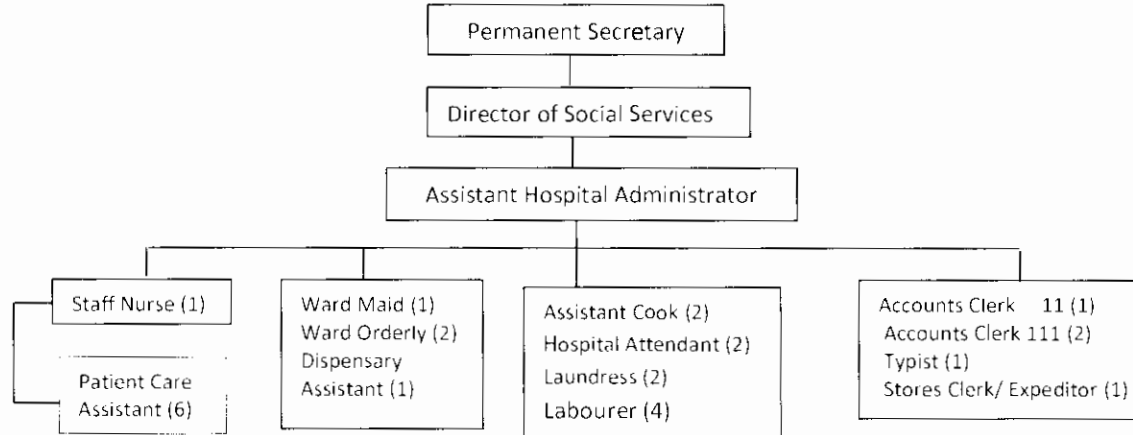
- Provide support to the pensioners who are paid at the Mahaica Hospital by liaising with the MOF and performing the duties of pensions' paymaster complying with all the attendant duties necessary to ensure accountability. Submitting pension returns to the Ministries of Labour and Finance, respectively
- 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.

3.2.10.3. ORGANIZATIONAL STRUCTURE

The organizational arrangements of the Mahaica Hospital are depicted below:



3.2.10.4. STAFFING

The staffing situation at the Mahaica Hospital as at December 2016 is presented in the Table below:

POST	STAFF ESTABLISH	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Assistant Hospital Administrator	1	0	1	1	The vacant position of a staff nurse in 2016 creates additional work load on the Hospital Administrator (acting) who had to perform his routine duties and also that of the staff nurse. This, at times, creates a negative impact in the smooth flow of operations at the Hospital.
Staff Nurse	1	0	0	1	
Patient Care Assistant	6	6	0	0	
Assistant Cook	2	2	0	0	
Ward Orderly	2	2	0	0	
Hospital Attendant/ Maid	2	2	0	0	
Laundress	2	1	0	1	
Labourer	4	3	0	1	
Ward Maid	1	1	0	0	
Dispensary Attendant	1	1	0	0	
Accounts Clerk II	1	0	0	1	
Account Clerk III	2	1	0	1	
Typist	1	1	0	0	
Stores Clerk/ Expeditor	1	1	0	0	
TOTAL	27	21	1	6	

3.2.11. GUYANA WOMEN'S LEADERSHIP INSTITUTE

3.2.11.1. MISSION

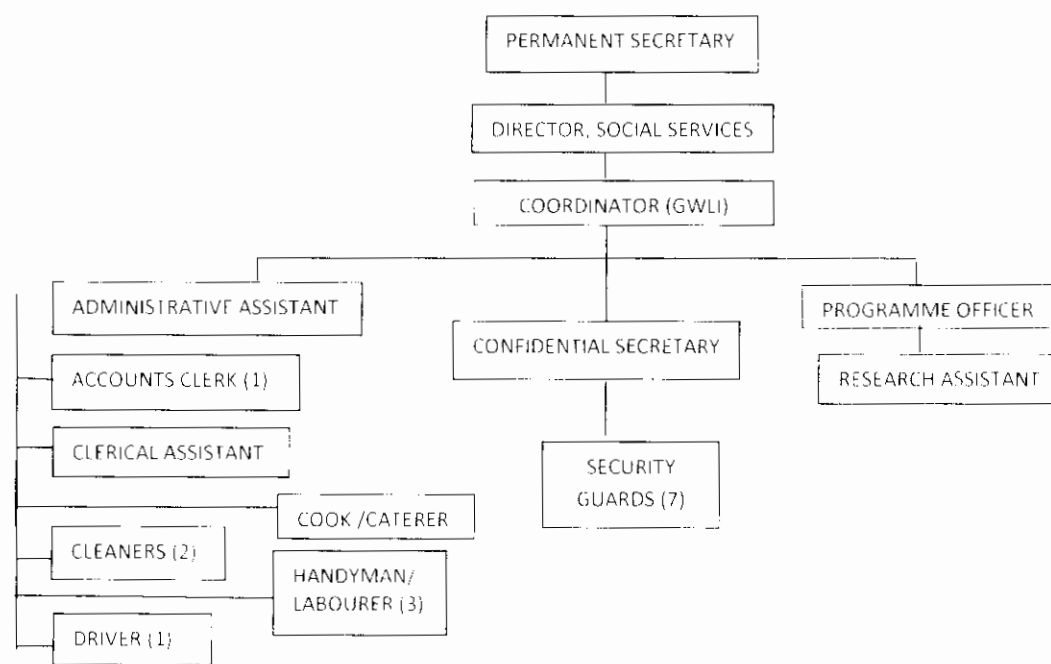
To create and implement gender focused education and training programmes for women and men in the government, non-government, public, and private sectors in order to promote gender awareness and equity and enable the full participation of women in leadership and decision-making processes throughout society, thereby contributing to the equitable and sustainable development of Guyana.

3.2.11.2. FUNCTIONS

- 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.

3.2.11.3. ORGANIZATIONAL STRUCTURE

The department is organized as depicted in the table below:



3.2.11.4. STAFFING

The staffing position of the GWLI as at December 31, 2016 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	

3.2.12. WOMEN OF WORTH (WOW) UNIT

3.2.12.1. MISSION

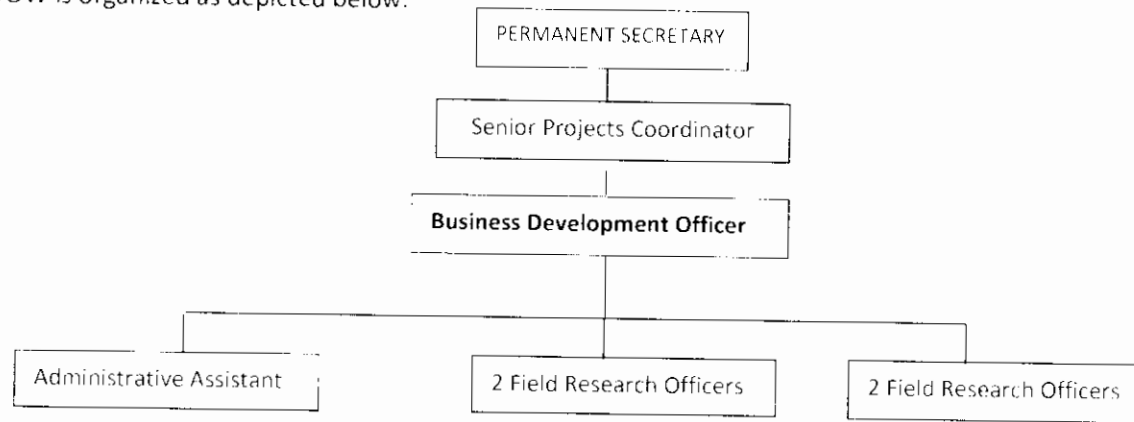
To remove the barriers single parent women face, enhance their self-esteem, empower them to take advantage of the economic opportunities around them and heighten their participation in society.

3.2.12.2. FUNCTIONS

- Provide access to financial resources and business development interventions for female single parents desirous expanding existing 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.

3.2.12.3. ORGANIZATIONAL STRUCTURE

The WOW is organized as depicted below:



3.2.12.4. STAFFING

At the end of December, 2016, the staffing position of the WOMEN OF WORTH UNIT was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Senior Projects Coordinator	1	1	0	0	
Business Development Officer	1	1	0	0	BDO assumed duties in June 2016
Micro Credit Officers	4	1	0	3	
Administrative Assistant	1	0	0	1	
TOTAL	7	3	0	4	

3.2.13. COUNTER TRAFFICKING IN PERSONS

3.2.13.1. MISSION

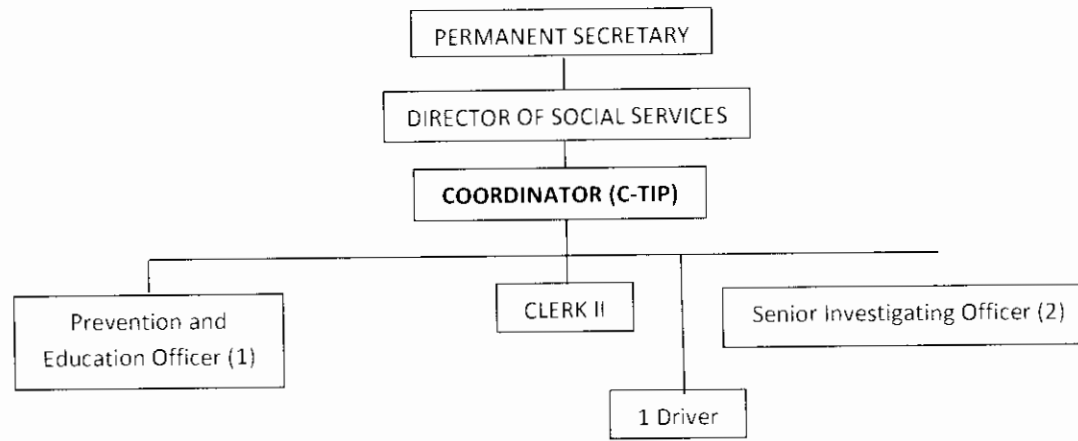
To collaborate with government and non-government organizations, as well as other stakeholders in disseminating information to reduce the incidence of trafficking in persons in Guyana and providing a support mechanism to alleged survivors of human trafficking to enhance their life skills.

3.2.13.2. 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

3.2.13.3. ORGANIZATIONAL STRUCTURE

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



3.2.13.4. STAFFING

The staffing of the Department at December 31, 2016 was as depicted in the Table below:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Coordinator	1	1	0	0	
Senior Investigating Officer	2		0	2	2 Retired Probation Officers assigned duties
Prevention and Education Officer	1	1	0	0	
Investigating Liaison Officer	0	0	0	0	
Clerk 2	1	0	0	1	
Driver	1	1			
Total	6	3	0	3	

3.2.14. STATISTICAL DEPARTMENT

3.2.14.1. MISSION

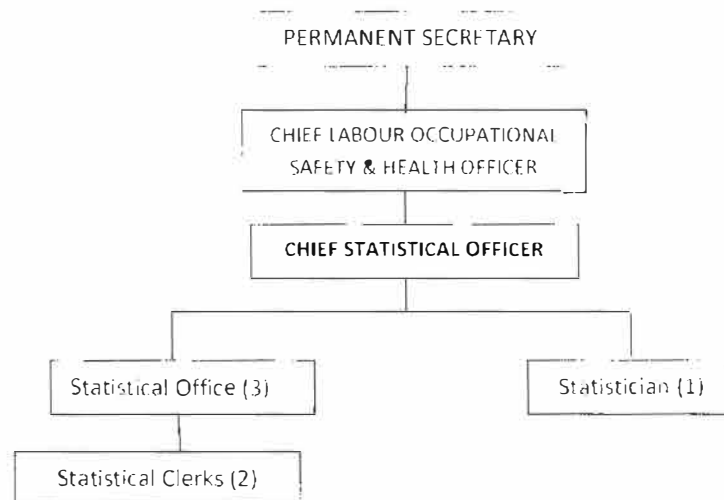
To ensure that policies relating to issues that fall under the purview of the Ministry Labour, Human Services and Social Security are evidenced-based as a result of the collection, analysis and dissemination of related statistics through the provision of up-to-date data on the work done in the Ministry's 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).

3.2.14.2. FUNCTIONS

- Collect, analyse 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.

3.2.14.3. ORGANIZATION STRUCTURE

At the end of December 2016, the Department was organized as follows



3.2.14.4. STAFFING

The staffing position of the Statistical Unit at the end of December 2016 was as follows:

POST	STAFF ESTABLISHMENT	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Chief Statistical Officer	1	1	0	0	Statistical Clerks were new positions from 2016.
Senior Statistician	1	0	0	1	
Statistical Officer	3	3	0	0	
Statistical Clerks	3	0	0	2	
TOTAL	7	4	0	3	

3.2.15. INDUSTRIAL RELATIONS, OCCUPATION SAFETY AND HEALTH DEPARTMENT

3.2.15.1. MISSION

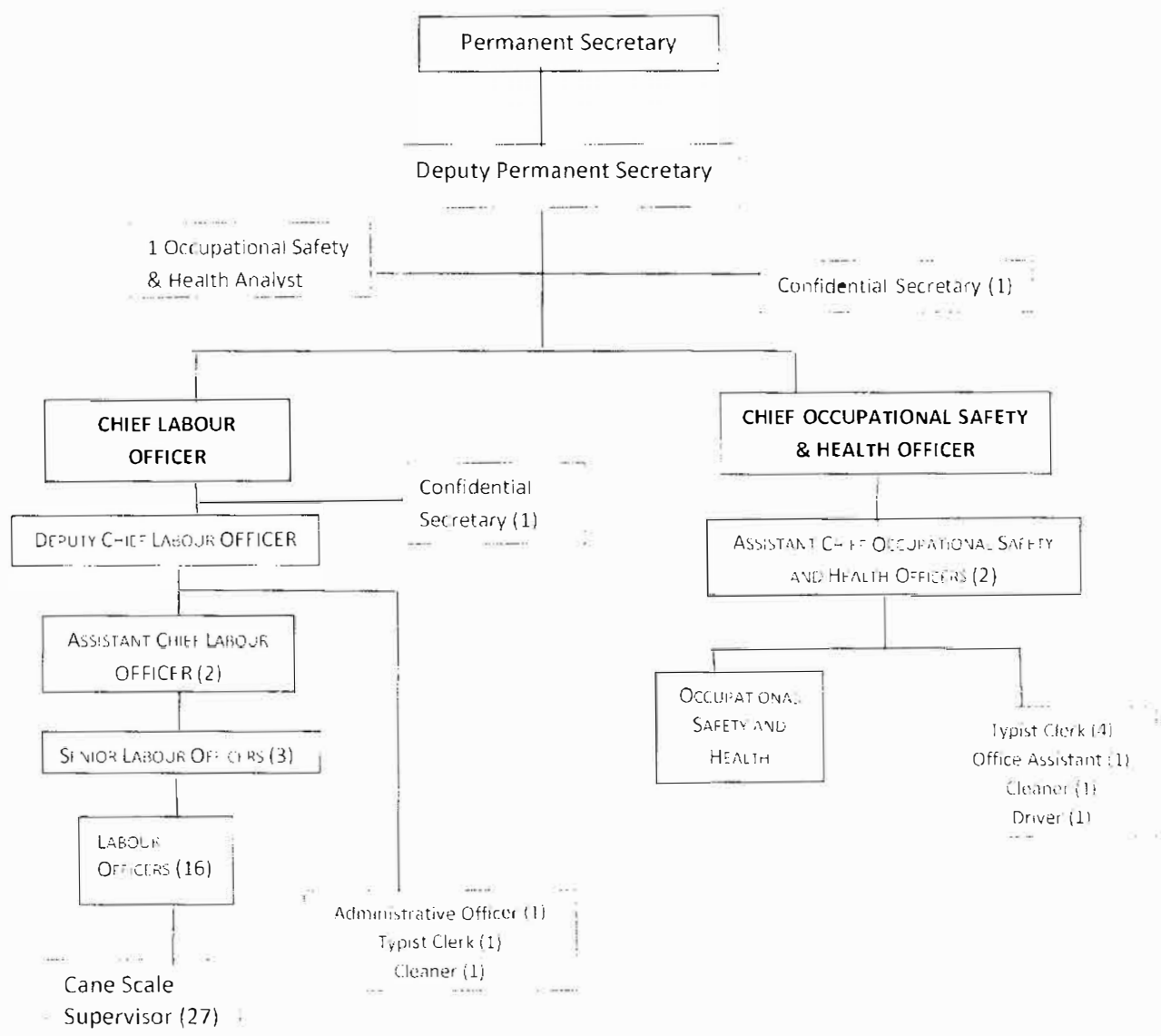
The mission of the Industrial Relations, Occupation Safety Health (Labour) Department is:

'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'.

3.2.15.2. FUNCTIONS

- 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 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
- Facilitate the promotion of programs to enhance production and productivity
- Monitor Cane Scale Supervisors

2.15.3. ORGANIZATIONAL CHART



3.2.15.4. STAFFING

The staffing position of the aforementioned department at the end of December, 2016 was as follows:

POSTS	STAFF ESTABLISH.	NO. FILLED	No. ACTING	VACANCIES	COMMENTS
Occupational Safety and Health Analyst	1	0	0	1	
Chief Labour	1	0	1	1	
Assistant Chief Labour	2	1	0	1	
Senior Labour	3	1	0	2	
Labour Officer	16	9	0	7	
Confidential Secretary	1	1	0	0	
Administrative Officer	1	1	0	0	
Typist Clerk	1	0	1	1	
Chief Occupational Safety and Health Officer	1	0	0	1	
Deputy Chief Labour Officer	1	0	0	1	
Assistant Chief Occupational; Safety and Health Officer	2	0	0	2	
Occupational Safety and Health Officer	10	0	0	10	
Typist Clerk	4	2	0	2	
Office Assistant	1	1	0	0	
Cleaner	2	2	0	0	
Driver	3	3	0	0	
Cane Scale Supervisors	27	21	0	6	
Cleaner	1	1	0	0	
TOTAL	78	43	2	35	

3.2.16. COOPERATIVES DEPARTMENT

3.2.16.1. MISSION

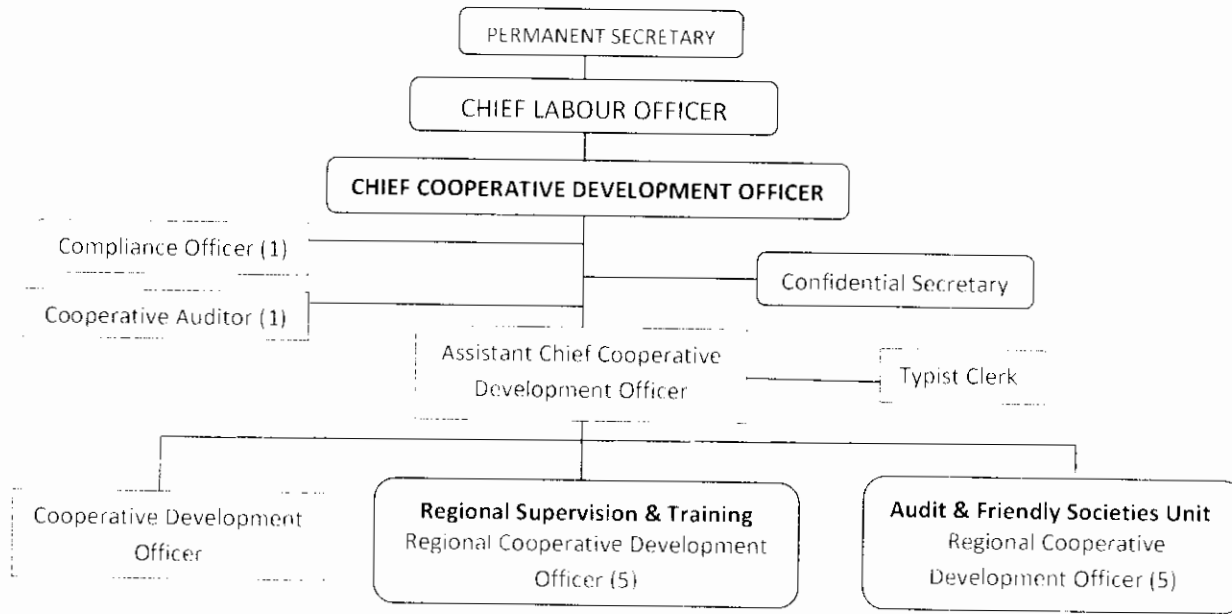
To guide, support, monitor and regulate Co-operatives Development in the ten (10) Administrative Regions of Guyana, specifically, Co-operative Societies and Friendly Societies.

