

REPORT SUMMARY

Submitted by:

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Travel Dates: April 20-21, 2022; May 17, 2022

Title of the event:

Monitoring visit to NGO “Rans Plus” (SDP)

Purpose of visits:

1. Discussion of primary documentation and project services.
2. Discussion of the organization's work plans for the implementation of program indicators, problems in work.
3. Discussion of the program report for the 1th quarter of 2022.
4. Checking the status of implementation of the latest recommendations based on the results of the monitoring visit

Brief summary:
Services:

The project provides HIV testing and counseling services, on legal issues, there is a public defender, so called as “street layer” who provides support and assistance in case of violation of the rights of the organization's clients. The PF also provides social support, the distribution of medical devices, such as syringes, alcohol wipes, condoms, information materials, counseling on HIV/STI, according to PEP and PrEP. In addition, if necessary, PWID can be accompanied to a consultation with a surgeon, an infectious disease specialist, and a TB specialist. PF has 3 SDPs projects within GF funding – in Bishkek, East and West part of Chui oblast with warehouse in Bishkek.

M&E visit took 3 days – 20-21.04.2022 (HP inventory, field visit thorough east and west part of Chui oblast to meet with clients), 17.05.2022 there was meeting with Bishkek clients.

Each outreach worker has a schedule for outreach work, plans are drawn up every week and discussed at weekly staff meetings with the head of the organization.

An assessment of customer needs and the quality of services provided is carried out, 10% of the coverage were interviewed, a brief description is given in the quarterly report. According to the recommendations of the UNDP GF project specialists, it is necessary to cover at least 10% of the client coverage with the survey, this recommendation has been implemented. Based on the results of a customer survey, no final analysis was made, conclusions and recommendations were not developed.

All 100% clients are primary, i.e. receive direct services from outreach workers, regular, for a week one client of the organization is given 4 syringes, 4 napkins and 1 condom.

Primary documentation, accounting and reporting forms:

Data verification results (between primary documentation and MIS database)

Bishkek

Month	Primary documentation	Database / Aggregating document	Number of checked codes	% Coincidence of primary documentation and database	Notes
January	Outreach Worker diary	MIS Database	30	80%	-
February			30	80%	
March			30	80%	

Target 3040, actually covered by minimum service package 4226, testing 1096 PWID

Data on syringes and condoms distributed does not match the diaries of outreach workers. Data verification was carried out in the presence of a database specialist Zabolotneva E.

Data verification results (between primary documentation and MIS database)

Chui east part

Month	Primary documentation	Database / Aggregating document	Number of checked codes	% Coincidence of primary documentation and database	Notes
January	Outreach Worker diary	MIS Database	30	80%	-
February			30	80%	
March			30	80%	

Target 2680, actually covered by minimum service package 2911, testing 743 PWID

From 01-17.01.2022, the number of syringes distributed in the diaries of outreach workers does not correspond to the database.

01.15.2022 distribution of naloxone was not entered into the database

Data verification was carried out in the presence of a database specialist Abdulina V.

Data verification results (between primary documentation and MIS database)

Chui west part

Month	Primary documentation	Database / Aggregating document	Number of checked codes	% Coincidence of primary documentation and database	Notes
January	Outreach Worker diary	MIS Database	30	100%	-
February			30	90%	
March			30	100%	

Target 3040, actually covered by minimum service package 3064, testing 809 PWID

Data verification was carried out in the presence of a database specialist Karipova M.

Inventory of health products.

There were compared the stock of HP as of April, 2022 with all HP delivered by UNDP in the period January – April, 2022 and the actual number of distributed HP (extracted information from MIS DB) and there was no any discrepancy in all 3 organizations projects (inventory tables are attached to current report). The HP distribution standard is 4 syringes&wipes and 1 condom for 1 PWID for 1 week.

Primary documents used in the organization: diaries, referral blanks, registration forms, logs for rapid testing, monthly reports. The programme report is prepared by M&E specialist and checked by coordinator. The data to MIS data base is entered once per month from primary documents by data base specialist.

Discussion of the program report for the quarter 1, 2022 were analyzed with respective staff and in reflected ML and program results as of April 20, 2022 in Chui projects and as of May 17, 2022 in Bishkek project were also discussed and outlined organizations steps&actions.

