



GAUTENG PROVINCE
SOCIAL DEVELOPMENT
REPUBLIC OF SOUTH AFRICA

SERVICE PLAN: PROGRESS REPORT ASSESSMENT FORMAT

ORGANISATION/FACILITY: SAVF Vanderbijlpark Shelter (BP 1000406969) Transaction:
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PERIOD OF PROGRESS REPORT: 1 October 2014 – 31 March 2015
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Name of Social Worker: Mrs. S.M. Huygen
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Signature:
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Contact Number: 016 430 2550
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Date of Assessment: 30 June 2015
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Supervisor: Mrs. Itani Mashau
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Date Submitted to H/O:

N/A
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Onsite Report Attached:

Yes No

1. PROGRESS ON OBJECTIVES

SAVF Vanderbijlpark Shelter was registered as a nonprofit organization in terms of the Nonprofit Organizations Act, 1997 (Act 71 of 1997) on 24 July 2007 under number 011-030 NPO.

The Shelter for destitute and homeless people/families/adults is situated on an agricultural smallholding in the rural area on the outskirts of Vanderbijlpark. Since April 2014, the Shelter is funded by the DSD - for 32 beneficiaries.

SAVF Vanderbijlpark Shelter provides shelter, food and clothes to homeless people, regardless of race, creed, gender or religious affiliation. Its main focus is the preservation of families and the protection of children by providing in their most basic needs.

The primary reasons for people entering the Shelter are: Poverty, homelessness; unemployment; alcohol abuse, abuse and family violence. They need crisis accommodation, nutrition and services to assist them to alleviate poverty.

Residents are provided with 24 hour shelter (a safe environment) as well as food (3x meals per day) and clothes.

The Shelter provides the following Programs: A Pre-admission Program (Application and assessment of the applicant); an Orientation Program; Therapeutic and a Spiritual Programs; a Recreational Program; Life-skills training; a Reunification program; Medical program; an Educational and a Financial program; a Safety and Security program; an Integration program and an Exit program. The Exit program addresses aspects such as employment (assistance on how to compile a CV), financial contribution and re-adjustment in the community.

Homeless unemployed people are assisted to obtain identity documents, apply for pension/grants or to register at the Department of Labor. They are transported to health care facilities, clinics and hospitals and also to pension pay points.

Children receive basic necessities to attend school. The children are assisted with their home work after school. During the June and December school holidays, children are involved in holiday programs/activities. If money is available, the people at the Shelter are taken on outings to broaden their world and general knowledge.

Due to financial constraints it was not possible to maintain the organization's ECD program offered to pre-school children – called the 'Blink Ogies' Day Care.

The Shelter has been allocated a 4/8 funded Social Work post. The incumbent of the post works 15 hours per week. The funding for the other 5 hours per week is utilized to contract with a qualified and registered Educational Psychologist who addresses the needs of the beneficiaries in groups. He also does individual counselling as volunteer of the organization free of charge.

During the past six months, 68 people (children, youth, adults, older persons and persons with disabilities) benefitted from the program. The period started with 50 families, 32 new people were admitted and 34 left the Shelter. At the end of the reporting period there were 21 beneficiaries.

The SAVF Vanderbijlpark Shelter is not registered simply because registration of such a facility is not legislated. The organization has applied to be re-registered as a Child Protection Organization. The documentation was submitted to DSD Provincial, but a Certificate was not issued yet.

Did they meet the set objectives?

Objective1:

To manage the shelter targeting 55 (32) persons who experienced trauma through homelessness, domestic violence, and no financial and family support- through social work related assistance (and can benefit from services as outlined in the SAVF Residential Program).

Activities:

The organization did not report according to the activities specified in the Business Plan.

Capacitate human resources and empower staff.

Guidance has been provided to the Caretaker and the Household Head regarding their duties. Weekly meetings were held.

The Caretaker recorded incidents and reported it to the Social Worker who dealt with it. It is not indicated how many incidents occurred during the reporting period and what the nature of the incidents was.

5 Residents meeting were held during which the rules and conflict amongst the residents were addressed. Networking with SAPS took place. They addressed 26 of the residents on the incidents of stealing and vandalism at the Shelter and motivated them not to become involved in criminal activities.

The driver transported 69 beneficiaries to SASSA, school, the court, SAPS and the Department of Home Affairs and in the process provided administrative support to her fellow colleagues.

A Household Head has been appointed and 6 staff meetings were held.

The Social Worker attended various trainings, meetings and workshops on: The Evidence Based Reporting, Guidelines for Homeless Shelters, International Social Worker's Day, Upgrading of rules for Shelters and the Finalization of contracts for residents and the local Family Forum Meeting.

- Handle intake, network and admit traumatized clients.

The 32 newly admitted beneficiaries/residents were debriefed and screened. Admission need assessments were done and beneficiaries were involved in the orientation program.