3.2.16.2. FUNCTIONS

- 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.

3.2.16.3. ORGANIZATIONAL STRUCTURE

At the end of December 2016, the Department was organized as follows:



3.2.16.4. STAFFING

The Department's staffing position at December 2016 was as follows:

POST	STAFF ESTABLH	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Chief Cooperative Development Officer/Registrar of Friendly Societies	1	1	0	0	
Assistant Chief Cooperative Development Officer	0	0	0	0	This position is not authorized. Efforts are in train to have it regularized.
Compliance Officer	1	1	0	0	
Regional Cooperative Development Officer(RCDO)	10	3	0	7	The Department is taking steps to recruit more staff at this level.
Cooperative Auditor	1	0	0	1	
Cooperative Development Officer	10	1	0	9	
Confidential Secretary	1	1	0	0	
Typist Clerk	1	1	0	0	
Total	25	8	0	17	

NOTE: The division in the past had a complement of thirty staff members. However, over the years, the division experienced a massive reduction in its staff complement. The Department is still adversely affected by the lack of staff. During 2016 one (1) of the Regional Co-operatives Development Officers was transferred to another Department while another resigned. Additionally, there was a vacancy for a Chief Co-operatives Development Officer and a Compliance Officer, which was filled at the end of 2016. A person functioning as Assistant Chief Co-operatives Development Officer also resigned.

3.2.17. MANAGEMENT INFORMATION SYSTEMS (MISU) UNIT

3.2.17.1. MISSION

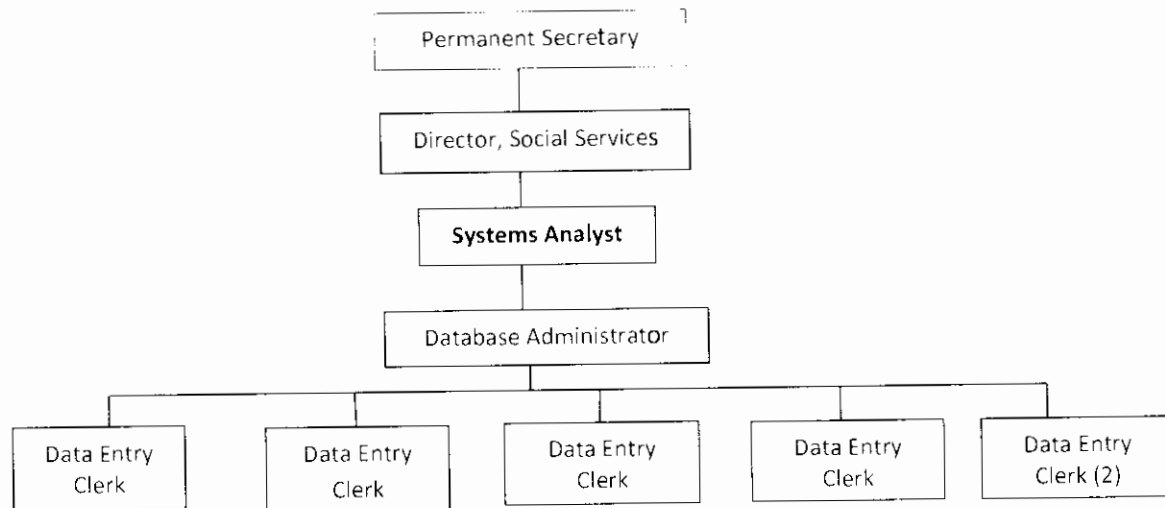
To provide IT support (hardware & software) to the Ministry and its various subordinate Units.

3.2.17.2. FUNCTIONS

- 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 MSP 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.

3.2.17.3. ORGANIZATIONAL STRUCTURE

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



3.2.17.4. STAFFING

The staffing position of the MISU at the end of December 2016 was as follows:

POST	STAFF ESTABLISHMENT	NO. FILLED	NO. ACTING	VACANCIES	COMMENTS
Systems Analyst	1	1		-	
Database Administrator	1	0		1	
Data Entry Clerk	6	6		-	
TOTAL	8	7		1	

3.2. 18. CENTRAL RECRUITMENT AND MANPOWER AGENCY

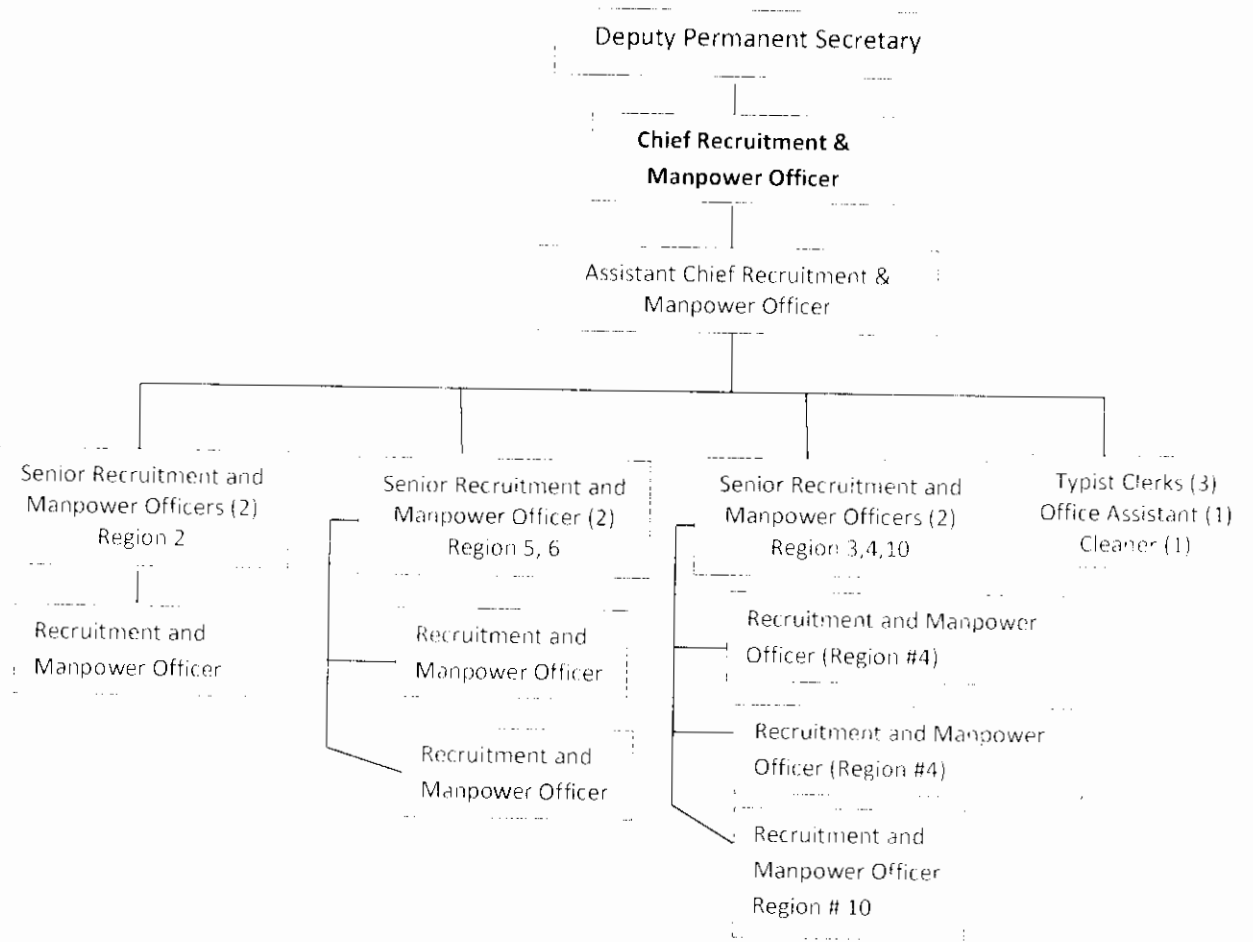
3.2.18.1. MISSION

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

3.2.18.2. 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

3.2.18.3. ORGANIZATIONAL STRUCTURE



3.2.18.4. STAFFING

AT THE END OF DECEMBER 2016, 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	0	0
Assistant Chief Recruitment Officer	1	1	0	0
Senior Recruitment and Placement Officer	6	4	0	2
Recruitment and Placement Officer	6	5	0	1
Typist Clerk	3	1	0	2
Office Assistant	1	0	0	1
Cleaner	1	1	0	0
TOTAL	19	13	0	6

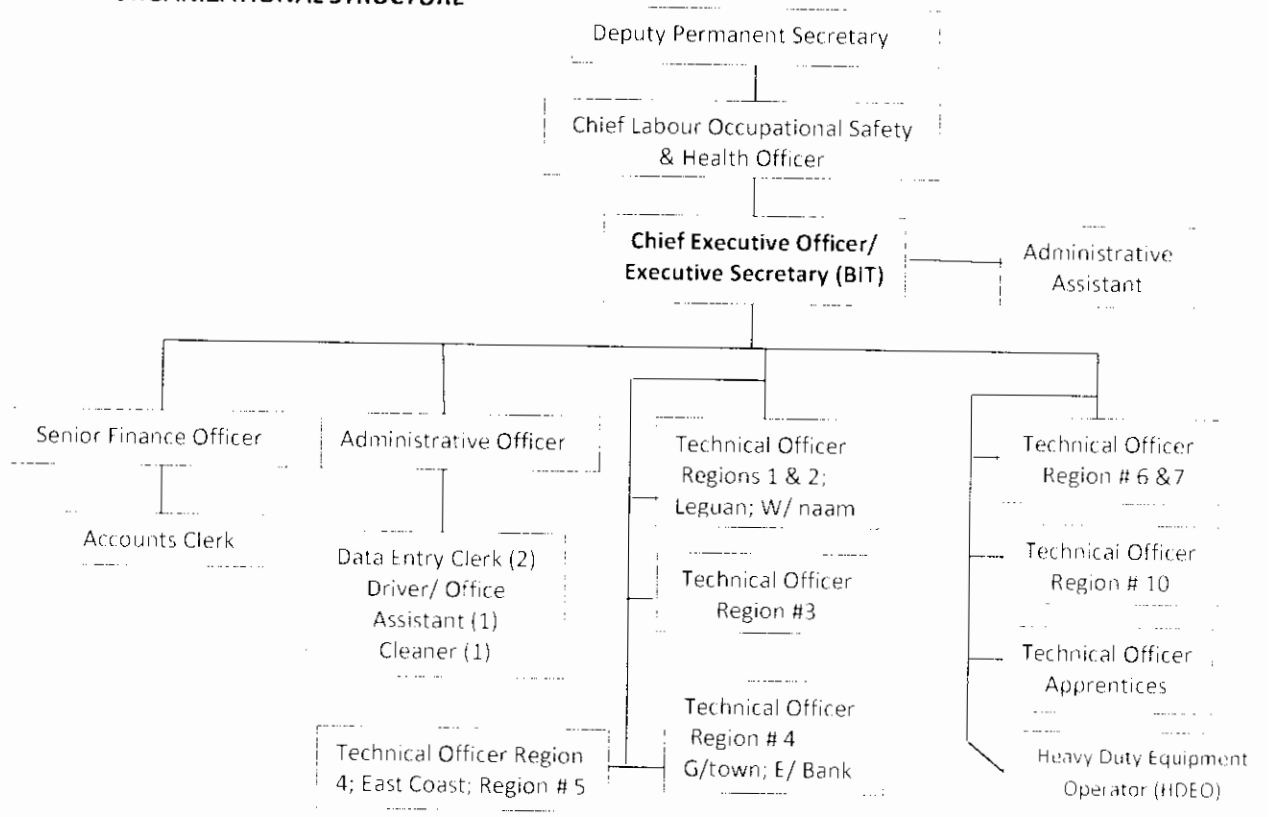
3.2.19. BOARD OF INDUSTRIAL TRAINING (BIT)**3.2.19.1. MISSION**

To promote TVET to satisfy the needs of the labour force in the industrial sector, to perform the regulatory functions for all apprenticeship schemes, and to issue certificates of competency for apprentices and trainees from other industrial training programmes, on successful completion of their training.

3.2.19.2. FUNCTIONS

- 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.

3.2.19.3. ORGANIZATIONAL STRUCTURE



3.2.19.4. STAFFING

At the end of December 2016, the staffing position of the BOARD OF INDUSTRIAL TRAINING was as follows:

POST	STAFF ESTABLISH	No. FILLED	No. ACTING	VACANCIES	COMMENTS
CEO/ SECRETARY	1	1	0	0	
SENIOR FINANCE OFFICER	1	1	0	0	
ADMINISTRATIVE OFFICER	1	1	0	0	
ADMINISTRATIVE ASSISTANT	1	1	0	0	
ACCOUNTS CLERK	1	1	0	0	
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	1	0	0	
TECHNICAL OFFICER- APPRENTICES	1	1	0	0	
HDEO TRAINING & MAINTENANCE OFFICER	1	1	0	0	
PLACEMENT & LMIS OFFICER	1	1	0	0	
DATA ENTRY CLERK	2	2	0	0	
DRIVER/ OFFICE ASSISTANT	2	2	0	0	
CLEANER	1	1	0	0	
TOTAL	19	19	0	0	

3.2.20: HUGO CHAVEZ CENTRE FOR REHABILITATIONS AND REINTEGRATION

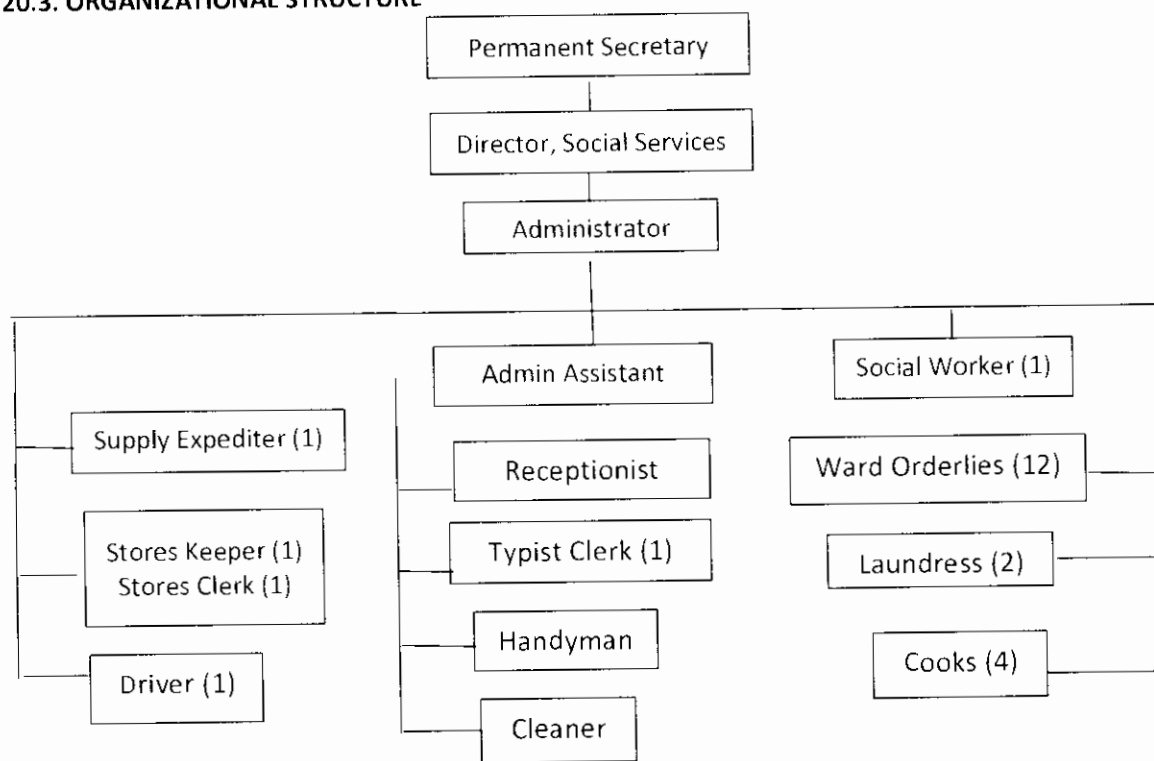
3.2.20.1. MISSION

To provide the most effective rehabilitation care for homeless residents of any race, religion or sex and to engage in research development and teaching programs to reduce dependency and to maintain a healthy environment of physical safety, medical, support and counselling services aimed at arresting social and emotional dysfunction.

3.2.20.2. FUNCTIONS

- Address the situation of homeless persons so that Guyana's development will not be hampered
- Provide housing for the homeless which will solve a part of a larger problem which may include inadequate education, domestic violence, poor employability and a general lack of community and personal concept.
- Reduce the vulnerability of persons living on the streets to illnesses, criminal activity as either victims or perpetrators, prostitution, HIV/AIDS and other social ills by providing psychosocial support
- Lower the cost to the country as a result of the multitude of social, medical and other problems that arise from the phenomenon of homeless street people
- Ensure Safety and security issues for all citizens
- Ensure that adequate laundry services are provided to the residents in the facility to promote patient comfort and care
- Manage the transportation needs of the facility
- Prepare nutritious meals for patients.

3.2.20.3. ORGANIZATIONAL STRUCTURE



3.2.21.4. STAFFING

At the end of December 2016, the staffing position of the Hugo Chavez Centre was as follows:

POST	STAFF ESTABLISH.	No. FILLED	No. ACTING	VACANCIES	COMMENTS
Administrator	1	1	0	0	
Admin Assistant	1	1	0	0	
Stores Keeper	1	1	0	0	
Stores Clerk	1	1	0	0	
Typist Clerk	1	1	0	0	
Receptionist	1	1	0	0	
Driver	1	1	0	0	
Laundress	2	2	0	0	
Handyman	1	1	0	0	
Cleaner	1	1	0	0	
Ward Orderlies	12	12	0	0	
Cooks	4	4	0	0	
Social Worker	1	0	0	1	
Supply Expediter	1	1	0	0	
Total	29	28	0	1	

In 2016, the Hugo Chavez Centre accommodated between 65-70 adults daily. It caters to able bodied persons and persons deemed to be mentally sound.