As the day of visit there is 4216 clients covered in Bishkek, 2852 and 3184 clients in east and west part of Chui oblast accordingly. And this data is in the frame of target indicators for respective time period.

Meeting with clients of SDP.

Organization staff organized a meeting with clients of PWID in Chui oblast (Tokmok, Kara-Balta, Sokuluk village).

PWID (Tokmok) 20.04.2022 (east part)

19 clients were interviewed, 6 of them from Kant city. PWID were interviewed with the following codes: АЛМУ288, РОРА180, АЛСТ158, ГУМУ175, ЛИША175, НАВИ189, АЛУХ173, ИРАЛ180, ХАКА183, ЗУЛУ180, МАТА175, ВЕДА189, СВФЕ194, САСА162, ЛИАЛ183, ТОРЫ187, АЗБИ180, НАВЛ182, ИРПА192.

PWID receive services from the organization for 6 months to 5 years. The frequency of meetings with the outreach worker is 2-3 times a month. PWID clients reported receiving 12-16 syringes for 2 weeks, alcohol wipes and 2-3 condoms. There are enough medical supplies, some are in short supply, and the quality of drugs dispensed satisfies the organization's clients. At the moment, they use salt more often, heroin sometimes, it is more expensive. 6 people are in the methadone therapy program. Others expect from the program that they will receive free methadone and enjoy it at the same time.

Employees of the organization conduct consultations on issues of safe behavior, HIV, STIs, tuberculosis. In case of violation of the rights of the organization's clients, street lawyers can help with applying to the relevant authorities, preparing documents.

HIV testing is done once a year, sometimes more often if unsafe behavior has occurred.

Clients are aware of the transmission of HIV, STIs and symptoms of STIs, hepatitis, but little knowledge of the window period, post-exposure prophylaxis (PEP) and pre-exposure prophylaxis (PrEP).

Methadone substitution therapy is available in the district.

Condoms are not used with regular sexual partners, as well as when drinking alcohol.

Interviewed PWID noted that the staff of the organization treats them with respect, confidentiality is observed in the provision of services, staff of the organization responds flexibly to their needs, and also rated the work of the organization and staff as "5".

The police in the past few years have become less likely to detain the organization's clients and participants in the methadone program.

PWID (Sokuluk) 21.04.2022 (west part)

18 clients were interviewed. PWID were interviewed with the following codes, 5 of them from Belovodskoe: НИВЛ177, КАРУ187, ОЛЮР278, ГАЮР285, АЛВЛ179, КИАН175, ИРИБ182, ГАКО287, РААЛ180, АЙРА180, АНИЛ186, ГАВА176, ЛОПЕ187, РОВИ185, ВАГО190, САЭР173, СВНИ186, ГУАЛ180.

PWID receive services from the organization for 6 months to 5 years. The frequency of meetings with the outreach worker is 2-3 times a month. PWID clients reported receiving 4-6 syringes for 1 week, also 4-6 alcohol wipes, 2-3 condoms. Medical supplies are sufficient, some are in short supply, and the quality

of syringes and condoms distributed satisfies the organization's clients. They often use salt, they have become available, you can find it at any time, heroin is more expensive.

2 PWID had experience of participating in the methadone substitution therapy program. Myths persist about the methadone program, they noted that the program is aimed at making a person die slowly.

Employees of the organization conduct consultations on issues of safe behavior, HIV, STIs, tuberculosis. In case of violation of the rights of the organization's clients, street lawyers can help with applying to the relevant authorities, preparing documents.

HIV testing is carried out once a year, sometimes more often if unsafe behavior has occurred. There is no separate office in the district, testing is carried out in the field or at the outreach worker's home by a trained testing officer from the head office.

Clients are aware of the ways of HIV transmission, but the way of mother-to-child transmission of HIV was mentioned only by women, STIs and symptoms of STIs, hepatitis, but they know little about the window period, post-exposure prophylaxis (PEP) and pre-exposure prophylaxis (PrEP). It is noted that with HIV infection a person loses weight, weakness occurs.

Methadone substitution therapy is available in the district.

Condoms are not used with regular sexual partners, as well as when drinking alcohol.