- 20 Residents attended an Awareness session on Sexual abuse and Domestic violence and 40 attended an Awareness Program on AIDS hosted by the Shelter.*
- Attend to basic needs: provide meals and laundry services.
*Three daily balanced meals were provided to beneficiaries.
Sunday evening meals were sponsored by the Nederdutch Reformed Church Congregation of Vaalpark.
Over the festive season four church congregations spoiled the residents with meals.
Residents receive clothes as part of their basic necessities. The 117 beneficiaries that are reported however may include people not residing at the Shelter.
The household head conducted inspections to ensure that residents keep their cupboards neat.
Four women were taught to operate the washing machines. They work on a roster basis.*
 - Equip clients with skills to become self-reliant and generate an income through an Activity program (Arts and Craft).
*Twelve men were taught agricultural skills by attending to the garden.
16 Women completed an arts and crafts course and 5 women were taught to knit. They were equipped with skills to become self-reliant.
One child was taught to make creativity cards.*
 - Provide children with day care ('Blinkogies' - ECD not registered) and after school care (Assistance with homework).
9 of the residents' children attended the day care. Three of the residents took turns to look after the children. Six children benefitted from a holiday program presented during the December holidays. The children visited the Emerald Zoo, M'ma Roos's restaurant and playgrounds; watched DVD's and played outside. One of the children's school progress was closely monitored through a visit to the school and by requesting a school report.
 - Provide for the maintenance of the buildings and grounds and ensure security.
*Although an Environmental Health Certificate has been obtained, the requirements to install a basin and a fan in the kitchen were not adhered to.
Five males were empowered to man the Entrance Gate.
Residents were given cleaning tasks according to a roster.*
 - Attend to the Administration and Finances and control the budget.
*The Shelter and SAVF Social Services share the services of one Administrative Officer.
Records of donations and stock purchasing of groceries were recorded on a daily basis.
Lusa Community Chest did a financial audit – An Achievement figure of 97% was reached.
Quarterly financial reports were submitted to the DSD Sedibeng.*
 - Manage the existing case load monthly through information sessions on foster care, mental problems, parenting, uncontrollable children and domestic violence. Do written referrals and make appointments. *Not achieved.*
 - Attend to administrative issues.
Jumble clothe sales took place on Fridays. The two Social Auxiliary Workers in the employ of SAVF Social Services assisted whilst the community also benefitted.
 - Implement Family enrichment programs (Initial Botswadi program) and present the advanced Botswadi program for parents who completed the first course. *Not achieved.*

Objective 2:

To manage an activity program and empower 55 (32) residents and 40 persons in the immediate community with skills (and services).

Activities:

- Present a basic household activities program (Daily program, neatness of building and grounds).
Residents were involved in the basic household activities program. The number of residents recorded does not correlate with the 68 beneficiaries reported to have received services during the past 6 months.
Communication, conflict management and hygiene were attended to on a daily basis.
- Implement additional programs such as: Orientation; Therapeutic; Spiritual; Life-skills training; Reunification; Integration; Medical; Educational; Financial; Safety and Security and an Exit program. *This has been partially achieved.*
According to the progress report 10 preventative services cases was allocated to the Social Worker. It is however not mentioned if these were residents of the Shelter or clients from SAVF Social Services.
50 Beneficiaries attended church services and Bible study sessions. It has been reported that they found the Bible study to be enriching. One of the residents became a member of the Reformed Church.
62 Beneficiaries received clinic services and visited clinics and hospitals.
79 Residents received therapeutic inputs and guidance. This number does not correlate with the 68 beneficiaries reported to have received services during the past 6 months.
8 Residents were given job opportunities in the community and another 2 were assisted with job opportunities for a period of 2 weeks at Ladysmith in KwaZulu-Natal. The volunteer also assisted them with clothes and toiletries.
One male was placed at an Old Age Home - 'Huis Dien Bothma'.
A Black woman that resident at the Shelter for more than a year was reunified with her family in Venda.
It is not clear what aspects have been addressed in the life skills program that has been presented.

Objective3:

To provide (render) social work services (and social work related services) on an ongoing basis.

Activities:

The organization did not report according to the activities specified in the applicable Business Plan namely:

- Render Social Work services: Do screening and pre-screening, conduct and admittance interview. Schedule panel discussions, Involve volunteers in services and ensure a balanced activity program.
Assessments of the 32 newly admitted residents were conducted.
5 Residents were referred to the Psychologist.
During March 2015 the Psychologist addressed the topic: Sexuality with 20 of the residents in a group work session.
38 telephone calls were dealt with. Six of them were men that enquired about accommodation. The Shelter was full and they could not be accommodated. Some of these enquiries were for accommodation for mothers and their children. They could not be accommodated in the woman's hostel and had to be referred to Emfuleni Lochvaal Shelter and 'Lewenskruis'. Abused women and children have to be referred to Lifeline.

- Evaluate and complete the Measuring Tool; assist in compiling an exit strategy and a disciplinary code for residents. *The Measuring Tool was completed but it is not clear how regular this has been done and in respect of whom it has to be done. One family has to be evicted from the property – the processes to be put in place are currently in the planning phase.*

Objective 4:

To recruit, (utilize) and empower and deploy volunteers to assist with service delivery in the Shelter.