4.0. SUMMARY AND REVIEW OF CURRENT YEAR'S PROGRAMME [2016]

4.1. ADMINISTRATION

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	Description	Quantity	Actual No.	%	
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.	48 divisional meetings	48 divisional meetings	100%	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 typing, record and administrative services	21 departments	21 departments	100 %	While having to cope with increased work load and re-assignment and reallocation of personnel, the department was able to provide adequate support to the various technical departments across the Ministry. In some instances, the demand was not met as speedily as desired but the general approach was to deal with all requests from a priority basis.
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	Process invoices for 21 departments	Process invoices for 21 departments	100%	All correspondence received was dealt with promptly, since failure to do so would have led to significant dysfunction within the Ministry as critical utilities, such as electricity and telephone, might have been disconnected, thereby causing the services to be delivered to clients to be negatively impacted.
4.1.5 ¹	Maintain the Ministry's buildings and compounds.	9 Buildings & 9 compounds maintained	9 Buildings & 9 compounds	100%	These were housed in nine (9) locations (namely Lamaha and East Streets, Cornhill Street, Palms, Labour Dept.; Drop-in-Centre, Childcare and Protection Agency, Mahaica Hospital; Mahaica Children's Home, probation Officer at New Amsterdam and Whim) as well as the corresponding nine (9) compounds. Maintenance was done in keeping with planned schedules for the year 2016. Some unplanned work was also done. (Budgetary

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	Description	Quantity	Actual No.	%	
					provision is always made for the unplanned/contingencies that were made to re-allocate funds according to priorities and the critical nature of emerging situations).
4.1.6	Systemic maintenance of office equipment – computers, AC Units, Office furniture, refrigerators, televisions including the upgrade and replacement of computers. Maintenance of three (3) generators.	322 office furniture & equipment	315 office furniture & equipment	98%	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. Seven (7) equipment was listed as unserviceable.
4.1.7	Systemic maintenance of 24 vehicles to maintain functionality.	24 vehicles	20 vehicles	83%	Regular servicing of vehicles, through the implementation of a Prevention Management Programme, ensured road worthiness and the Transport division was able to respond to the majority of requests from their internal clients. Four of the vehicles have been deemed unserviceable.
4.1.8	Provide transportation for use by divisions:	Requests from 21 departments satisfied	21 departments	100%	The fleet of vehicles is organised 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. While the coverage to service all the departments was satisfied there were times when the Department was unable to satisfy all requests received. This 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; (iv) late requests and (v) conflicting/competing requests.
4.1.9	Maintain adequate supply of office and sanitation materials and supplies, including availability of potable water.	(a) 100% office requirements in 21 departments	21 Departments satisfied Daily supply of potable	a)100%	Timely Monthly procurement by the Accounts responded to planned requests from Departments thereby ensuring that there were always adequate supplies in stock to satisfy office as well as cleaning demands across the Ministry. The availability of funds

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	Description	Quantity	Actual No.	%	
		Satisfied; (b) potable water requirements satisfied in 9 Office Locations	water in 9 Office Locations	b)100%	enabled such procurement. Accordingly, no significant complaints were levelled regarding these matters by either staff members or clients. Agreements with providers ensured potable water was always available.
4.1.10	Execute all arrangements to ensure that requests from Departments for staff to attend / participate in various official events were successfully concluded.	Arrangements for 100% of invitations completed	Departments participated in all events to which they were invited.	100%	These events were work related and included conference; seminars, visits to the regions, receptions etc. The achievement level was realized since the activities were deemed essential and were scheduled as priorities within the activities discharged by the Administration Department. Where it was needed, funds were made available, since Departments had budgeted for these events and the allocations were adequate.
4.1.11	Direct and supervise the work of the Assistant Secretary (G), Registry Supervisor, Cleaners and other ancillary staff through planned weekly meetings on a 'one-to-one' basis	52 meetings	52 meetings	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 weekly meetings where targets were discussed and issues and constraints promptly addressed; (3) the nature of the job demanded 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	Compliance by all departments in energy conservation practices and telephone usage through oversight by 100% of Programme Managers.	2016 Budget for Telephone charges: \$87,765 M	Actual Expenditure: \$66,968 M	24% savings	As Guyana continues to seek greener ways of operating, the MSP also started on the path of ensuring efficient use of its utility services. The MSP employed the following methods to ensure efficient use of its financial resources in this operational expense category: a) Better oversight by Programme Managers as well as increased monitoring of telephone and utility bills and follow-up action by the Administration Department

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	Description	Quantity	Actual No.	%	
					b) Installing energy saving equipment 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). Due to the energy conservation methods employed, savings on budget continue to be realized under utility charges.
4.1.13.	Ensure that the annual staff conference was executed as planned	a) Two (2) Review Meetings: b)1 Staff Conference	a) Two (2) Review Meetings b)1 Staff Conference	100% 100%	Staff conference and two (2) Review Meetings were held with Heads of Department and the Ministers of Social Protection and opportunities for examination and analysis of operations were provided. All logistical arrangements were effectively discharged. This annual event was mandatory with the Minister of MSP in attendance. Funds were therefore available to ensure the activity was executed.
4.1.14	Ensure 24-hours security ² service at all ministry locations	9 locations	9 locations	100%	All locations had adequate security personnel; however there were some issues with the quality of personnel employed by some of the security firms. The MSP, once recognizing the issues, quickly engaged the security firms to have these matters rectified. Some of the issues were poor quality of Security Personnel at Water and Cornhill Streets, Palms, Lamaha Street, Childcare and Protection Agency, Mahaica Children's Home and Mahaica Hospital. Quick resolution was given and the security firms changed the guards stationed at the relevant locations.

4.2. ACCOUNTS -BUDGET AND FINANCE DEPARTMENT

ITEM	TARGET SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	Description	Amount	Actual No	%	
4.2.1	Prepare and submit Quarterly Cash Flow Statement during the final week of each quarter.	16 Statements	16 Statements	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	Prepared and submit Semi-Annual Reports to the Ministry of Finance one week prior to the date scheduled for the budget review meeting.	2 reports	2 Reports	100%	All reports submitted one week prior to the scheduled date of budget review meeting since they constitute the basis for that review.
4.2.3	Prepare and process Payment Vouchers on a timely basis.	Numbers unavailable	Numbers unavailable	90%	Delays in processing Payments were due to the late release of funds as well as the late submission of claims by contractors.
4.2.4	Reconcile the three main Bank Accounts by January 31 st , 2017.	3 Main Bank Accounts reconciled.	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 minor queries from the Ministry of Finance on expenditure issues, within 2 days of receipt.	Respond to 100% queries	Numbers unavailable	100%	Some queries had to be addressed by persons outside of the Accounts Department and this contributed to instances of delays in the overall 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.	12 statements	12 statements	100%	All monthly revenue statements were submitted to the Ministry of Finance on time.
4.2.7	Facilitate the payment of Old Age Pension and Public Assistance via the Post Office every month.	12 months	12 months	100%	Funds to facilitate the payment of Old Age Payment 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).

ITEM	TARGET SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	Description of Target	Amount	Actual No	%	
4.2.8	Reconcile Guyana Post Office Payments with No. of (OAP) 554,579 and (PA) 92,955 coupons received.	12 Statements	12 Statements	100%	Reconciliations are done monthly, since this is a critical financial requirement.
4.2.9	Pay to 100% of Old Age Pensioners and Public Assistance 'Shut-Ins' on a timely basis in the following locations:	OAP	PA	100%	All 'Shut -Ins' received their Old Age Pension or Public Assistance on a timely basis. This is a function of the department based on a Ministry policy directive, failure of which would result in Public outcry given the economic status of the recipients.
	1. Pomeroon River	192	32		
	2. Berbice River	102	10		
	3. Georgetown Homes	116	24		
	4. Kato	336	65		
	5. Guyana Post Office	46,215	7,746		

**4.3.
PERSONNEL DEPARTMENT**

ITEM	TARGETS SET		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS.	PERCENT.	
4.3.1	Process all types of leave applications e.g. (annual, special, maternity and study leave).	The total staffing was 593 employees.	Annual - 463 Sick Leave-603 Maternity- 12 No pay- 20 Special - 10	78%	Applications for annual leave were received within the time frame of two (2) weeks in keeping with the Leave Roster submitted by Departments. The remaining 22% was not processed due to (a) the exigencies of the service and (b) many contract employees were not eligible for leave since they had not completed their one year of service.

ITEM	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS.	PERCENT.	
4.3.2.	Recruitment: (a) to ensure that all vacancies at the various levels are filled with adequate and qualified staff. For priority areas: Night Shelter, Palms, Administration, Personnel, and Computer Room.	75 identified positions	25 positions	34%	The portion of the target that was achieved related to contract employees whose engagement was allowed by the Ministry [one-year contracts] under existing employment Policy. The other vacancies required the processing / authorization of the PSC. These vacancies were advertised by the PSC in late October and consequently, by the end of December 2016, were not filled.
4.3.3.	Maintain Volunteer and Part Time/ Relief staff at the Labour Department, Palms, Night Shelter and Child Care and Protection Agency	30 employees	30 Temporary staff	100%	The volunteer programme continued apace. The constant availability of these additional resources compensated for absences caused by regular staff on vacation leave and; on 'time off' or who were absent for various reasons. Significant support augmented the critical shortages at the Palms as well as the Children's Homes at Sophia and Mahaica.
4.3.4.	Maintain Staff list for all the Programmes within the Ministry,	(a) 4 progs. (b) 593 records	(a) 4 programmes (b) 400 records	67 %	The shortfall was due to the inability of the Department to gather the accurate information from staff on a timely basis to complete the Records of Service and Staff list which was not done as required on a yearly basis. This was a result of staff shortages in the department.
4.3.5.	Prepare and submit superannuation documents for staff that were due to be retired in 2015.	12 persons	(12)	100%	The timely submission of approvals for staff to retire from the Public Service Commission was a major factor in the successful completion of benefits for all retirees under review. This was a priority for the department.
4.3.6	Update Records of Service for staff members with (a) Changes in their salaries (b) changes in employment status, (c) change of Names – requests	(a) 100% (593 records) (b) 100% (c) 100%	(a) 593 (b) 10 (c) 2	(a) 100 % (b) 100% (c) 100%	The achievement was completed based on the timely releases of salary increases paid to all staff in October compared to previous years where increases were paid in December by the Ministry of Finance. The early payment allowed for updating before the end of the fiscal year and gave the Department adequate time to recheck the figures and to effect corrections where required before the end of the year.

ITEM	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS.	PERCENT.	
4.3.7	Disciplinary matters (a) Instances of late coming (b) Other areas (misconduct)	(a) 25 instances (b) 10 cases	20 instances 7 cases	80% 70%	The number of reports relating to lateness and absences without the required approval of leave decreased in 2015, falling five short of what was projected. This is as a result of several notices sent to Departments reminding staff members of their responsibility as employees. However, regarding misconduct, three cases from 2015, which were not completed, were carried over to 2016 since they required disciplinary action by the Public Service Commission. Those cases represent the short fall in the target achievement.
4.3.8	Process Responsibility Allowances for staff temporarily performing higher duties.	30 persons	30 persons	100%	Responsibility allowance is paid to staff that perform the duties of officers who proceed on leave in excess of 21 days. The achievement of this target resulted from the timely submission of leave requests by substantive position holders along with recommendations by their Departmental Heads. This enabled the swift processing and transmission of these matters to the Department of the Public Service and the consequential early approvals.
4.3.9	Execute Renewal of Contracts	365 contracts	328 Contracts	90%	The shortfall in the target resulted from the late requests, by a few employees, to have their contracts renewed despite the three (3) months reminder that was given by Personnel Dept. In these instances, the smooth and timely processing of those contracts was executed. Also, in some instances, these outstanding contracts included the 'roll over' of contracts from 2015.
4.3.10	Process Duty Free Concessions for eligible staff.	36 applications	36 applications	100%	The applications comprised first time applicants as well as 'old' employees who were requesting the concession for a second, third time or even fourth instance. All required information for the processing of duty free concessions was submitted to the Personnel department resulting in timely submission to the Department of the Public Service for approval.

ITEM	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS.	PERCENT.	
4.3.11	Process applications for Motor Car Advance from the Ministry of Finance.	10 applications received	10 applications approved	100%	All required information for the processing of the requests for Motor Car Advances was submitted by the applicants to the Personnel Division. The Department treated these requests as priorities since they had implications for performance on the job. Consequently, submissions were made promptly to the MOF
4.3.12	Develop Job Descriptions including related Job Specifications for new positions and existing programmes.	40 job Descriptions	40 new and 5 old positions, redefined	112%	Targeted Divisions were Counter in Trafficking in Persons Unit; Women of Worth; Sexual Offences and Domestic Violence Policy Unit; Child Care and Protection Agency; Stores; Procurement Unit; Labour and Occupational Safety and Health Department. All required information for the creation of these emerging positions as well as the related organizational charts were submitted to the Department of the Public Service for review and approval.
4.3.13	Re-classification and re-designations of Inventory positions.	Programme.3: - 10 staff Snr Tech. - (10). Tech. Staff	9 positions 10 Positions	90 % 100%	The shortfall resulted from an absence of appraisal reports for the post holders in affected positions. These were necessary pre-requisites for the reclassification of the incumbents of these positions and needed to be available before recommendations from the Ministry could be submitted to the PSM for approval.
4.3.14	Responding to training opportunities provided by Public Service Ministry and other training providers for various levels of staff.	A) PSM – 30 staff B) Global Tech. Institute – 17 staff	30 staff 17 staff	100% 100%	Training was offered by the PSM with a scope that included - Orientation/Induction for new employees, Team Management, Principles of Professional, Secretarial Practice, Supervisory Management, Customer Care and promoting the right image etc. While there is no comprehensive training needs assessment report for the entire Ministry, departments would have done appraisals thereby enabling the identification of employees' weaknesses. Personnel Department advertised the training opportunities to departments across the Ministry indicating the number of available places in the offers and requesting nominations. In some cases, the programme was modular. The training at Global Technology was to build / strengthen IT capacity in the Ministry. Funds were available in the Ministry's budget to support these initiatives.

ITEM	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS.	PERCENT.	
4.3.15	Provide 'on the job' training to Students from Secondary Schools as part of MOE's Work Study Programme.	22 students	22 students	100%	The Work Study programme involving the Ministry is an annual event for which funds are always made available. This partnership also benefits the Ministry in disposing of some of its simple but important administrative activities. It has become increasingly important in providing 'extra hands' in the light of the several vacancies at lower levels in the Ministry.
4.3.16	Process all Resignations/Dismissals- for all levels across all Programmes.	Resignations: Target 22 Non-Renewal of Contracts:18 c) Dismissal: 12	a) 17 staff b) 18 staff c) 12 staff	100% 100% 100%	The provision of well-timed notices caused the resignations to be processed promptly, thereby resulting in the salaries to be ceased without any over payment at each category.
4.3.17	Staff Welfare Maintenance: Purchase of Get Well Cards, sympathy cards to show empathy / appreciation of staff members who delivered babies.	100% response to every significant event of staff.	10 staff received such recognition.	100%	This is part of the Ministry's policy in order to demonstrate that staff are our most precious resource and are valued. Once notified in a timely way, the Administration was able to provide the necessary tokens to appreciative staff members. The level of success attained was as a result of collaboration between Departmental heads and the Personnel Department.
4.3.18	Recognize Staff for the period ending 2016 and honour them with Plaques: (a) Long and Dedicated service - Middle and Junior Levels (c) Retirement of all categories	a) 34 staff b) 8 staff	a)34 staff b) 8 staff	100% 100%	Both categories of staff who served in various capacities at the Middle and Junior levels were honored alongside those who retired during the year. This celebration was held in December 18, 2016 at the Ministry's Annual Staff Conference.

4. 4. CHILD CARE AND PROTECTION AGENCY

ITEM	TARGET SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS /FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOs	%	
4.4.1	Family Assistance – Provide psychosocial support and other assistance to children and families at risk	8,000 children and their families	5,067 children and their families	63%	The support consisted of counselling, education, training, financial assistance and empowerment for alleviation of poverty and prevention of child abuse and unnecessary separation of children from their parents. The Agency experienced a shortfall in the target set as result of inadequate staff strength and resources.
4.4.2	Investigate Child Abuse Reports	To respond to 4,000 reported cases	3,842 cases	96%	Responding to this number of cases with the staff strength is remarkable and could only have been accomplished as a result of tenacity and commitment of the officers since these matters were complex and highly sensitive. The number of cases reflected all reported to the Agency during the period under review.
4.4.3	Provide Safe Places and recovery for victims of child abuse	300 victims placed in safe care according to the need	232 victims	77.3%	The Agency seeks to ensure that children, in dire need of protection, are taken to a safe place so that they can receive help for recovery and rehabilitation. Notwithstanding this, much work is being done to build the capacity of parents to lessen the need for alternative care for children.
4.4.5.	Facilitate the Reunification of children from the Private and Government Orphanages.	200 children living in institutions	28 children	14%	These children were reunified with their families with continued psychosocial and other support. Failure to achieve the target was due to inadequate resources available to meet the needs of families particularly their need for adequate mental health assistance, substance abuse rehabilitation and socioeconomic improvement. When children are returned we must be able to ensure their continued wellbeing.

ITEM	TARGET SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS /FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOs	%	
4.4.10	Facilitate Empowerment programmes for children in care.	4 skills training programmes.	4 skills training programmes.	100%	The programmes were delivered to the children in State care throughout the year and comprised Dancing; Literacy; Sports: Football, cricket and karate and Life Skills. Each of the four programmes aimed at accommodating no less than 25 children. All the programmes were successfully completed and over 200 children benefitted.
4.4.11	Mission Child Protection: Execute Street Campaigns in Regions: 4, 5.6	200 children removed	Nil	Nil	The aim of these campaigns was to remove children from the streets and other risky places in Georgetown and in the Regions. One street raid was planned for every three months. The failure to undertake this activity was due to inadequate staff strength and the absence of resources such as a processing centre, since the Drop-in-Centre in Hadfield Street is unavailable as it was destroyed in a fire.
4.4.12	Ensure the effective Operation of the Government Care Centres (Safe houses) for children in extremely vulnerable situations.	A minimum of 300 children at any one time	The average monthly accommodation is 200	67%	The three (3) Government Care Centres are - Mahaica, Sophia and Drop-in-Centre. The decline in accommodation is attributed to the deinstitutionalization programme and the promotion of family-based care for children in need of alternative care options.
4.4.13	Deliver Public Awareness Programmes on Child Rights, Child Abuse and Fostering of Children via multimedia campaign.	8 Ads, 1 documentary and 1 radio series were aired	8 Ads, 1 documentary and 1 radio series	100%	Much work was done during the period under review but more is needed to reach the interior population. It was planned that 75 % of the population would be reached but from observation and the collective estimation of staff, and it is estimated that approximately 45 % of the population was sensitized.