Interviewed PWID noted that the staff of the organization treats them with respect, confidentiality is observed in the provision of services, staff of the organization responds flexibly to their needs, and also rated the work of the organization and staff as "5".

The police in the past few years have become less likely to detain the organization's clients and participants in the methadone program.

PWID (Kara-Balta) 21.04.2022 (west part)

18 clients were interviewed. PWID were interviewed with the following codes: ЛИАН168, ЗУИК192, ВАВА186, НАМИ174, ХАТЕ289, РАВИ166, АИРА177, ТУФА187, АЛРА181, КАБЕ183, ВАГЕ284, БЕАЛ187, ЖАВА172, ТАИЛ188.

The frequency of meetings with the outreach worker is once a week, with some more frequently. One of the outreach workers brought in some clients who were drunk and unable to answer questions.

PWID clients reported receiving 4 syringes for 1 week, also 4 alcohol wipes, 2-3 condoms. There are enough medical supplies, some are not enough, on the days when you use drugs, up to 7 syringes are consumed per use. The quality of the dispensed syringes and condoms satisfies the organization's clients. They often use salt, they have become available, you can find it at any time, heroin is more expensive.

3 PWID are in the methadone substitution therapy program. There are negative reviews about the methadone program.

Employees of the organization conduct consultations on safe behavior, HIV, STIs, tuberculosis, hepatitis, provide moral support. In case of violation of the rights of the organization's clients, street lawyers can help with applying to the relevant authorities, preparing documents.

HIV testing is carried out once a year, sometimes more often if unsafe behavior has occurred.

Clients are aware of the ways of HIV transmission, but the way of mother-to-child transmission of HIV was mentioned only by women, STIs and symptoms of STIs, hepatitis, but they know little about the window period, post-exposure prophylaxis (PEP) and pre-exposure prophylaxis (PrEP).

Methadone substitution therapy is available in the district.

According to the organization's clients, condoms are used with regular sexual partners, including several people who noted that they do not use condoms with regular sexual partners.

Interviewed PWID noted that the staff of the organization treats them with respect, confidentiality is observed in the provision of services, staff of the organization responds flexibly to their needs, and also rated the work of the organization and staff as "5".

Over the past 2-3 years, the police have become less likely to detain the organization's clients and participants in the methadone program.

Meeting with staff, discussion of program activities.

There were meetings with outreach workers in Tokmok city (with outreach workers from east part of Chui oblast), in Sokuluk and Kara-Balta city (with west part of Chui oblast), and in Bishkek city. Outreach work is conducted every day, during day time. Each outreach worker covers around 160 PWIDs. Outreach workers informed that due to less access to heroin there is trend to shift for medicines or synthetic substance. The police in the past few years have become less likely to detain the organization's clients and participants in the methadone program. According to outreach workers there are enough HPs distributed to clients and the quality of the dispensed syringes and condoms satisfies the organization's clients. Outreach workers asked many questions about OST program and informed that it is difficult to attract clients into OST because clients have very negative vision and opinion about OST program and that program does not reflect client's expectations – to be “clean” as soon as possible. But as being in OST program is supposed to be at least 6 months, clients do not want to enter the program. Some outreach workers complained that they have some clients who want to enter into OST, but as these clients do not have “fresh” injection traces or have negative results on Mop and Benzo, doctors do not include these clients into OST. Outreach workers were provided answers on all questions and advised to have preliminary call with OST doctor in order to be sure that the doctor is on place. Also it was emphasized that including in OST program is personal doctor's responsibility and that none can insist to include in OST if the doctor believed that respective clients is not in the line with OST program requirements.

Recommendations for the organization:

1. To conduct work in order to correspond data in outreach workers primary documents and MIS DB,
2. To enter in MIS DB all services provided to clients , not only received services,
3. To assure correspondence of information in the primary documents with MIS DB,
4. To improve work on referring to OST,
5. To improve work on clients consulting on HIV&STI issues,
6. To improve internal control on HP distribution and using,
7. To assure participation on M&E meeting at least 7-10% of clients covered by respective outreach worker,
8. It is necessary to strengthen the information component of the work on the issues of PrEP and PEP.

Distribution:

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