Activities:

The organization did not report on the Activities as indicated in the Business Plan for the 2014/2015 financial year namely:

- *Identify tasks and areas of service delivery where volunteers are needed. Complete a task list and also a 'job description'. Recruit and motivate volunteers to become involved; held an orientation workshop and network with other role players and stakeholders.*
This was only partially achieved. 10 Volunteers were involved – 3 with Arts and Craft; 4 in Spiritual Care and 2 assisted with the holiday programs presented. A Psychologist rendered individual therapy and a hairdresser cut 24 of the beneficiaries' hair. Service Management members were not involved. Lusa Community Chest provided Christmas gifts to 10 children.
- *Address the need for stipends and incentive; provide feedback to management and arrange a special event/outing for volunteers. This has not been achieved*
- *Attend the bi-monthly management meetings, structure working committees and market services. This was only partially achieved. Three Service Management Meetings were held. Reports were submitted.*
- *Attend to fundraising/ service delivery and assistance. Jumble clothe sales were held and the organization participated in the Tekkie Tax Campaign.*
- *Arrange AGM's; attend SAVF Forums and Regional meetings, Provincial meetings and Conference as well as the National and the SAVF Congress. An AGM was held on the 1 October 2014. Seven volunteers were elected to serve on the Service Management.*

Mention the constraints, if any was experienced.

- Financial constraints due to the lack of Lotto funding.
- High transport costs.
- Theft that took place and the lack of funding to employ a security guard.
- A lack of money to employ a qualified ECD teacher.
- Lack of volunteers and funds to attend to job creation and the management of the vegetable garden.
- 4/8 Social Work post is insufficient to attend to all the programs and various social work responsibilities.
- Beneficiaries leaving the Shelter without proper discussions with the Social Worker.
- Beneficiaries that abscond.
- Beneficiaries that misuse alcohol and drugs
- Beneficiaries not willing to commit themselves to the rules/structures and who do not show respect for authority.
- Lack of motivation from beneficiaries to be actively involved in their duties; to show interested in and to take ownership for the time that they spend at the Shelter.

- The absence of a contract/ MOU with beneficiaries wherein they commit themselves to partake in activities and programs.
- Lack of rotation of beneficiaries as they are homeless and lack support from families and friends.

2. FINANCES

Do they have efficient measures for financial control?

Yes. The Shelter's budget is drafted based on its income. The administrative officer that does the books is exercising proper stock control and monitors expenditures. Monthly reports are also submitted to the Service Management.

The organization has an overdraft and an outstanding account at SAVF National. Most of the staff members are already seniors which result in high staff expenditure.

The organization receives donations from other sources such as companies, private individuals; church groups and from jumble sales where clothing is sold.

It is however not clear if the finances as explained on page 8 of the Progress report include the income for the financial year 2014/2015 or only for the past six months. An amount of R22 071.00 was received from beneficiaries who had an income and were required to contribute 70% thereof to the Shelter.

3. PROGRESS ON THE TRANSFORMATION OF SERVICES

Mention the transformation or problems experienced.

Equitable distribution of services:

The Achievements indicated on page 10 of the Progress report do not talk to the Transformation issue.

SAVF Vanderbijlpark Shelter is however situated in the rural area of Vanderbijlpark. The Shelter and SAVF Social Services support each other and share donations. Beneficiaries from SAVF Social Services are involved in the Programs presented by SAVF Shelter. The Psychologist also renders services to both the organizations as they share the same Service Management.

Structures that reflect the demographic profile of the region and the province that it serves:

The Service Management consists of only 6 people of which only one is a black female; it is also not gender inclusive. All the members are females. Homeless people of all race groups were however accommodated.

Ensuring a transfer of skills from an established organization to an emerging organization:

According to the report SAVF Vanderbijlpark Shelter had 3 students that did their practicum at the Shelter. It is however not clear if this were Social Work or Social Auxiliary Work students.

Accessibility of services: Clients were transported to be able to access other resources such as the Department of Justice, Home Affairs, SASSA, SAPS and Health services. Transport expenditures has increased and had to be aligned to the budget.

4. SUBMISSION OF SUBSIDY CLAIM FORMS

Yes No

5. AUDITED FINANCIAL STATEMENT

Yes No An Income and Expenditure Statement was submitted.

6. GENERAL DISCUSSION / REMARKS

SAVF has the Botswadi Parenting Program at its disposal, but it is not implemented at the Shelter. The monthly information sessions on foster care, mental problems, parenting, uncontrollable children and domestic violence were also not addressed. Budgeting and the Integration program as well as the recruitment, motivation and training of volunteers to serve on the Service Management and also assist with service rendering are aspects that need more focus on. It however seems that the organization with the limited human resources at its disposal tries its best to render a service to its beneficiaries which they can benefit from.

7. RECOMMENDATION

It is recommended that funding to the organization be continued.

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NGO Partnerships

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