ITEM	TARGET SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS /FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.4.14	Facilitate the Adoption Process by convening all statutory Board meetings	12 statutory meetings	12 meetings convened	100%	The adoption process requires the approval of the Adoption Board. Given the mandate of the Agency, this was a priority function. Payment of Stipends to Board Members and other activities for monthly meetings of the Board encouraged++6 active participation. This year 79 cases were processed and presented for adoption. 77 cases were approved – 31 male and 46 female children. The Agency's success was as a result of its commitment to provide vulnerable children with families.
4.4.15	Refer Cases to the Child Advocacy Centres (One Stop Centres) In Region 2, 3,4,5	200 cases referred to the Centre	168 cases	84%	These Centres - <i>Child Link and Blossom Int.</i> , were established through the agreed Interagency collaboration among <i>CPA, the Police; the DPP Chambers and The Courts</i> . Their objective is to conduct child sexual abuse interviews and make team decisions about investigation, treatment, case management and prosecution. The success realized was due to the fact that the centres were provided with the necessary support for the investigation, the court case and therapeutic treatment for children and families. The cases that were not completed resulted from the absence of Centres in Region 6, 7 & 10. It is planned to have Centres established in these Districts by 2017.
4.4.16	The Early Childhood Development Programme (ECD): Register, license and monitor Childcare facilities in Guyana.	380 Child Care Facilities captured in a database in preparation for the licensing process	326 child care facilities captured in a database.	85.8%	In May 4, 2016 the Regulations were passed in the National Assembly, giving clear guidelines for the establishment and day to day running of child care facilities in Guyana. By November 8, Registration and Licensing (R&L) Officers were appointed and commenced the preparation process for Registering and Licensing. By the end of the year, 13 care facilities were Licensed in Regions 3 & 4. The Registration process and Licensing is set to seriously commence in 2017.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.4.17	Implement School Vacation Camps for vulnerable children in 'care'.	250 children	220 children in care	88%	The programme was a success because the Agency was able to expose children to training activities that promoted life and employable skills. Additionally, there were a number of activities for the children including computer training programmes. Funds and other resources were available from the National Budget.
4.4.18	Promote and implement a programme of National Events to promote the safety and well-being of children.	a) 1 Child Protection Week Activities b) 1 Foster Care Month	a) 1 Week of Activities b) 1 Month of Foster Care Month	100%	Funding was provided and budgeted for the National programmes. These programmes were used to raise the level of public awareness to the plight of vulnerable children.
4.4.19	Convene the Annual Staff Conference to review the Agency's Work Performance	1 Conference	1 Conference	100%	This was a critical annual activity for which a budget was included and approved in the Ministry's Budgetary allocations for 2016. The Hon. Minister of Social Protection was the Patron of the event.
4.4.20	Support the Dperations of the Family Court Services	The Preparation of 120 Custody Evaluation Reports and the execution of Orders for the Court	19 cases: 10 custody reports; 9 Protective Orders	16%	Family, Divorce and Matrimonial Jurisdiction of the Supreme Court of Judicature officially commenced on the 6 th June, 2016. The Family Court works directly with families providing guidance through what is called an ' <i>a direction hearing</i> ', while families themselves come to a solution in a reasonable time. Thus, the overriding rule that guides the functioning of the Court is to enable the court to deal with family matters justly and, in proceedings that affect any child or relate to the welfare of any child, gives first and paramount consideration to the best interest of that child. The Childcare and Protection Agency Liaison to the Family Court is responsible for the effective management of the Childcare and Protection Agency's services to the Family Court that relates to the protection and welfare of children and families. The shortfall experienced regarding the set target came about from the late launching of the Family Court.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS		
4.4.21	Support Children 'Aging-Out' of the Formal Care System through the operations of the <i>Half-Way House</i> facility.	20 Youth	15 youths	75%	These are children set to ' <i>age-out</i> ' of the formal care system without linkages to family or an adult. The support consists of (a) the provision of board and lodgings; (b) the provision of stipends for skills training programmes or attendance at higher educational institutions. This assistance covers their transition to adulthood and independent living. The aim is to enable a smooth transition and to prevent these youths from falling prey to the social ills of society such as homelessness/street dwelling.
4.4.22	Response to Calls to the <i>Child Abuse Hotline Services</i>	100% response to incoming calls: 300 calls	360 calls responded to	120%	The aim of these hotline calls is to rescue children from abuse or threat of abuse. Success was due to the increase in public awareness regarding the availability of the Hotline and the Agency's prompt response with practical solutions to issues.
4.4.23	Conduct Sensitization Programmes (a) Child Protection Week – September 20-26, 2016 Theme: " <i>Children's Safety and Security our Priority.</i> "	1 Event	1 Event	100%	Child Protection Week is the key vehicle used to sensitize the general public regarding Child Abuse issues. It is highlighted annually as a National Project with the main purpose of increasing common awareness and understanding of the importance of primary prevention to reduce child abuse and neglect in our society. This is affected by instilling the core principle that ' <i>child protection is everyone's businesses</i> '. As a priority National Event, funds are always made available for its execution.
4.4.24	(b) Foster Care/ Month November, 2016	1 month of events	1 month of events	100%	The objectives of this activity were to: a) Raise awareness of the Foster Care Programme; b) Highlight the fulfilling aspects of becoming a foster parent; c) Gain support and increase core list of prospective foster parents; d) Recognize contribution of existing foster parents. In 2016, the success of the programme was exhibited in the following statistics: 165 children (94 girls and 71 boys) with 108 foster parents. Of the 165 children, 101 were in Kinship Foster Care while 64 were in Non-biological Foster Care. This event was readily funded since it was deemed a national priority event. All activities planned were successfully executed.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.4.25	Implement Sensitization Phase of the <i>Teen Pregnancy Prevention and Empowerment Programme</i>	1 st Phase completed – Sensitization sessions with at risk youth. In Reg. 5 & 6.	1 st Phase completed – Sensitization sessions with at risk youth. In Reg. 5 & 6.	100%	This programme was piloted in the second quarter of 2016. It was of 12 weeks in duration, with facilitators drawn from NGO and GOG collaborators. It aims to combat the high rate of teenage and adolescent pregnancy in the country by increasing the knowledge of the target group of preventing HIV, STDs and unwanted pregnancy, and providing them with case work support for personal development. It builds awareness through a series of workshops on current societal risk factors. By the end of 2016, South Georgetown and Bartica District, Region 5 and 6 completed the first phase of the programme and were preparing to undertake the second phase, the follow-up sessions. The scheduled outcome evaluation will take place in 2017. It will measure the impact of the programme of getting teens and adolescent to delay involvement in sexual activity and/ or practice safe sex.
4.4.26	Family Service Unit	1 Unit Established	2 persons appointed	50%	This is a special unit added to the agency's structure to allow for increased focus on services for the family. It augments the work of the 48 Child Protection Officers whose high caseloads have resulted in a deficiency in therapeutic services for the victims and their families. This new section will concentrate on the provision of services to the child and family for the continued wellbeing of the child; much of the work will be done by skilled, capable persons in the community. The agency is embarking on establishing extensive collaboration with governmental and non-governmental agencies, including Religious Organizations for social network support for the families at the community level. Funds were made available for this initiative.
4.4.27	Special Parenting Programme	A pilot project for Region 4: 25 parents	25 parents	100%	This programme was introduced in 2016 as a pilot project for parents experiencing serious parenting deficiencies. It is a parenting skill building capacity programme that will provide assistance for personal dysfunction and poverty alleviation. This involved collaboration with the Labour and Social Services Departments. This programme is scheduled to be conducted across Guyana in 2017 after an evaluation to measure effectiveness and outcome with the report being available by the end of the year. This programme can eventually be "sourced out" to a NGO.

4.5. GENDER AFFAIRS BUREAU

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NDs	%	
4.5.1	Public Education – Training and Awareness Sessions				
4.5.2	Execute an Outreach Programmes to schools and Technical Institutions.	6,000 Students	10,000 Students	166%	These outreaches were done during the period March to November and addressed Suicide, GBV/DV and Child Abuse. Students from Regions 4, 10, 5, 6 and 3 benefitted. The target was surpassed due to the assistance from volunteers in the regions and resources made available by the Ministry.
4.5.3	Deliver Awareness Sessions at workplaces on Social Issues affecting Women and Men	4 Sessions	4 Sessions	100%	150 employees from three branches of Qualfon participated in these sessions. In addition, a collaborative session was held with the Guyana Business Coalition on Health Awareness with representatives from their various member organizations. Funds were made available from the Ministry and the participating organizations
4.5.4	Training for men to address the key issues facing men and boys.	200 Participants.	500 participants	250%	Six sessions were planned and they were all achieved. Staff interacted with 500 men and boys from the Men's Groups of Churches, Schools and Children's Homes in Regions 4, 3 and 6, thereby surpassing the target. This was achieved as more participants came out in every session, responding to invitations from the various groups.
4.5.6	Outreach programme to the New Opportunity Corp.	50 Youths	60 youths	120%	Two sessions were planned and delivered. The topics focused on Self-esteem, Violence, Suicide etc. The administrator and staff encouraged the participation of all offenders and also made attendance mandatory, thereby allowing for the target to be surpassed.
4.5.7.	Build and strengthen the capacity of the Inter-Ministry Committees through workshops, seminars and conferences.	Nil	Nil	Nil	This activity was not achieved as a result of inadequate staff numbers and the unavailability of funding. The GAB is highly understaffed and there is a need for an Admin. Assistant. The Senior Gender Affairs Officer has been assuming the roles of both Officers and Admin. Assistant. There is also the concern that when both the Senior Gender Affairs Officer and the Manager are in the fields, there is no one in the office to offer counselling in the event of someone visiting the office, or book appointments and take messages.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.5.8	Host a Media Sensitization Programme for media representatives from all media houses.	1 Sensitization Programme	1 Sensitization Programme	100%	Eight (8) media houses were represented at this activity. The programme emphasized the importance of SOA & the DV Act which must both be used to guide their media reporting so that the victims are protected. The activity was successful because funds were made available and also the fact that the DPP was the lead presenter.
4.5.9	International Women's Day Activity under the theme: "Planet 50:50 by 2030: Step it up for Gender Equality".	1 IWD Programme	1 IWD Programme	100%	This activity was planned to honour fifty Guyanese women, (5 each from the ten administrative regions) for their outstanding work/achievements in their specific fields. The activity also coincided with Guyana's 50 th Anniversary/Golden Jubilee Celebration. The success of this programme was due to funds being made available by the Ministry in a timely manner.
4.5.10	Mother's Day Appreciation Ceremony.	Nil	Nil	Nil	This activity did not materialise due to unavailability of funds. The intention was to celebrate the mothers in MSP by presenting them with small tokens.
4.5.11	Father's Day Programme: "Heart of A Father."	1 Father's Day Programme	1 Father's Day Programme	100%	The programme was held on Father's Day and attracted some 150 Fathers and their children from the Albouystown area. A space was created that facilitated bonding between fathers and their children. It also recognized and celebrated fatherhood. The success of the programme was due to the collaboration between MOSP and the FBOs of the community along with the timely financial support of the Ministry.
4.5.12	Host the Regional Women/Gender Affairs Committee Annual General Meeting.	1 Meeting	1 Meeting	100%	The meeting brought together, 35 representatives from nine Administrative Regions – each Region had a minimum of three participants. Absence by one of the regions was due to financial difficulties. The AGM was hosted on July 28 & 29 th . This activity was achieved since funds were made available.
4.5.13	International Men's Day Celebration	1 IMD Programme	1 IMD Programme	100%	A successful celebratory, cultural and motivational program funded by the Ministry was held in Buxton in collaboration with the "Ambassadors of Buxton Development Association". Invitees included Faith – Based Organizations, Non – Governmental Organizations, Women's Groups, Men's Groups, and Representatives from other Ministries etc. There was a total of approximately 200 people in attendance. The target was exceeded due to the close collaboration with other agencies and organizations.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOs	%	
4.5.14	International Men's Day Media Outreach	4 Programmes	6 Programmes	100%	These live programmes exceeded its target of projected participants because of the social issues which were topical and engaged the attention of both women and men. GAB was able to maintain the planned programmes since funds were made available by the ministry.
4.5.15	Networking Participate in Board and other Statutory meetings.	32 Meetings	32 Meetings	100%	Staff attended meetings of Women and Gender Equality Commission, Guyana Women's Leadership Institute Board, Carnegie School of Home Economics and Kuru Kuru Cooperative College. The meetings were successful and Boards and Committee members were briefed on planned programmes and the achievements and progress for each activity. In the case of the GWLI Board, the Administrator has coordinated three meetings for and with the chairperson to develop the revised curriculum. Kuru Kuru Cooperative College was working towards a new project to enhance the programmes delivered and to shortly have a new Board installed.
4.5.16	Intra Departmental collaboration: 1)Support to the Sexual Offences and Domestic Violence Policy Unit	1 Programme	1 Programme	100%	GAB supported the Sexual Offences and Domestic Violence Policy Unit in the observance of " International Day for the Elimination of Violence Against Women. " The programme was held on the 25 th of November at the Princess Hotel. GAB also collaborated with the Unit during outreaches of the <i>16 days of activism.</i>
4.5.17	Honouring Senior Citizens in Region # 6.	1 Programme	1 Programme	100%	100 Senior Citizens of Region 6 were addressed by one of the Bureau's Officers at a very special programme designed to honour them. They expressed their appreciation for the treats and the discussion that was led by the Administrator. MSP provided funds for this activity.
4.5.18	Community Outreach: A Feedback/ problem solving session with the Regional Health Officer of Skeldon Hospital and residents within the region.	1 Meeting	1 Meeting	100%	A meeting was held with the Regional Health Officer of Skeldon Hospital and many citizens in the region following up on cases brought to the department earlier in the year. The discussion held was well received by the participants from the Skeldon Hospital since action was by the Ministry on several issues. At this meeting, one resident received a Public Assistance book that was outstanding. This activity was supported by the Ministry.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NO	%	
4.5.19	Supported the School's Football Tournament in collaboration with the Probation Department.	1 Tournament	1 Tournament	100%	The Tournament was held in collaboration with the West Demerara Football Association in Region 3. The sport was used as a bridge to bring awareness regarding Violence Issues, Suicide and other social issues as the opportunity was used to address hundreds of students who attended the events.

NOTE: In presenting this report on the performance for 2016, it must be noted that the Women's and the Men's Affairs Bureau experienced structural changes during this reporting period as the two departments transitioned into a single entity. During the period, January – September 2016, the two departments, namely the WAB and the MAB operated separately at two separate locations with staff strength limited to the two administrators, as a result of other staff members whose contracts came to an end or whose services were terminated. In addition, the secretary who served the WAB proceeded on retirement leave during the year and the other secretary who was attached to the MAB had to serve both departments. This shift tremendously reduced the capacity of both departments as they tried to pursue the mandates of the departments. However, due to collaborative efforts by both administrators and, working in conjunction with other departments in the Ministry, most of its activities/programmes were achieved for the period January – September 2016. In February, 2016, a Draft Proposal/Justification for the creation of the Gender Affairs Bureau was submitted to the Minister of Social Protection requesting approval and Gazetting of the Department by Cabinet. This Draft document detailed its Mission, Vision, Objectives and Organisational Structure. The Draft Document contained an Organizational Structure which was subsequently realigned to reflect the realities on the ground. This was attempted upon the suggestion by the consultant who is preparing the Ministry's Annual Report but it will have to be ratified by the Administration. As of October 2016, the department had its Manager along with the two coordinators who managed to achieve the targets despite the challenges of limited staff and resources. These inputs are still very much needed if the department is to realize its mandate as well as the potential benefits that underpinned the decision to shift to the present organizational arrangements.

4.7. NIGHT SHELTER

ITEM	TARGETS SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.7.1	Building Capacity for Social Service Delivery Training Programme for Orderlies	0	0	0%	No financial resources were provided for the areas listed that were designed to improve the delivery of social service for the orderlies, namely <i>Anger Management; Conflict Resalution; Crisis Intervention</i>
4.7.2	Building Capacity for Social Service Delivery Training for Cleaners:	0	0	0%	No financial resources were provided to contract facilitators and the provision of meals. Areas that were to be delivered include <i>Anger Management; Conflict</i>

					<i>Resolution; How to use chemicals for cleaning; How to create a sterile environment</i>
4.7.3	Establish Residents' Database	1 Database			The Centre is at the first stage of this exercise. In 2016, the Social Worker commenced interviews with residents. This is a priority for the Department. No significant funds were necessary to undertake this exercise.
4.7.4	Purchase Pressure Washer	1	0	0%	Financial resources were unavailable to procure same
4.7.5	Recruit Staff for the Shelter	8 Staff	4 Staff	50%	The Institution, working along with the Personnel Department, was able to have 3 PCAs and 1 Clerk 11 General employed. There is still need for additional staffing at the Night Shelter.
4.7.6	Provide ID/Gate Pass for Residents	Not determined	Records unavailable		Provided upon Request. Gate passes were prepared to provide a system of accountability at the shelter. This is a policy which is implemented, and persons without gate passes are not allowed into the shelter after curfew hours
4.7.7	Medical examination of Residents at GPHC for rehabilitation: Psychiatric Evaluation and Treatment	No numbers available	No numbers / records available		Clinics at GPHC provided much needed medical support to Residents. Adherence to patients' treatment requirements was a priority for the Shelter. GPHC provided psychiatric care to those taken to the clinic. Financial resources were provided to establish a Psychiatric Clinic at the Shelter.
4.7.7.1	TB analysis and Treatment	13 patients	7 patients	100%	The NS ensured the daily treatment of TB patients by the Chest Clinic by providing escorted transportation. This is a priority activity for the Shelter. The number of TB patients reduced from 13 to 7 at the end of 2016 as 6 of the residents were free of TB.
4.7.7.2	HIV/AIDS assessments and Treatment	Statistics are not readily available	Statistics are not readily available		The NCTC Clinic provides all psycho-social and medical support to manage HIV positive patients. Accordingly, these residents were taken to the Clinic as one of the routines of the NS. The social worker from NCTC clinic would come and visit residents who missed their clinic dates, so that they could attend clinics.
4.7.7.3	Monitor Patients' attendance to clinics	Statistics are not readily available	Statistics are not available		The NS has a listing of residents and their appointments dates at various clinics. Accordingly, most Patients attended clinic in a timely manner with the assistance of Orderlies and PCAs.
4.7.7.4	Dispense medication to patients	Statistics are not readily available	Statistics are not readily available		All patients receive medication by PCAs and Orderlies in a timely manner. Where the medication is unavailable at the Clinics, the residents are left to procure their needs as best as they can due to the unavailability of funds.

ITEM	TARGETS SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL Nos.	%	
4.7.8	Create a Prayer Centre	1 space/ room allocated	1 space/ room	100%	The Room is in operation. Prayer meetings are held on Wednesday evenings at 17:30 hours by Pastor Punalall, and by Pastor Wendell Jeffery on Saturday Mornings at 09:00 hours at the NS. The willingness of these community churches as well as the determination and commitment of NS Officers to the spiritual well-being of residents, are the factors that sustain this effort. All residents did not attend. No funds are required for this activity.
4.7.9	Create a Barber Room	1 room / area/ identified	1 room / area	100%	Residents assist in the cutting each other's hair. The NS has its own hair cutting Machine. Sometimes Pastor Wendell Jeffrey and Kevin's Reflection would extend free barbering services to the residents.
4.7.10	Promote Socialization through games and movie night	No targets were set.	Numbers. are not available		Games were donated by private individuals for residents to socialize with each other. This is not normally facilitated due to the continuous works in the Shelter and interpersonal problems that emerge.
4.7.11	Provide Daily Meals to Residents (Breakfast, Lunch and Dinner)	200 Meals daily	200 Meals	100%	This was made possible since the Budget that was prepared was approved without cuts, thereby enabling the contracting of caterers to supply semi-nutritional meals for all, and soup for ill residents.
4.7.12	Daily Accountability of Residents	No targets were set.	Numbers. are not available		Unsatisfactory daily accountability of residents by orderlies. The register is not properly marked by the orderlies. They mark based on assumption.
4.7.13	Facilitate access to the Night Shelter by Homeless Persons	Statistics are not readily available	Statistics are not readily available		This is based on the availability of Beds. If persons seek shelter due to genuine homelessness, as long as a bed is available they will be accepted. This must be done between the hours of 8-4:30 between Monday-Friday. The social worker facilitates this process. The NS offers a live in 24hour service to the homeless; no longer do they have to leave in the morning.
4.7.14	Distribution of Toiletries to Residents	Statistics are not readily available	Statistics are not readily available		Insufficient sourcing and provision of toiletries. The NS relies heavily on donations and as this is the norm, we only provide for those unemployed, and unable to take care of themselves. Those receiving pension and public assistance have to provide their own toiletries.

ITEM	TARGETS SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS.	%	
4.7.15	Ensure that premises are under Pesticide Control.	Monthly treatments, [12 months]	9 months	80%	RID-O-PES is contracted for pest control; however, German roaches can still be found in the dorms, due to the insanitary cupboards and a few beds used by residents. Residents sneak their food into the dorms and hide it under their beds and in their cupboards. Some have dirty clothes for days and junk under their beds. Residents are generally searched and prevented from taking excessive items and foods into the dorms. The service provided by RID-O-PES is limited to the spraying of the corners of the facility as well as the beds therein.
4.7.16	Daily Garbage Collection	365 days	365 days	100%	As contracted, CEVANS removed garbage daily. This is because of the excessive waste produced on a daily basis.
4.7.17	Ensure the appropriate Security Levels at the Night Shelter on a 24-hour shift basis	8 guards	4 guards.	50%	RK security left a lot to be desired. The Security Guards are caught sleeping. RK's administration was spoken to and promised to upgrade the quality of staff but this has not been done. Issues include too many elderlies with vision and agility problems; records are not properly written and maintained by the guards. RK's Security firm continues to be contracted because it is the lowest bidder.
4.7.18	Conduct Security Checks at the Gate and in dorms for weapons, drugs and alcohol	At least 365 times	330 times	90%	Routine random checks of residents are done at the gate and in the dorms. Knives, weapons, alcohol, and illegal drugs found were confiscated. This is an important activity if the safety of the residents and staff is to be assured. As such, this is monitored closely. Items found are kept by the Administrator. Despite such searches, some residents still manage to bring items/weapons into the shelter.
4.7.19	Ensure the existence of Potable water for Residents	365 days	365 days	100%	As contracted, Supreme Integrated Services Co. supplied water as needed to ensure the continuous availability to residents. Funds were always obtainable under the related budget line as well as the due diligence exercised by staff.
4.7.20	Mobilize resources to ensure the healthy entertainment activities for Residents	3 Major Events	3 Major Events	100%	Adequate financial support was secured to enable the following: <ul style="list-style-type: none"> • Karaoke to celebrate the Jubilee 50th Independence of Guyana. • Christmas Social and Karaoke with the assistance of the private sector

ITEM	TARGETS SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NO	%	
4.7.21	Acquisition of Capital Items for Night Shelter	13 items	12 items	92%	Financial resources were made available to purchase items to improve efficient service delivery. The following items were purchased: 1. Refrigerator 2. Microwave 3. 2 Executive chairs 4. 60 plastic chairs 5. 1 office steel cabinet 6. 1 hot and cold-water dispenser 7. 6 office fans 8. 1 Freezer for Canteen 9. 1 - 4 burner stove for Canteen 10. 10 wooden double bunks for male back dorm 11. 2 desktop computers 12. Water pump and pressure tank to enhance water system 13. PA system
4.7.22	Maintenance of Building and around compound:				
	Weeding yard and desilting drains	365 days	365 days	100%	Daily cleaning of yard and drains (in and out of compound) is a necessary routine in the maintenance programme of the Shelter; Funds are generally made available to ensure this activity is carried out.
	Upgrading the Electrical System.	Details unavailable	Details unavailable		This is a gradual but continuous activity of the Centre since it revolves around the safety of the residents and the physical structure.
	Refurbishing of plumbing system	Details unavailable	Details unavailable		Financial resources were provided by the MSP to upgrade the water system within the Shelter. The Guyana Fire Service supplemented the efforts of the Shelter / Ministry to ensure a continuous supply of water. This was critical for hygiene and sanitation purposes given the number of residents.

ITEM	TARGETS SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL Nos.	%	
4.7.23	Execute planned Capital works	4 areas were identified for construction / extension	Precise status at the end of 2016 unclear		Available funds were used for the following: <ol style="list-style-type: none"> 1. Extension of Admin Office 2. Construction of training room 3. Construction of storeroom for stationery, clothing for residents and chemical for cleaning 4. Construction of storeroom for handyman to safeguard tools and equipment 5. Construction guard hut, orderly office. Several categories were identified at the planning stage, namely - Fire Alarms; Fire extinguishers; Emergency signs; Emergency lights, etc. Funds were made available and the procurement commenced in 2016.
		Installation of fire safety equipment: 4 categories	Status at the end of 2016 unclear		

Note: 1. The Centre noted that statistical records for 2016 are not available. The Centre benefitted from several donations during 2016. **Food for the Poor Inc. donated** Soap liquids to clean dorms and for residents; 130 Mattresses (30 were given to the Drop-In Centre); Foot wear (75 Clogs); Skin cream; Lip balm; 1 sewing machine; used clothing; 60 white blankets. In addition, donations of clothing made by private persons were sorted and distributed to residents on a needs basis. **Food donations:** Broadway Fashion donated vegetarian food every Thursday as a mid afternoon meal. Private individuals donate food or snacks occasionally. **Donations for Christmas Social:** Caterers provided Christmas Lunch for Residents; Beverages by – Banks DIH limited; Ice cream – Sterling Products Limited; Care Packages – A New Party Service. This support enabled the Centre to provide an acceptable level of service to these destitute persons, and in so doing provided measure of hope.

NOTE 2: SUMMARY SHEET OF RESIDENTS - JAN-DEC 2016

1	Number of Residents at the Shelter	No Record Found
2	New Intakes	No Record Found
3	Residents Receiving Public Assistance	7
4	Residents Receiving Old Age Pension	15
5	Deceased Residents	6
6	Residents Sent to The Palms	No Record Found
7	Residents Waiting to Go to The Palms	No Record Found
8	Residents Sent to Onverwagt	No Record Found
9	Residents Waiting to Go to Onverwagt, West Berbice	No Record Found
10	Deportees	No Record Found
11	Residents Employed	No Record Found
12	Persons living with HIV/AIDS	No Record Found
13	Mentally Challenged Residents	No Record Found
14	Visually Impaired Residents	No Record Found
15	Bed-ridden Residents	No Record Found
16	Residents with Tuberculosis	No Record Found

4.8. DOCUMENTATION CENTRE

ITEM	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	Actual NOs	PERCENT.	
4.8.1	ROUTINE OPERATIONS: USE OF THE CENTRE Continue to deliver a service based on up-to-date information resources to the various categories of users including researchers.	250 users	250 users	100%	The Centre responded to all of the actual requests received from service users. Target achievement was as a result of the following: <ul style="list-style-type: none"> • The implementation of a policy to increase its support for all programmes aimed directly at empowering, protecting and developing women. • The Centre displayed noticeable improvement in obtaining statistical information for the compilation of reports on gender-based violence and the status of women. These improvements resulted in increased research for both national and other analytical reports on the status of women in various sectors of society. In spite of these successes, the Centre's publication programmes were hampered by the prolonged vacancy (for more than one year) on a 'key' position – Documentation Assistant. Other constraints included, the continued lack of access to the internet as well as malfunctioning computers. Communication with other departments and the public was also adversely affected through the latter inadequacy.
4.8.2.	INDEXING, CATALOGUING AND ABSTRACTING a) The re-establishment of the Centre's electronic catalogue.	2,100 new material to be inputted:	2,100 items	0%	In order to access information and meet the needs of service users, the Centre pursued indexing, cataloguing and abstracting information with a view to establish the Centre's new electronic catalogue programme, COHA which has not yet been installed, resulting in data not being inputted into the system. Previously trained staff in the new software have since left. There is a need for both improved service from the IT Department as well as for trained personnel in this area.
	b) Maintain an up-to-date cataloguing of all new information.	2,100 items	Approx. 2,100	0%	
4.8.3.	ACQUISITIONS Acquiring locally available relevant information.	0%	0%	0%	No new acquisitions occurred. The Centre continues to be the only local institution which holds such a large gender-based information resources collection of the works of Guyanese women writers. However, budgetary constraints prevented acquisitions, and the major constraint was the inadequate staffing to pursue collection development.

ITEM	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	Actual NOs	PERCENT.	
4.8.4.	PROMOTIONAL ACTIVITIES Maintain the distribution of a variety of brochures on topical issues.	4,000 brochures produced	4,000	100%	These brochures are produced by other organizations as well as the services offered by the Centre. They were duly distributed by staff in the several regions, since the Centre's core business is the dissemination of pertinent information as widely as possible.
	a) Disseminate material on Domestic Violence to identified regions (Regions 1 through 10).	(a) 1,400 brochures	1,400 brochures	100%	Distributed material on domestic violence to all Regions. Funds were made available and the staff responded in a positive manner to the challenge.
	b) Mount Exhibition in support of GWLI training in Gender and Local Government .	(b)1 Exhibition	1 Exhibition held	100%	Exhibitions displayed suitable books for each occasion. The Centre implements a policy of co-operation with other Departments in mounting Exhibitions. The exhibition was held on 17 th to 18 th February, 2016.
	c) Mount Exhibition in support of Department of Culture's Mashramani Literary Street Fair .	(c)1 Exhibition	1 Exhibition held	100%	Exhibitions displayed suitable books for each occasion. The Centre implements a policy of co-operation with other Departments in mounting Exhibitions. The exhibition was held on 19 th February, 2016.
	d) Mount Exhibition in support of Awards Ceremony for International Women's Day	(d)1 Exhibition	1 Exhibition held	100%	Exhibitions displayed suitable books for each occasion. The Centre implements a policy of co-operation with other Departments in mounting Exhibitions. The exhibition was held on 8 th March, 2016.
	e) Mount Exhibition in support of Guyana's Jubilee	(e)1 Exhibition	1 Exhibition held	100%	Exhibitions displayed suitable books for each occasion. The Centre implements a policy of co-operation with other Departments in mounting Exhibitions. The exhibition was held on 8 th March, 2016.
	f) Celebrations – Jubilee Literary Street Fair				The Literary Fair was held from 23 rd to 24 th May, 2016.
	g) Women Pioneers – Jubilee Celebrations - Exhibition of Guyanese women pioneer.	(f)1 Exhibition	1 Exhibition held	100 %	This exhibition was mounted for the 50 th anniversary of Guyana's independence, 28 th to 30 th June, 2016. Funds were made available to enable this activity.
4.8.5.	Acquire material for upgrading the resources of Guyana Women's Leadership Institute	30	0	0%	The intention was to acquire and secure material to support social programmes across the country such as the one introduced at the Palms. This activity was put on hold as a result of staffing/reorganizing issues at the Guyana Women's Leadership Institute.

ITEM	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	Actual NOs	PERCENT.	
4.8.6.	PUBLICATIONS (a) Update statistics on "Violence Against Women" focusing on the number of women murdered in 2016.	Not Applicable	17 women Murdered	80%	Information is current and acquired through daily review of printed media.
	(b) Pamphlets on "Domestic Violence".	1,700 Pamphlets printed	1,700 Pamphlets	100%	Pamphlets were distributed; internally, on a walk-in basis, externally to Regions, at Exhibitions and other Ministerial activities.
4.8.7.	RESEARCH Conduct Surveys to enable a comprehensive mapping of the status of women in Guyana: Phase 2: Analysis	0	0	0%	1. Women in various areas of corporate Guyana 2. Women who head non-traditional fields of operation. 3. The situation of women recipients of the Housing Distribution Programme, and the number of registered women business owners. No Surveys were carried out as a result of the staffing situation.
4.8.8.	Establishment of Deposit Resource Facilities (Information Units in Regions 3 and 5).	2 information units	0	0%	Although core collections for these regions were identified, there were liaising problems with identified personnel in the regions that required attention.
4.8.9.	Re-establishment of gender database.	1 database	0	0%	Lack of staffing was directly responsible for this situation. Its impact is the same as the inadequate research undertaken.
4.8.10.	SENSITIZATION PROGRAMMES Distribution of material on Domestic Violence, child abuse, anger management.	3,800 copies printed	3,800	100%	There has been extensive distribution of pamphlets, brochures on the Centre and various flyers dealing with serious issues in society such as domestic violence, child abuse, and anger management. Distribution was done both internally and externally. A stock of pamphlets/flyers always remains on hand. Coverage was extensive.

ITEM	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	Actual NOs	PERCENT.	
<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.</p> <ul style="list-style-type: none"> • Again, 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. • The year 2016 was one in which the quality of the service provided by the Centre continued to be severely challenged on account of the frequency of malfunctioning computers and the difficulty in having them repaired. The disappointment registered by our users is readily visible. It is hoped that this trend could be arrested and the Centre re-positioned to the earlier trend set a few years ago. • A major disappointment experienced by the Centre has been our failure to re-establish our 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 on the advancement of the service. • Three years ago, we ended our report with optimism about securing the open source software and the required hardware which would have enabled us to rebuild our electronic catalogue. Three years on, although we have acquired the hardware, we are still in the same position as the system has not been installed and there continues to be a number of impediments such as training for staff in the use of the software. 					

4.9. PROBATION AND SOCIAL SERVICES DEPARTMENT

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOs	%	
4.9.1	Provide psychosocial support to persons in need of such service	4,063 persons	4,063 persons	100%	4,063 kindred social case interventions were done in 2016, as compared to 3,891 for 2015. All cases were dealt with in the year. Increased public awareness about the services of the Department resulted in an increase in the persons assessing the service.
4.9.2	Respond to all requests for counselling in cases of matrimonial reconciliation cases.	955 matrimonial reconciliation cases	955 matrimonial reconciliation cases	100%	Increased public awareness through all forms of the media about the services of the Department resulted in an increase in the number of persons assessing the services. Counselling was provided in 955 matrimonial reconciliation cases as compared to 685 cases for 2015. This service was provided at the various office locations across the country.
4.9.3	Provide psychosocial support and education to all persons entering the prison system.	1,399 offenders	1,399 new prisoners	100%	Support was provided to 1,399 new prisoners entering the prison system by Probation Officers as compared to 759 prisoners for the previous year. These services were provided at Georgetown and New Amsterdam Prisons. Emphasis was placed on strengthening the reintegration programme with the use of a number of components, such as the family support system, employment, training and housing. To this end, ex-prisoners were assisted with equipment to begin small business and were also linked with agencies to become gainfully employed.
4.9.4	Provide psychosocial support and Welfare services to inmates at Lusignan and Mazaruni prison.	219 inmates	219 inmates	100%	Support and welfare services were provided to 151 inmates at the Mazaruni Prison during four visits made to that location, and 68 inmates at the Lusignan Prison. These functions were among the core responsibilities of the Department and funds were available for travel.
4.9.5	Supervise all persons placed on Probation and Parole.	409 persons	409 persons	100%	A total of 409 persons were supervised, representing the various categories of persons requiring supervision by Probation Officers in all the regions, as compared to 420 persons for the previous year. The greater use of diversionary methods resulted in more persons requiring supervision.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL Nos.	%	
4.9.6	Distribute Old Age Pension coupon booklets to all eligible persons in the MSP's data base as at December 31, 2015	54,271 coupon booklets	52,161 coupon booklets.	100%	A total of 52,161 pension coupon booklets were distributed to eligible pensioners. The overall distribution activity was considered as successful and was a priority for the department. Figures from the data base revealed that there was a total of 1,840 deceased Old Age pension beneficiaries.
4.9.7	Provide material assistance in the form of Public Assistance to needy citizens throughout Guyana.	14,000 qualified beneficiaries	14,000 Beneficiaries	100%	There was an increase in the total number of persons who were able to benefit from this service from 10,000 to 14,000 . 7,191 Public Assistance coupon booklets were distributed - 3,606 for the first half of 2016 and 3,585 for the latter half of 2016. 6,121 public assistance booklets were distributed to permanently disabled beneficiaries. This was achieved since for this core function of the department, the requisite funds were available. Moreover, the dedication of staff ensured timeliness and empathetic response.
4.9.8	Compile and present Probation /Social Inquiry reports to Magistrate Courts for adult court cases across the country.	564 reports	564 reports	100%	A total of 564 Probation/Social Inquiry reports were prepared for the Magistrate's Courts as compared to 453 in 2015. While all requests were met, since they were mandatory requirements, the quality of many of our reports was affected due to a number of factors such as inadequate time allotted for the investigation and preparation of reports, coupled with other competing responsibilities which affected the staff's ability to present better quality reports.
4.9.9	Compile and present Probation reports to Magistrate Courts for juvenile court cases across the country.	112 Probation reports	112 Probation reports	100%	A total of 112 Probation/Social Inquiry mandatory reports were prepared for the Magistrate's Courts, as compared to 152 reports in 2015. The increase in alternative sentencing options in Guyana such as the USAID Skills and Knowledge for Youth Employment (SKYE) Project, may have contributed to a reduction in juvenile Court cases. The focus of this project was to provide education, skills-building, and employment for at-risk youths in Guyana. It aimed at reducing youth involvement in crime by providing improved economic opportunities, which would lessen their chances of reoffending. Additionally, the programme was also used as an alternative sentencing option, while providing at risk youths with work-ready training and livelihood coaching.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.9.10	Respond in a timely manner to the requests for Probation reports for the High Courts across the country.	7 Probation reports	7 Probation reports	100%	A total of seven reports were prepared by Officers as compared to 15 reports in 2015. The Analysis at 4.9.9 also applies and is believed to have a greater impact on this category of service recipients. The degree of achievement is related to the mandatory nature of these reports.
4.9.10	Resuscitate the Discharged Prisoners' Aid Committees at Georgetown & New Amsterdam Prisons	2 Committees	0	0	These Committees which should have been operating from the Georgetown and New Amsterdam Prisons remain defunct for several years. The Committees are intended to lend support to the Probation Department by providing support and guidance to the family members of inmates, as well as to assist with monitoring their progress after their release. A letter was drafted to be sent to organizations for them to identify representatives for these committees.
4.9.11	Conduct Annual August Youth Day Camps	3 Annual August Youth Day Camps	0	0	This annual activity targets youths who were placed on Probation, Voluntary Supervision and those released from the New Opportunity Corps across the country. It is intended to facilitate interaction in a safe space, provide conflict resolution skills, allow for team work and exchange of ideas, develop friendships and learn needed life skills, as well as social graces in a more conducive setting. Proposals were submitted, mobilization completed and other arrangements confirmed. However, the unavailability of finances prevented the hosting of this camp.
4.9.12	NOC Aftercare Visits. Provide counselling and guidance to all youths committed to the facility in preparation for their release.	12 visits	0	0%	The visits made by Probation Officers are to ensure that each youth and their parent(s)/caregiver(s) is/ are adequately prepared for their release from the New Opportunity Corps and to facilitate their smooth transition into society. The unavailability of finances prevented the execution of this activity.
4.9.13	Resuscitate Support groups to address the growing number of social issues (Domestic Violence/Family Conflict, HIV, Senior Citizens, Youths, Farming for women)	2 support groups	2 support groups	100%	These groups provide psychosocial support to individuals and their families in an effort to address the growing number of social issues such as: Domestic Violence/Family Conflict; HIV; Senior Citizens Welfare; Youths; Employment opportunities for women). Senior Citizens Clubs were formed in region 3 & 4 – G/town. The high level of stakeholder interest and the visibility of the social issues enable this achievement. MSP released the required funding.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOs	%	
4.9.14	Month of the Elderly Activities	3 Activities	3 Activities were held in regions 4, 6 & 10	100 %	All activities focused on acknowledging the contributions made by seniors to the country. Consequently, they were well executed and well attended by Seniors in the respective regions. Seniors were happy for the emphasis which was placed on them by the Ministry. A luncheon was held in Linden (Region 10) for approximately 300 seniors and tokens were also given to Seniors. This activity was done with financial support from the businesses within the community.

4.10. PALMS GERIATRIC CENTRE

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOs	%	
4.10.1.	Ensure the physical well-being and comfort of the residents - Planned / Projected Numbers based on historical trends.	8 staff nurses 84 (PCAs)	2 Staff Nurses 64 (PCAs)	25% 76%	Difficulty in recruiting staff nurses continues to affect the progress of the delivery of an effective service at the Palms Geriatric Institution. The Institution has two (2) staff nurses, two (2) nursing assistants, but there is still need for six (6) more staff nurses to be employed to properly supervise the sixty-four (64) Patient Care Assistants. This gap presents a challenge to ensuring a quality service is provided to residents.
4.10.2.	Refurbish facility for both staff and residents.	6 projects	6projects	100%	The six projects were as follows: (1) A lunchroom was established for the comfort and relaxation of the staff. (2) Two 36000 BTU Air Conditioning Units were installed at the stores so that food items could be stored at the required temperature. (3) Rehabilitation works were done at Wards 1,2,4,5 to the scullery, closets, nurse's room, lockers, kitchen sink in order to enhance these facilities. These renovations significantly enhanced the safety of the environment.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	QUANTITY	ACTUAL NOS	%	
4.10.3	Ensure social, recreational and therapeutic activities for residents and staff	12 monthly sessions	12 monthly sessions	100%	The emotional well-being of residents and staff are catered for through the observance of Birthdays, National Events, Mother's and Father's Day, Month of the Elderly etc. Each month, residents and staff with birthdays in that particular month are honoured, and residents received tokens and snacks; staff received birthday cards. Residents participated in the following activities twice per week: outdoor and indoor games, movie afternoons, Spa Days, etc. Residents attended a Tea Party at Woodlands Limited, a Concert for the Elderly at Promenade Gardens, tours to the Cheddi Jagan International Airport and National Communication Network. Food for The Poor and the National Insurance Scheme hosted Christmas Parties for residents.
4.10.4.	MEDICAL SERVICES Provide Residents with the opportunity to receive medical attention for all instances of illness so as to ensure the greatest possible level of wellbeing and restoration of health.	Response to 100% of sick patients. 220 residents	220 Residents	100%	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 are bolstered by the close working relationship that exists between the Institution, GPHC, the Outpatient Clinic, Physiotherapy Centre and Dermatology Department which are operated by the MOH. A total of Forty (40) outpatients received medical attendance on a weekly basis.
4.10.5.	Ensure Hospital referrals (doctors do routine checks) for sick Residents.	312 referrals	312 referrals	100%	All residents who were referred to the GPHC were escorted by a PCA to ensure that they received the recommended treatment in an expeditious and timely manner. The Welfare of the residents is paramount, so all sick reports are treated with urgency.
4.10.6.	Provide Pharmaceutical support to all Residents	100% cases of Residents satisfied.		100%	Sometimes, drugs prescribed were not available at the Pharmacy operated by the MOH. In such instances, the Palms assume the responsibility of purchasing the required drugs for the resident. Funds are generally budgeted for these items. Total expenditure for the year regarding the purchase of pharmaceuticals for 2016 was \$5,495.00.
4.10.7.	TRAINING Training staff members in Nursing Assistant Programme.	Two (2) nursing staff.	Two (2) NS	100%	Two (2) Nursing staff continue to benefit from a two (2) years Nursing Assistant Programme sponsored by the MOH that will be completed in 2018, at no cost to the Ministry.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS OR FAILURE
	DESCRIPTION	AMOUNT	ACTUAL Nos.	%	
	Training staff members in Geriatric Care.	Twenty-five 25 Nursing Staff.	Eighteen (18) NS	72%	Twenty-five (25) Nursing staff benefitted from a three (3) months training in Geriatric Care. However, only eighteen (18) staff completed the programme and were issued certificates of participation.
	Training staff members in Nutrition and Menu Planning	Eight (8) Kitchen Staff.	Eight (8) staff	100%	Eight (8) kitchen staff benefited from a two (2) months' workshop in "Nutrition and Menu Planning." These costs were accommodated under the Institution's training Budget.
4.10.8.	Provision of interment services to economically vulnerable residents	10 Destitute Persons	10 persons	100%	In 2016, thirty (30) residents were deceased - ten (10) were provided dignified burials by the Institution. Funds are always budgeted for such instances.
4.10.9.	CONTRIBUTIONS: From existing donors and sponsors	3 donors	3 donors	100%	The Institution continued to benefit from donations from individuals, and corporate organizations: Food for the Poor, Guyana Christian Charities (Canada) Inc., and The Association of the Chinese Enterprise of Guyana which donated eight (8) flat screen televisions and eight (8) radios. The continued support is influenced by the good will of private citizens, motivating them to contribute to the welfare and well-being of, in particular, vulnerable senior citizens.

4.11. MAHAICA HOSPITAL

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.11.1	Obtain standing order numbers from Permanent Secretary to enable all Pensioners at Mahaica Hospital to be paid.	11 Pensioners	11 Pensioners	100%	Standing Order numbers for all 11 pensioners were obtained and circulated as a result of the timely action and feedback by the Hospital Administrator and staff. 8 pensioners are past employees.
4.11.2	Uplift summarised pay sheet and cheque from Ministry of Finance once monthly and execute payment to pensioners on statutory pay dates each month.	12 signed pay sheets and cheques	12 signed pay sheets and cheques	100%	Prompt encashment by the Administrator of cheques received from the Ministry of Finance enabled timely payment to pensioners at the Mahaica Hospital. No pensioner died during the year.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.11.3	Submit pension returns to the Ministry of Social Protection and Finance respectively on a monthly basis within one week after payment executed.	12 monthly returns	12 monthly returns	100%	All 12 returns were submitted to the respective Ministries within a week after pension payment since this was a financial requirement monitored by those agencies. Failure to comply would have resulted in delay of the preparation and receipt of the following month's pay sheet.
4.11.4	Collect revenue for rental of Government farm lands from two farmers.	100% of collectable rental	\$13,200 rental collected	100%	The full collectable rental of \$13,200 was collected from two farmers and receipts issued. This was as a result of the due diligence exercised by staff.
4.11.5	Submit revenue with Collector's Cash Book Statement to the Accounts Department, Ministry of Social Protection and receive acknowledgment.	12 statements	12 statements	100%	Revenue, Collector's Cash Book Statement and receipts were submitted and acknowledgement received. This was a financial requirement and was monitored by the Accounts Department: MSP. Constant reminders to farmers and strict monitoring enabled the full collection of revenue for the year.
4.11.6	Collect Monthly Payslips for all employees	240 payslips	248 payslips	103%	Payslips were collected on statutory pay dates for each month and given to all employees. This was to ensure that staff were paid promptly. A new maid joined the hospital on 21/ 3/ 2016 and received her first payslip in May, 2016 20 payslips * 12 months=240; 1 payslip * 8 months=8
4.11.7	Purchase dietary supplies on a monthly basis from reputable firms. Purchase greens, etc. on a weekly basis.	(a) Dietary: 12 months (b) Greens etc. 52weeks	(a) Dietary: 12 months (b) Greens, etc. 52weeks	100%	All items were sourced and delivered on time to the Hospital, since it was important to ensure that patients were fed regularly and on time. There were no cuts to the dietary budget.
4.11.8	Prepare on a daily basis, three nutritious meals for patients.	9,882 meals for 9 patients for the year	9,882+75 =9,957 meals	101%	All the desired inputs to prepare nutritious meals were available. Three meals were served on a daily basis to all patients as releases of funds were available on time. There were no cuts to the dietary budget. A new patient was admitted on 7/ 12/ 2016. The additional meals (75 meals for the new patient represented a minimal increase. Same was catered for by slightly adjusting in the portion of meals offered to the other 9 patients. This had to be done because it was year-end and additional releases of funds could not have been acquired to cater for the increase. All patients were satisfied with the meals offered during this period: $7 - 31/12/2016 - 3*9*366 + 3*1*25 = 9,957$ meals

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURES
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.11.9	Inspect buildings and compound to ensure a clean and tidy environment.	156 inspections	156 inspections	100%	The target set was achieved because inspection of the buildings and compound was done three times per week. Maintaining a clean and tidy environment were standards promoted by the Ministry since unexpected visits were made from time to time by senior personnel from the Ministry. Funds were always available.
4.11.10	Schedule all accounts promptly for payments.	135 Accounts	135 Accounts	100%	All accounts were scheduled promptly for payment as soon as items and bills were received since failure would have delayed payments to suppliers and disrupted the operations of the Hospital. This operation was closely monitored by the Administrator who ensured that deadlines for submission of accounts were met and no supplier's account was held at the Hospital at the end of the year.
4.11.11	Prepare monthly work programme, quarterly, half yearly reports, strategic review and projections.	34 reports	34 reports	100%	All reports were prepared and submitted on time. The Administration and Accounts Departments of the Ministry of Social Protection monitored these submissions as part of their work programme.
4.11.12	Approve Internal Stores Requisitions for dietary and other items issued to the Hospital kitchen, cottages and Admin. Building.	65 ISR	65 ISR	100%	Given the need to supply the patients with timely meals and to maintain clean and tidy buildings, all (ISR) requirements by staff were promptly addressed after scrutiny and examination by the Administrator. These documents are subjected to internal and external audit reviews thereby providing the impetus for compliance and accuracy.
4.11.13	Wash clothes, linens, etc. for patients.	156 times	156 times	100%	Patients wore clean clothes, beds had clean linens and patients were generally comfortable. This activity was done in-house, at Mahaica Hospital as a routine requirement which is monitored by the Administrator. Washing was done 3 times per week.
4.11.14	Prepare and submit request for transportation.	60 Requests	51 Requests	85%	Vehicles were generally provided by the Ministry of Social Protection for (a) transporting patients for medical attention (b) transporting accounts staff to Bank of Guyana to encash pension cheques each month. On 51 occasions (85%) vehicles were available. On 9 occasions (15%) vehicles were not available so special taxis were hired, with permission, so as to avoid disruption of the Hospital's operations.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURES
	DESCRIPTION	AMOUNT	ACTUAL NOs	%	
4.11.15	Maintain Sub- Imprest Accounts for the Hospital.	193 times	193 times	100%	The Sub-imprest cash book, and daily cash composition book were written up at the end of each working day, thus ensuring that actual cash on hand balances with related records. These books were signed-off each day by the Administrator. Records of these transactions and vouchers were sent to the DSS and the PS for approval. In addition, these vouchers were examined at the Accounts Department of the Ministry of Social Protection. Allocation of imprest was received on March 3, 2016.
4.11.16	Recommend applications received from employees for Annual and Special leave.	42 applications	42 applications	100%	Leave records were checked prior to the recommending of leave so that employees could proceed on their vacation entitlement for the year. This is to accommodate a decision by the Ministry to avoid leave being carried over to the following year. This activity is closely monitored by the Administrator using a leave roster.
4.11.17	Submit resumption of duty forms for employees after completion of leave.	75 forms	75 forms	100%	'Resumption of duty' forms were submitted immediately after employees resumed duty. The Personnel Department monitors the submission of these forms to ensure employees do not over stay their leave. Sick leave resumption forms were also included in the amount.
4.11.18	Maintain leave records for employees.	21 employees	21 employees	100%	Leave records were systematically maintained for all 21 employees. Those records were checked by the Administrator so that employees could be released as was requested and leave entitlement were not abused. This serves as a control.
4.11.19	Prepare monthly summary of employees' time keeping records.	24 summaries	24 summaries	100%	Information relating to time keeping was compiled from the time books on a monthly basis in two employment categories. This information was summarised and placed on the appropriate forms then signed and submitted to the Personnel Department who monitored the submission. Deadline being the 5 th day of the following month as stipulated by the Personnel Department.

4.12. GUYANA WOMEN'S LEADERSHIP INSTITUTE

Item	TARGETS SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	Description	Quantity	Actual	%	
4.12.1	Recruit a gender specialist to prepare modules for effective leadership training programmes.	1 gender specialist.	0	0%	Due to several contending priorities, the ministry's budget did not allow for this activity.
4.12.2	Recruit part time specialist for gender needs assessment to inform the preparation of modules.	1 Part-Time Specialist	0	0%	In light of limited funds and competing priorities this target could not have been achieved.
4.12.3	Recruit part-time media specialist to develop marketing and advertisement campaign.	1 Part-Time Specialist	0	0%	The institute collaborated with the PR department of the ministry to achieve its target.
4.12.4	Develop formal students' database for the Institute.	1 PT Specialist	0	0%	Data collected was not suitable for an electronic data base, thus it was difficult to justify a budget to acquire such a service.
4.12.5	Conduct GWLI Board Meetings: Frequency: Monthly	12 meetings	10	80%	Board meetings were held monthly on the statutory dates. Attendance is compulsory and is monitored by the Permanent Secretary. However, on two occasions there was no quorum.
4.12.6	Attend Monthly Meetings for Heads of Departments organised by Minister of Human Services and Social Security.	12 meetings	12	100%	This was achieved because: (a) It was a top management policy; (b) The Coordinator reported on the successes and challenges for the month.
4.12.7	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:	1 Re-union Event	0	0%	Due to the lack of requisite staff coupled with inadequate financial resources the institute was unable to achieve this target.
4.12.8	Foster a unified collaboration and approach to women's development through collaboration with NGOs, Private Sector agencies, international donor agencies and other interested parties.	100% response y invitation. 18	12 events ³	66%	The coordinator attended most of these activities. The few that were not attended were as a result of financial restrictions and other constraints such as other work commitments/ priorities. The Institute benefitted from these activities since it opened its doors to contacts that would help to promote its operations.
4.12.9	To prepare and submit Performance Reports as required by MOSP, MDF and other sources.	4 Quart; 1 Annual Report	(a) 4 quart; b) 1AR	100%	5 Reports were submitted – an annual report and four quarterly reports. These were reports that were compulsory and compliance was mandatory.

³GWLI attended activities organised by the Ministry, WAB, RWAC's, Child Care and Protection Agency, WGEC/ USAID, WPO, etc. The Institute responded positively to all invitations

ITEM	TARGETS SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	QUANTITY	ACTUAL	%	
4.12.10	Distribute Certificates to all students for courses completed during 2015. 100% of students for five (5) courses.	136 students	108 students	80%	Graduation exercises were held in Regions 2, 3, 4 and 5 for completed courses. A total of one hundred and eight (108) students graduated as a result of their application and dedicated facilitators.
4.12.11	Train students in selected Administrative regions. (Region 4)	145persons	108 students	74%	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.
	a) Capacity Building for Leadership Advancement (Community Volunteers against Domestic Violence (CVADV).	30 Persons	30 persons	100%	The issue of Domestic Violence is a topical issue and very high profiled -hence persons readily enlisted to the course. Funds were available and released to ensure delivery.
	b) Sewing, Garment Construction, Fabric Designing.	30 persons	30	100%	Funding was available and interest was high and this resulted in a very worthwhile venture.
	c) Food Preparation and Catering.	30 persons	0	0%	The unavailability of funds prevented the execution of this programme.
	d) Information Technology and Office Procedure	40 persons	36	90%	Funding was available as well as an IT Laboratory and qualified Facilitators.
	e) Literacy.	15 persons	12 pers	80%.	The requisite funds were released in a timely manner.
4.12.12	Repair Eastern and northern sides of the compound's fence.	100% works		100%	Adequate funding was made available to conduct the necessary repairs to the fence.
4.12.13	Maintain 100% of office equipment.	12 computers; 1 Photocopier	12 1	100% 100%	The Computers were maintained by a volunteer with the requisite skills, while CCS conducted maintenance work on the Sharp Photocopier.
4.12.14	Maintain Brush Cutters	2 Stihl Brush Cutters	2 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 2015 Estimates and incorporated into the 2016 Capital Budget for the Institute.	100% of identified needs	0	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	TARGETS SET		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.13.1	Interview prospective beneficiaries of micro credit loans	55 beneficiaries	40 beneficiaries	73%	Of the 40 beneficiaries interviewed 28 applicants were issued with loans were under the newly re-launched WOW programme. Officers were able to visit and interview these beneficiaries when planned visits to regions 2, 3, 4, 5, 6, 9, and 10 were conducted.
4.13.2	Verify all loan applications	45 applications	30 applications	66%	The Field Officers of the Micro-Credit Programme visited prospective loan recipients to verify all information provided during the pre-screening interview. Regions, 2, 3, 4, 5, 6, 9, 10 were visited.
4.13.3	Mentor and monitor all loan recipients in all the Regions	40 Loan recipients	28 Loan recipients	70%	Monitoring visits were made throughout 2016 to loan applicants in Regions 2, 3, 4, 5, 6, 9, 10.
4.13.4	Facilitate the training of all loan recipients in the management of small businesses and related skills.	40 Loan recipients	0 Loan recipients	0	No training was conducted but on December 15, 2016, a <i>WOW Beneficiaries Evaluation Session</i> was held for all WOW beneficiaries. During this session, participants shared on their business experiences and representatives from the Guyana Livestock and Development Authority (GLDA), Guyana Marketing Corporation (GMC) and the Guyana School of Agriculture (GSA) were present and shared important information with the beneficiaries.
4.13.5	Promote the Micro-Credit Programme through public awareness programs	0	0	0	The Ministry did not plan to publicly promote the new WOW programme because of the extremely high default rate witnessed under the previous programme. The plan was to promote the new programme through word of mouth. However, opportunities did arise where the Ministry was invited to speak about WOW at various entrepreneurial seminars around Guyana and this was done. Later in 2016, a decision was made to produce one television programme on the WOW initiative.
4.13.6	Visit all loan recipients to encourage/advise on servicing of loans in order to reduce incidents of defaulting.	40 Loan recipients	28 Loan recipients	70%	Visits were made to those who defaulted to encourage them to honour their obligations.

NOTE:

A re-launch of the WOW loan programme commenced in October 2015 but actual disbursements (with the exception of one loan) were not conducted until 2016. The re-launch of the programme witnessed a revision to the criteria. In the previous programme, loans were granted to persons wishing to start, re-start and expand businesses and it was found that the highest defaulters were found in the start and re-start categories. As a result, a decision was taken that loans issued under the new WOW programme will only be granted to persons who wished to expand their business. All other eligibility criteria remained the same. Interviews and initial visits to places of business commenced in October 2015. One loan was issued in December 2015 and the remaining loans (27 in total) were issued in 2016. Total value of loans issued were \$4,417,500. By the end of 2016, two loans were closed due to non-payment. The value of the loans at closing were \$218,531.70. This represented 4.9% of total loans issued. Continuous monitoring of loan recipients was conducted. No skills training was done during 2016 but in November 2016 a WOW beneficiaries Evaluation Session was conducted with all WOW applicants. Technical assistance was provided in the form of information by the Guyana Livestock Development Authority (GLDA), Guyana Marketing Corporation (GMC) and Guyana School of Agriculture (GSA) that were present at the Evaluation Session. Loans taken were for the expansion of grocery shop, salon, clothing, food and poultry businesses.

NEW 2016 PROGRAMME

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.13.1	Interview prospective beneficiaries of micro credit loans.	50	25	50%	The POWER programme commenced in September 2016 and many persons were interviewed for loans. However, by November 30, 2016 only one (1) POWER loan was issued.
4.13.2	Verify all loan applications.	45	20	45%	After the initial pre-screening interview, the Field Officers of the Micro-Credit Programme visited prospective loan recipients to verify all information provided. The time was too short to verify all of the applicants by the end of the year.
4.13.3	Mentor and monitor all loan recipients in all the Regions.	40	20	50%	Due to the fact that only one disbursement was made at the end of November 2016 there was no need for monitoring to be conducted so soon after the loan was disbursed, hence, no monitoring was done.
4.13.4	Facilitate the training of all loan recipients in the management of small businesses and related skills.	0	0	0	Due to the fact that the POWER programme commenced late in September 2016 with only one loan being issued by the end of November 2016, the Ministry did not have plans to conduct any training during 2016.
4.13.5	Promote the Micro-Credit Programme through public awareness programs	2	1	50%	The Ministry did plan to engage in the promotion of the POWER programme in late 2016. To that end, one television programme through GINA was done. This was done even before the programme started in September 2016.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.13.9	Visit all loan recipients to encourage/advise on servicing of loans in order to reduce incidents of defaulting.	0	0	0	Due to the fact that the programme commenced so late in the year there was no need to visit beneficiaries to encourage them to service loans.

NOTE:

2016 – People of Worth Entrepreneurial Resources (POWER). The People of Worth Entrepreneurial Resources (POWER) is a new loan programme which commenced in September 2016. The eligibility criteria to access the loan are similar to the WOW programme with the exception that this programme catered to single parent male and couples while the WOW catered to single parent female only. There was no official launch of the programme but outreach was done in various parts of the country. When officers visited the various regions to promote WOW, they found that there were many couples and single fathers who were in need of this loan facility but did not qualify because they were not single parent female. It was determined that Regions 2 and 9 required this facility most. Consequently, a decision was made to visit Region 2 with a plan to visit Region 9 at a later date. Region 2 was visited in late September and approximately 25 persons were interviewed while 6 loans were recommended and one loan to the value of \$250,000 was issued in November 2016. As a result of one loan being issued late in the year no monitoring of POWER loans was conducted in 2016.

4.14. COUNTER TRAFFICKING IN PERSONS

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NO	%	
4.14.1	Prevention and Partnership To provide information about trafficking in persons. Disseminate information Booklets in the ten administrative regions in Guyana.	6,000 booklets	6,000 booklets	100%	The sessions were held in regions 1, 2, 4, 6, 7, 8, 9& 10. These activities ensured that the target groups were informed on the elements of trafficking in persons, the national hotline number and the reporting procedure for reporting suspected cases of human trafficking. The success of this activity was as a result of proper planning and the availability of resources.
4.14.2	Conduct Awareness and sensitization sessions in Schools in Regions #1, 3, 6&10.	30 Secondary Schools	30 Secondary Schools	100%	These sessions were aimed at heightening the awareness on human trafficking, their indicators and the referral mechanisms for suspected cases of TIP. The sessions were held in regions 1, 3, 6 &10. The success of this activity was as a result of proper planning and the availability of resources.
4.14.3	Conduct awareness and sensitization sessions in Region #1	3 communities/ villages	3 sessions	100%	Community members gave their full support to the awareness session and also showed a keen interest on the various aspects of human trafficking discussed. The event was made possible because of proper planning and the availability of resources.
4.14.4	Lead Candle Light Vigils to Commemorate World Trafficking in Persons Day.	3 Candle Light Vigils	3 Candle Light Vigils	100%	
		1 press release	1 press release	[100%]	
4.14.5.	Launch of the Jubilee Campaign. Disseminate educational materials and novelties about human trafficking	1,000 items	1,000 items	100%	Educational materials were disseminated in all ten (10) administrative regions of Guyana. The distribution of materials was made possible because of proper planning and the availability of resources.
4.14.6	Alleged survivors of trafficking in persons identified and referred for services	100% suspected victims	107 victims	100%	Based on information received 107 alleged victims were identified for the reporting period. This achievement was due to heightened awareness campaigns and proactive activities by the Ministerial Task Force on TIPs.

ITEM	TARGET SET DESCRIPTION	AMOUNT	TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
			ACTUAL NO	%	
4.14.7	Conduct general awareness sessions in Regions # 2, 7, 8, 9 & 10.	500 community members	500 community members	100%	This activity was undertaken in collaboration with the Child Care and Protection Agency, Probation Department, Labour Department, Board of Industrial Training and the Ministerial Task Force on Trafficking in Persons in all of the planned regions. Representatives from the various departments presented on the social ills affecting society. Emphasis was placed on how to report a suspected case of human trafficking as well as the services offered by the Ministry of Social Protection. The events were made possible because of proper planning and the availability of resources.
4.14.8	Conduct awareness sessions with organizations representing minority groups (LGBTQ society)	At minimum 3 Organisations	3 organisations	100%	These sessions were aimed at heightening the awareness on human trafficking, their indicators and the referral mechanisms for suspected cases of TIP. The sessions were held in regions 4 and catered to groups from regions 4, 10 and 6. The success of this activity was as a result of proper planning and the availability of resources.
4.14.9	Conduct training with frontline officials	99 frontline officials	99 frontline officials	100%	This activity was executed in partnership with the International Organisation for Migration, The United States Embassy and Jamaica Trafficking in Persons. Frontline officials from the C-TIP Unit, CPA, Probation, GGMC, Ministerial Task Force, Forestry Commission, Focal Points, Guyana Women Miners Organisation were trained in this area. Sessions were held in Region # 4.
4.14.10	Develop a schools' competition whereby students will submit artwork and information to be used as Task Force Posters/Brochures	At minimum 30 pieces submitted	Nil	0%	This activity was not achieved by the end of December 2016 as the partnership with the Ministry of Education was not forthcoming.
4.14.11	Develop a specific trafficking in persons' module to be included in diplomat briefings.	1 module developed	NIL	0%	Incomplete as exercise has been handed over to the Ministerial Task Force for implementation.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NO	%	
4.14.12	Provide voluntary appropriate and comprehensive direct assistance to survivors of trafficking in persons	All identified victims	107 identified alleged victims	100%	This service was provided in collaboration with Help & Shelter and the Together in Peace Home. Alleged victims were exposed to varying forms of psychosocial support ranging from shelter to counselling.

NOTE:

Other significant activities

1. A total of one million five hundred and ninety thousand eight hundred and eighty-one dollars (\$1,598,081) was spent on direct victim assistance for the year under review.
2. For the reporting period a total number of thirty-two charges were laid for trafficking in persons and other related charges (Unlawful Withholding of Identification Papers, employing a Child on a Premises Selling Intoxicating Liquor, forcing a Child to Consume Intoxicating Liquor). A sum of one million three and thirty-nine thousand (\$1,339,000) was exhausted by the Unit in facilitating court attendance for alleged victims, witnesses and officers.

4.15. STATISTICAL DEPARTMENT

ITEM	TARGETS SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	Description of Target	Amount	ACTUAL #	%	
4.15.1	Compile Quarterly Labour Market Information Systems statistical bulletins by second month in each quarter.	4 Bulletins	4 Bulletins	100%	The Statistical Bulletins completed in 2016 were for the quarters October – December 2014 and three quarters of 2015. This was accomplished mainly through the dedication of staff members.
4:15:2	Compile Quarterly Social Services Bulletins Information.	4 Bulletins	4 Bulletins	100%	The Social Services Statistical Bulletins produced were for the quarters June 2015 to June 2016. The achievement was largely due to the dedication of staff members.
4:15.3	Conduct Occupational Wages and Hours of Work Survey	1 Survey	1 Survey	100%	A survey on Occupational wages and hours of work was conducted April to September 2016 in all regions, except region 5 . To achieve this target staff used previous experience

ITEM	TARGETS SET FOR THE YEAR		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	Description of Target	Amount	ACTUAL #	%	
					in conducting similar surveys. Encouragement also came from policy makers and funds were made available.
4.15.4	Conduct Skills Needs Survey	1 Skills Survey	1 Skills Survey	100%	A survey on skills needed in the private as well as some public agencies was conducted in all the regions. The need for information on skills shortage and demand was high and that served as an impetus for the conduct of this survey.
4:15.4	Participate in Labour Market Coordinating Committee Meetings.	2 meetings	2 meetings	100%	The LMIS Coordinating Committee was comprised of representatives of agencies such as, Private Sector, Bureau of Statistics and National Insurance Scheme as well as the Ministry Of Social Protection. Meetings were mandatory and meaningful.

4.16. LABOUR DEPARTMENT

ITEM No.	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	QUANTITY	ACTUAL #s.	%	
4.16.1	Conciliations: Conclude 100% of all conciliations based on requests received.	20 requests	15 requests	75%	Conciliation occurs when the Ministry mediates a dispute between Management and Union. The department was able to resolve disputes in a timely manner due to the level of confidence and commitment displayed by the parties involved.
4.16.2	Complaints. Resolve 80% of total complaints reported.	1,930 reported complaints	1,565 complaints resolved	81%	Complaints are made by employees and former employees of businesses. The Department was able to achieve the level of target set as a result of the dedication and competence displayed by officers.
4.16.3	Accidents: Investigate 100% of all accidents reported.	471 reported accidents	141 accidents investigated	30%	Accidents that were reported were both serious and fatal in nature. The Department did not achieve the set target as a result of insufficient financial and other resources, major deterrents to timely investigations. However, all of the fatal

ITEM No.	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	QUANTITY	ACTUAL #s.	%	
					accidents were completely investigated. These were twenty (20) in number.
4.16.4	Vet and countersign 100% of requests received for Collective Labour Agreements	16 requests	16 requests	100%	Collective Labour Agreements are agreements between employers and unions with respect to their employees' conditions of service. The Department was successful in countersigning all Collective Labour Agreements due to the willingness of all parties to cooperate.
4.16.5	Prosecutions: File prosecutions for 100% of identified breaches by delinquent employers.	43 breaches in Regions 2, 3, 4, 5, 6, 7, 10	43 prosecutions filed for breaches in Regions 2, 3, 4, 5, 6, 7, 10	100%	Prosecutions are instituted against 43 delinquent employers who failed to comply with the labour Laws. The Department was able to file prosecutions for all breaches due to the due diligence exercised by officers.
4.16.6	Labour Inspections- Visit 100% of workplaces listed in the Register.	2,500 workplaces	1,611 workplaces inspected	64%	Inspections seek to establish the compliance of labour laws by employers. While workplaces on the coastland areas were inspected, the unavailability of funds in a timely manner inhibited access to remote areas such as Regions 2, 7, 8, 9, thereby resulting in the shortfall of the set target.
4.16.7	Training – Conduct seminars on various labour legislation for several industries in the 10 Regions.	100 seminars	48 seminars	48%	100 % of target set was not achieved due to non-availability of financial resources. Shortfall was as a result of unavailability of funds to carry the programmes to the hinterland Regions 2, 7, 8 and 9.
4.16.8	Responding to 100% of Strike reports	235 reported strikes	235 strikes resolved.	100%	Strikes are industrial actions taken by workers against their employers. In 2015, despite the alarming number of strikes reported, the Department's interventions were critical to the success that was realized. In several instances, Officers encouraged dialogue between unions and management and the willingness of both parties enabled resolution. In other cases, the Department's intervention was more pronounced bringing satisfactory closure to all parties.

ITEM No.	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	QUANTITY	ACTUAL #s.	%	
4.16.9	Participating in 100% of Tripartite Committee meetings	12 meetings	9 meetings	75%	The Tripartite Committee is an advisory committee to the Minister on Labour issues. It comprises representatives from the private Sector, Government, and Trade Unions. Statutory meetings are held once every month. The shortfall in the target was as a result of the unavailability of the Minister who chairs these meetings.
4.16.10	Convene 100% of statutory meetings for the National Advisory Council on OH&S (NACOSH)	12 meetings	8 meetings	67%	NACOSH is the advisory council on OSH issues. Statutory meetings are held on a monthly basis. The shortfall in the target set was because the life of the Council came to an end, and at December 2016, it was not yet reconstituted.
4.16.11	Convene 100% of Trade Union Recognition & Certification Board Meetings (TUR&CB)	12 Meetings	11 Meetings	90%	TUR&CB is a statutory board established to regulate trade union bodies. Meetings are held on a monthly basis. The shortfall in the target set resulted from the expiration of the life of the Board in November of 2016.
4.16.13	Recover outstanding emoluments from defaulting at least 80% of employers for affected employees.	80% of 1,930 reported cases: i.e. 1,565 cases	1565 complaints were totally resolved.	81%	The Department was able to comfortably meet its target set for the year as a result of the commitment and dedication of its officers. The sum of \$75,223,027 was recovered on behalf of the affected employees, thereby bringing closure to these matters. The remaining cases will be concluded in 2017.
4.16.14	Compile 100% of Reports requested from ILO for Conventions that were ratified by the GOG.	9 requested ILO reports	(11) eleven ILO reports	120%	International Labour Organisation (ILO). Every year the Department has to report on conventions that were ratified by GOG. The Department exceeded its target because (a) the required information was available; (b) the two additional reports were outstanding from the previous year.
4.16.15	Co-ordinate an identified activity in observance of OSH Day 2016.	1 Sensitization Programme	1 Sensitization Programme	100%	A major sensitization programme with respect to Occupational Safety and Health which comprised a Health Walk, Safety and Health Fair and an Awards Ceremony were conducted for workers and employers of various workplaces during the

ITEM No.	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	QUANTITY	ACTUAL #S.	%	
					month of April. The target was achieved due to the timely availability of resources.
4.16.16	Co-ordinate an identified activity in observance of Child Labour Day 2016.	1 Sensitization Programme	1 Sensitization Programme	100%	A major sensitization programme with respect to Child Labour was conducted for schools in Regions 2, 3, 4, and 6 in the form of a March and Rally during the week of the 12 th June commencing on the World Day against Child Labour. The target was achieved due to the timely availability of financial resources.

4.17. COOPERATIVES DEPARTMENT

ITEM	TARGET SET FOR THE YEAR [2016]		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	PERCENT	
4.17.1	Conduct Meetings in the Regions with Stakeholder groups, NGOs and Agencies	6 meetings	5 meetings	95%	The aim of these meetings was to discuss reports on Co-operative activities in Regions. The achievement was quite good – 5 out of 6 planned meetings. These meetings saw the need for the sharing of information and the coordination of efforts across Agencies.
4.17.2.	Conduct field visits to the regions by Cooperative Officers	100 visits Coop. Soc. 50 Visits to F. Soc.	170 field visits 0 visits	170% 0%	Despite the full complement of staff, the target was exceeded because of mandatory Task Force duties where the office was closed on days during the week to ensure the field visits are done in the regions.
4.17.3	Convene Annual/Special General Meetings of Cooperatives and Friendly Societies.	25 Coop. Societies	Two Cooperative Societies	8%	Annual General Meetings are ordered to societies by the Chief Co-operative Development after the release of audit reports. The Committees of Management of societies are responsible for convening such meetings. The percentage of Annual General

ITEM	TARGET SET FOR THE YEAR [2016]		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	PERCENT	
		15 Friendly Societies	Nil	0%	Meeting convene was due to audits not completed by Auditors assigned.
4.17.4.	Conduct Audits of Cooperatives and Friendly Societies:	120 Coop. Societies	20 Co-operative Societies.	17%	The continued restructuring of the Department contributed to the reduced target realized. In addition, location, 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 Audit and Supervision fund from which payment is effected to the auditors. There is need for a strategy to be devised that will motivate the societies to pay their contributions. Lack of timely submission of financial statements by Friendly Societies also affected target achievement
		150 Friendly Societies	24 Friendly Societies	16%	
4.17.5.	Registration of Co-operative Societies	5 Coop. Societies	2 Coop. Societies.	40%	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. With regards to the cooperative Societies, those registered in 2016 were in Regions 3 and 4. In the case of the registered Friendly Societies, these were in Regions 3, 4, 5, 6 & 10.
		50 Friendly Societies	44 Friendly Societies.	88%	
4.17.6.	Conduct Inquiries into the operations of Cooperative and Friendly Societies.	30 Cooperative Societies	4 inquiries	13%	Inquiries are conducted based on complaints received from Members of Cooperative and Friendly Societies. In 2016, few inquiries were received. The inquiries from members of the public should be bolstered with a programme of routine inspections by the Cooperative Department. This could not be pursued as a result of the existing staff shortages.
		20 Friendly Societies	0 inquiries	0%	
4.17.7	Conduct Arbitration hearings in a timely manner in all cases meriting such interventions.	20	No Arbitration was conducted	0%	Arbitrations are conducted based upon request by an aggrieved Member/Society. Despite complaints no arbitration was done due to financial and human resource constraints.
4.17.8	Amendment of the Cooperatives and Friendly Societies Rules	15 Coop. Societies' Rules	No amendment was done	0%	The Amendment of the Cooperatives and Friendly Societies Rules are done based upon request by the Societies. However, the decline was due to poor supervision by the department staff.

ITEM	TARGET SET FOR THE YEAR [2016]		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	PERCENT	
		10 Friendly Societies' Rules	2 Friendly Societies' Rules	20%	
4.17.9	Appointment of Interim Management Committee for Cooperative and Friendly Societies	10 Cooperative Societies 5 friendly Societies	1 Coop. Society nil	10% 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. Much more will be achieved when the Co-operative Officers at the regional level are filled. The Following Interim Management Committee was appointed during the period: One (1) Interim Management Committee was appointed for a Cooperative Society in Region 10.
4.17.10	Dissolution of Cooperatives and Friendly Societies	6 Coop. Societies 6 Friendly Societies	No cancellation No cancellation	0% 0%	The Cancellation of Cooperatives and Friendly Societies is based on: (a) request from members of the Society for dissolution (b) Non-compliant under their respective Acts. (c) Inspection and investigation of the society. If these are not done, dissolution of a society will be against the law.

4.17. MISU DEPARTMENT

ITEM	TARGET SET FOR THE YEAR [2016]		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	PERCENT	
4.17.1	Print O.A.P 2016 General Distribution sheets & stickers	100% of names on register (54,180 persons)	54,180 persons	100%	The OAP Sheets were fully compiled based on the names on the register as at December 31, 2015. The success achieved was made possible as a result of a full complement of MISU staff, a new database and dedicated supervision of staff. Verification of names also included a review by the Social Services Officers which must be done to provide accurate OAP distribution sheets.
4.17.2	Print Public Assistance Distribution Sheets for the First & Second half of 2016	100% of persons on register.	5,965 persons	100%	PA payments are granted to citizens who are permanently disabled or are economically disadvantaged for either medical and / or economic reasons. The target achievement resulted from the existence of a full complement of MISU staff, a new database and

ITEM	TARGET SET FOR THE YEAR [2016]		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	PERCENT	
		[5,965 persons]			committed supervision of staff. Verification of names also included a review by the Social Services Officer which must be done to provide accurate PA distribution sheets.
4.17.3	Provide Statistical reports for OAP & PA in 2016	2 reports	2 reports	100%	The level of success that was achieved resulted from a combination of factors. Due diligence was exercised by Social Services Officers as well as the MISU Staff. All persons involved were determined to take / make good use of the new database reporting features and also help to build additional reports that may be required in the future.

4.19. CENTRAL RECRUITMENT AND MANPOWER AGENCY

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS/FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.19.1	Register all unemployed persons seeking employment	(a) 4,200 unemployed persons (b) 6 Regions: #2,3,4,5,6,10	(a) 2,431 unemployed persons (b) 6 Regions: 2, 3,4,5,6, 10.	55% 100%	The level of achievement for the target set was facilitated by new registrants, while those who were registered revisited the Department to update their status. Some jobseekers visiting the Department seeking employment were already registered thereby causing only 55% of the target to be achieved.
4.19.2	Compile and maintain an up-to-date register of all job vacancies notified throughout the regions.	(a) 3,400 vacancies (b) 6 Regions- # 2,3,4,5,6,10.	(a)2,961 vacancies (b) 6 Regions- # 2,3,4,5,6,10.	76% 100%	The vacancy notifications were received from both Private and Public enterprises. In addition, Staff members routinely monitored the publication of vacancies in the daily newspapers. The inclusion of these vacancies increased the opportunities available to persons who were desirous of working.

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS/FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOs	%	
4.19.3	Submit / refer jobseekers to vacant positions for possible placement into active employment.	(a) 3,700 Jobseekers (b)6 Regions - # 2,3,4,5,6, 10	(a) 3,430 Jobseekers (b) 6 Regions: # 2, 3,4,5,6, 10.	82% 100%	Jobseekers submitted by the Department to potential Employers were suitably qualified to fill the existing vacant positions as a result of the up- to- date and comprehensive data base that was maintained by the Department. This enabled the match between the profiles of the jobseekers and the vacancies that were appropriate.
4.19.4	Place unemployed persons into suitable jobs.	(a)3,500 Job seekers (b) 6 Regions: # 2,3,4,5,6,10.	(a) 2230 Job seekers (b)6 Regions: # 2,3,4,5,6, 10	60% 100%	The 2,230 jobseekers who were placed in employment were as a result of the direct contact made with the Department. Some job seekers refused the positions offered due to following factors: - <ul style="list-style-type: none"> • Wages being offered to them; • Shift system of the Organizations • Location of workplace. These factors more or less accounted for the shortfall in the target set.
4.19.5	Institute Occupational Counselling and guidance to jobseekers.	(a)2,000 job seekers (b) in 6 Regions: # 2, 3,4,5,6 & 10.	(a)2,000 Jobseekers (b) in 6 Regions: # 2,3,4,5,6 & 10	100% 100%	The ' <i>one- on- one</i> ' counselling with jobseekers provided capacity building and information to enable them to make informed occupational choices to match their qualifications. The counselling included interview techniques, appropriate dress codes as well as conduct to be displayed when seeking employment and attending interviews in their efforts to secure the identified positions.
4.19.6	Promotional Visits to Public and Private Sector Agencies.	(a) 800 agencies (b) 6 Regions: # 2, 3, 4, 5, 6 and 10.	(a) 682 agencies (b) In 6 Regions: # 2, 3,4,5,6 & 10.	85% 100%	This projected target was based on a list of Agencies supplied by the Labour Market Information System of the Ministry of Social Protection. Promotional activities were carried out by the Officers of the Central Recruitment and Manpower Agency to encourage employers to utilize the Services being offered by the department. At the same time, vacancies/ notifications were collected to be processed thereby creating more opportunities for possible job placements.
4.19.7	Preparation of statutory / administrative Reports.	69 reports	69 reports	100%	These accounts comprised weekly, monthly, quarterly, and annual reports and covered activities / statistics undertaken in Regions # 2, 3,4,5,6 & 10. These reports were Statutory requirements to be completed within specific deadlines and were therefore priorities for the Department. The Department's data system that is in place facilitated the compilation of the reports in a timely manner.

4.20. BOARD OF INDUSTRIAL TRAINING

ITEM No.	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL #s	PERCENTAGE	
4.20.1	Registration of apprentices.	100	115	115%	The new apprentices were assigned to 4 Masters namely Guysuco, Bosai, GNIC and GPL in regions 3, 4, 5, 6 and 10. The masters were able to recruit more apprentices than was projected but this had no cost implications for BIT.
4.20.2	Certification of apprentices as artisans	70	73	103%	The new artisans were certified in the following engineering trades, Mechanic -9, Electrician -9, Fitter Machinist -20, Auto Electrician -6, Agricultural Mechanic -15, Sugar Boiler -5, Instrument Repair Mechanic -8 and Machine Operator - 1. Additionally, they completed their traineeship at the following masters: Guysuco, GNIC, DDL and Barama, in regions 2, 3, 4, 5 and 6. The target was surpassed because three apprentices' traineeship was reduced by six months and they therefore graduated with the Class of 2016.
4.20.3	National Training Project for Youth Empowerment (NTPYE)	1500	1430	95%	The NTPYE beneficiaries pursued training in various occupations in the engineering, electrical, building construction, home economics, IT/clerical and forestry sectors; additionally, the training was done in Regions 1-10. However, the decrease was due to dropouts.

4.21. HUGO CHAVEZ REHABILITATION AND REINTEGRATION CENTRE

Item	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	Description	Amount	Actual Number	%	
4.21.1	Life Skills Training for residents	3- 6 weeks	3-6 weeks	100	The aim of this training was to have residents engaged in Needle work, fabric paining and tie-dying so as to promote their self-sufficiency. All female residents were involved and benefited from this Training.
4.21.2	Fun day for residents of the Hugo Chavez Centre	1 Event	1 Fun Day	100	This event did occur. 60 Residents were engaged in a number of indoor and outdoor games etc., they were provided with special snacks. This event was deemed a success. It was brought about by the availability of the required funds, prior planning and the commitment of staff members.
4.21.3	Kite flying for residents (No. 63 Beach)	1 Event	1 Event	100%	The aim of this activity was to improve socialization among residents. Unfortunately, the activity was not held at the No. 63 Beach but in the Hugo Chavez Centre Compound due to Transportation constraints.
4.21.4	Rehabilitative programs	9 residents	7 residents	70%	The Centre was successful in promoting the reintegration of these residents with their families through rehabilitative programs, training and counseling sessions. The shortfall in the target came about as a result of some residents not being ready for the transition.
4.21.5	English Literature and Numeracy program for residents	30 Residents	30 Residents	100%	These programmes aimed at facilitating a greater level of understanding and confidence among residents thereby encouraging them to become more involved and engaged in day-t-day life experiences and transactions. The sessions were mandatory and were offered Mondays through Fridays two hours each day throughout the year.
4.21.6	Training of Ward Orderlies	12 Ward Orderlies	0	0%	This activity sought to enhance the communication skills- both speaking and listening skills of residents in order to promote better communication among themselves and to enable them to follow directions. This training was not offered due to financial constraints.
4.21.7	Expansion of fish and Agricultural production	2 Projects	2 projects	100%	Two projects were planned for 2016 (a) to establish a kitchen garden to promote self-sufficiency in this area for the consumption of residents: (b) to establish a fish pond. The activity targeted 40 residents. Both projects were successful but with 30 residents in this group, 10 less than expected. Their responsibilities included daily tending of the garden, watering the plants,

Item	TARGETS SET FOR THE YEAR		TARGETS ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	Description	Amount	Actual Number	%	
					planting new trees, etc. The technical know-how was provided from an officer from NARI Fisheries Dept.
4.21.8	Individual Therapy	3 Interventions	0	0	The interventions comprised(a) Life Skills such as time management They were not realized because of financial constraints.
4.21.9	Expansion of livestock rearing	40 Residents 25 Staff	0 0	0 0	The programmes were identified for staff in order to promote an understanding of the role and use of technology with the 21 st . It was planned to be an 'on site' programme for 20 weeks with instruction by an external facilitator three times a week. The activity was not realized because of financial constraints.
4.21.10	Computer training for specific staff members.	5 Admin. staff	5 Admin. staff	100%	This event was successful. 5 Administrative staff members were trained. This exposure enhanced their capabilities in the use of computer systems. The officers now produce outputs in a more efficient and timely manner.
4.21.11	Staff Social	1 Event	1 Event	100%	This end of year event was successful. There was socialization among all staff.
	Residents' Christmas party & concert	1 Event	1 Event	100%	The aim of this activity was to improve socialization among residents. All residents were involved in this activity; they were served a number of delicacies and enjoyed the music by dancing with each other in the Mess Hall.

4.22. UNPLANNED BUT IMPORTANT ACTIVITIES

4.22.10. PALMS GERIATRIC INSTITUTION

ITEM	TARGET SET		AMOUNT	ACTUAL NO.	PERCENT ACHIEVED	ANALYSIS OF SUCCESS AND FAILURES
	DESCRIPTION	TARGET SET				
4.22.10.1	ESTABLISH AN INFIRMARY (MINI-HOSPITAL)	1	1	1	100%	In order to improve the quality of care to our residents the Administration recommended that an infirmary should be established in the compound of the existing facility. Consequently, preliminary works commenced. The design was drafted and submitted to decision makers and the plan was subsequently approved for the rehabilitation works to be undertaken to the ground floor of the Administrator's Building. The infirmary will comprise five (5) beds of which four (4) beds would be allocated for observation purposes and one (1) for infectious diseases. This unit will be staffed with two (2) Doctors and four (4) Patient Care Assistants. The infirmary is expected to become operational by 2018.

4.22.15. STATISTICAL UNIT

ITEM	TARGET SET		AMOUNT	ACTUAL NO.	PERCENT ACHIEVED	ANALYSIS OF SUCCESS AND FAILURES
	DESCRIPTION	TARGET SET				
4.22.15.1	The Statistical Services Unit acted as the focal point for the Guyana leg of Caribbean Single market and Economy. (CSME). Coordinate a key Training Programme on Labour Market Information in Policy Making.	1 Week	1 Week	1 Week	100%	This programme was convened in Guyana in October 2016. The objective was to improve the knowledge of participants in analyzing the Labour Market. The facilitators were Dr. William House, Consultant and Dr. Oliver Smith, Head of CARICOM CSME Unit. All the agencies, with the exception of the Bureau of Statistics, whose staff were in the fields, attended the one-week workshop. Fifteen (15) persons attended the workshop. The programme was fully funded by CARICOM.

4.22.16 COOPERATIVES

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURES
	DESCRIPTION	AMOUNT	ACTUAL NOS	%	
4.22.16.1	(a) Responding to emerging Training opportunities: Workshop/ Training	4 staff members	4 staff members	100%	All unplanned activities, the Department took part in were highly successful as the persons who attended gained more knowledge of their line/field of work. They were also empowered to enhance the delivery of their duties. Customer Service (3 employees), and Computer Studies (1 employee) provided by the Ministry of Public Service and Computer World Respectively. The Training was the initiative of the Personnel and Cooperatives Departments.
		2 seminars	2 seminars	100%	The Financial Intelligence Unit in collaboration with the Ministry of Finance hosted two seminars/workshops on Anti-Money Laundering where the Chief Cooperative Development Officer and Assistant Chief Cooperative Development Officer attended. This was necessary by law and the department participated in the capacity as the Supervisory body.
4.22.16.2	(b) Establishment of a Ministerial Task Force on Cooperatives.	Task Force Visits to 8 regions– 100% participation	6 regions	80%	A Ministerial Task Force on Co-operatives was formed in 2016 under the directive of the Honourable Minister. The mandate was to conduct a study on the resuscitation of the Co-operative movement in Guyana. This resulted in the conducting Inspections on random selection of Co-operative Societies in Regions 2, 3, 4, 5, 6 and 10 during 2016.

4.22.19. CENTRAL RECRUITMENT AND MANPOWER AGENCY

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS/FAILURE
	DESCRIPTION	QUANTITY	ACTUAL #s	%	
4.21.19.1	Intra Departmental Collaboration with other departments within the Ministry of Social Protection.	1 CRMA /Social Services sponsored meeting	1 joint Departmental meeting	100%	CRMA and the Department of Social Services engaged members of the community in selected high-risk communities across the regions 2,3,4,5,6,10 in a joint engagement in March 2016. The objective of this effort was to engage members within the identified communities so as to foster working relationships, as well as to sensitize persons to the services offered by the Ministry of Social Protection.
4.21.19.2		1 OSH Health Walk and Exhibition	1 OSH Health Walk & Exhibition	100%	The Occupational Safety and Health department of the MOSP implemented an OHS Week of Activities in the month of April,2016. One event was a Health Walk and Exhibition in Regions 3, 4, 6 and 10. CRMA was able to interact with the general public attending the event and promoted their services through discussions and the distribution of Brochures and flyers. Departmental collaboration is being promoted within the Ministry.
4.21.19.3	Inter Ministry Collaboration [with other government ministries and agencies].	1 Street celebration	1 Street celebration	100%	This event was a street celebration organized by the Ministry of Youth, Sports and Culture to mark the 50 th Jubilee celebration in Region # 4. For CRMA, it provided a promotional opportunity and the Agency used the event to distribute brochures and flyers outlining its work.
4.21.19.4		Mining Week Activities	1 Event	100%	The Department participated in the Mining Week Activities Organized by the Geology and Mines Commission. The Central Recruitment and Manpower Agency participated in this activity due to the fact that Private and Public-Sector Organizations and students from the Ministry of Education were in attendance and it gave the Agency an opportunity to promote its activities and encourage employers and students to utilize the services being offered.
		1 Workshop on Labour Market Information	1 Workshop	100%	CARICOM Secretariat organized a workshop on Labour Market Information and its uses in Policy and Planning during the month of October, 2017. Two members of staff from CRMA participated in this workshop. It presented an opportunity for building capacity as well as sharing information and contributing to the development of specific labour related policy. The workshop expenses were fully funded by CARICOM.

4.22.20 BOARD OF INDUSTRIAL TRAINING

ITEM	TARGET SET		TARGET ACHIEVED		ANALYSIS OF SUCCESS AND FAILURE
	DESCRIPTION	AMOUNT	ACTUAL NOS	PERCENTAGE	
4.22.20.1	Mining Week Celebrations	1 Event	1 Event	100%	BIT officers participated in the Mining Week activities that were organized by the Geology and Mines Commission. Using the activities as a platform for public awareness; thus, reintroducing to the programmes offered by BIT as viable career pathways for sustainable employment. It was an opportunity for building awareness with little financial outlay. One BIT officer attended the CARICOM Secretariat workshop on Labour Market and its uses in Policy and Planning . This activity was fully funded by CARICOM.
	CARICOM Workshop	1 Workshop	1 Workshop	100%	

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

In 2016, the various departments continued the pursuit of the mission of the Ministry. A number of special initiatives aimed at enhancing service delivery were developed and delivered. These are presented below:

A. MAHAICA HOSPITAL

During the year 2016, the Administrator and staff sought to enhance the experience of residents by networking with interested NGOs and Government agencies and were able to sustain a few initiatives which have now become incorporated in the routines of the Hospital. Highlights of this initiative are listed below:

- **International Women's Organisation** donated food, drinks, clothing and cash directly to residents on ten occasions. Also held a Christmas party for residents.
- **Sisters of Mercy** donated food, drinks, etc. directly to patients on several occasions throughout the year.
- **Faith-based Organisations.** Several church members visited the residents approximately twenty-five times. They ministered to them through hymns and prayers.

Outstanding Worker: Ms. Alicia Sealey, Patient Care Assistant, was honoured by the Ministry for her outstanding performance for the year 2016.

B. COUNTER TRAFFICKING- IN- PERSONS

In January of 2016, the Ministry of Social Protection in collaboration with the *Together in Peace* Organisation opened a new shelter. This shelter, located in Region 4, was the first of its kind and catered to the needs of survivors and alleged victims of TIP exclusively.

- C. **BOARD OF INDUSTRIAL TRAINING** In collaboration with other agencies, officers participated in several events including career fair hosted by other Ministries and Technical Institutions.

D. PROBATION AND SOCIAL SERVICES DEPARTMENT

Staff development was a key initiative that was pursued in 2016. 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

E. 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'*.

F. NIGHT SHELTER

Staff of the Night Shelter benefitted from a number of staff development opportunities that emerged during the year under review: These were as follows:

a) Training for Staff:

- i. First Aid Training - 3 staff were trained in basic First Aid by Guyana Red Cross.
- ii. Fire Safety Training - Guyana Fire Service trained all staff in fire prevention methodologies.
- iii. Domestic Violence Activity - 5 staff members attended a Conference at the Ramada Hotel on the 25th November, 2016 organized by the Gender Unit to discuss the elimination of gender-based violence.
- iv. GPSU Awareness Session: GPSU met with staff to discuss workers' rights and representations.

b) Training by Chest Clinic for Residents. 4 TB Patients and substance abusers were trained and counselled by the Chest Clinic.

6.0 ANNEXES

6.1. ANNEX 1: RECURRENT BUDGET 2016: PLANNED AND ACTUAL

A	B	C	D	E	F	G	H
PROGRAMME	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)	123,293,000	123,293,000	123,233,141	59,859	0.99
	6221-6322	OTHER CHARGES	126,291,000	126,291,000	124,010,635	2,280,365	0.98
TOTAL			249,584,000	249,584,000	247,243,776	2,340,224	1.97
2. SOCIAL SERVICES	6111-6134	TOTAL EMPLOYMENT COST (INCLUDING OVERHEAD EXPENSES)	335,320,000	335,320,000	335,111,731	208,269	0.99
	6221-6343	OTHER CHARGES	580,703,000	580,703,000	577,585,124	3,117,876	0.99
		OLD AGE PENSION	11,632,788,000	11,632,788,000	11,146,547,936	486,240,064	0.95
TOTAL			12,213,491,000	12,213,491,000	12,059,244,791	489,566,209	2.93
3. LABOUR ADMINISTRATION	6111-6134	TOTAL EMPLOYMENT COST (INCLUDING OVERHEAD EXPENSES)	135,731,000	135,731,000	121,865,764	13,865,236	0.89
	6221-6343	OTHER CHARGES	309,570,000	309,570,000	301,310,586	8,259,414	0.97
TOTAL			445,301,000	445,301,000	423,176,350	22,124,650	1.86
4. CHILDCARE PROTECTION AGENCY	6111-6134	TOTAL EMPLOYMENT COST (INCLUDING OVERHEAD EXPENSES)	207,885,000	207,885,000	207,672,147	212,853	0.99
	6221-6343	OTHER CHARGES	263,792,000	263,792,000	261,225,598	2,566,402	0.99
TOTAL			471,677,000	471,677,000	468,897,745	2,779,255	1.98
MINISTRY TOTAL			13,380,053,000	13,380,053,000	13,198,562,662	516,810,338	8.74

6.2. ANNEX 2: CAPITAL BUDGET 2016: PLANNED AND ACTUAL

PROGRAMME	DETAILS	BUDGET	ACTUAL	VARIANCE	% VARIANCE
1. MINISTRY ADMINISTRATION	CAPITAL EXPENDITURE	26,200,000	26,155,668	44,332	0.99
2. SOCIAL SERVICES	CAPITAL EXPENDITURE	83,000,000	58,283,280	24,716,720	0.70
3. LABOUR ADMINISTRATION	CAPITAL EXPENDITURE	39,200,000	37,969,832	1,230,168	0.96
4. CHILDCARE PROTECTION AGENCY	CAPITAL EXPENDITURE	50,500,000	45,373,081	5,126,919	0.89
TOTAL		198,900,000	167,781,861	31,118,139	3.54