



United Nations Volunteers

Budget Revision

Support to the Establishment of a Volunteer Information and Coordination Centre (VOICE) in Sri Lanka

Executive summary

The project "Support to the Establishment of a Volunteer Information and Coordination Centre (VOICE) in Sri Lanka" was launched in May 2006 for a period of two years with funds from the UNV Special Voluntary Fund. The main objective of the project was establishing VOICE as a permanent institution to promote and support volunteerism in Sri Lanka

A series of constraining factors have caused the project to progress very slowly for the first 18 months of implementation. However, following a restructuring of the project management arrangements at the beginning of 2008, momentum has been rebuilt around the initiative. In March 2008, the VOICE Steering Committee has approved a revised programme of work for the project. Working on the basis of this revised programme of work, the project team has already started to obtain significant results, particularly with respect to establishing a legislative framework for VOICE and forging partnerships for volunteerism. Several other initiatives – including initiatives around creating knowledge on volunteerism and developing operational systems for VOICE – have already been conceptualized and are ready to start. At the beginning of 2008 a no-cost extension for the project was granted until December 2008. However, a considerably longer period of time will be needed in order to consolidate the achievements obtained so far, fully implement various promising initiatives which are in the pipeline, and ensure a smooth transition of functions from the project team to the VOICE permanent staff.

The substantive budget revision is prepared to:

- Consolidate and expand the results achieved so far, particularly in the areas of legislation development and partnership building;
Undertake further activities that will strengthen the operational capacity of VOICE to a point where long-term sustainability can be reasonably expected;
Ensure a proper hand over of responsibilities from the Project Team to the Ministry and build the capacity of the Ministry's staff that will be assigned to VOICE.

This extension to June 2010 results in an increase of \$298,814 which was approved by the UNV PAC on 13 November 2008

Table with budget details: Total Revised Budget [May 2006-Jun 2010]: 614,184 USD; Extension [Jan.2009 -Jun. 2010]: 298,184 USD; AWP Budget [May 2006- Dec. 2008]: 316,000 USD; Award ID/Project ID: 00043763/00051172; Fund Code: UNV/SVF (70100); Project Start Date: May 2006; Project End Date: June 2010; Management Arrangements: Direct Implementation [UNV]

Approved by:

UNV : [Signature]
Flavia Pansieri, Executive Coordinator

19 March 2009
Date

UNDP:
Douglas Keh, Country Director, UNDP Sri Lanka

Date

1. Background

1.1 Basic facts about the project

The project "Support to the Establishment of a Volunteer Information and Coordination Centre (VOICE) in Sri Lanka" (hereinafter "UNV Support to VOICE") was approved in May 2006 for a period of two years – until April 2008. Later, a no-cost extension of the project was granted until December 2008. The initial project budget of 316,000 USD was funded under the UNV Special Voluntary Fund (SVF). The SVF resources made available for the project were complemented by an in-kind contribution from the Government of Sri Lanka for an estimated value of 80,000 USD.

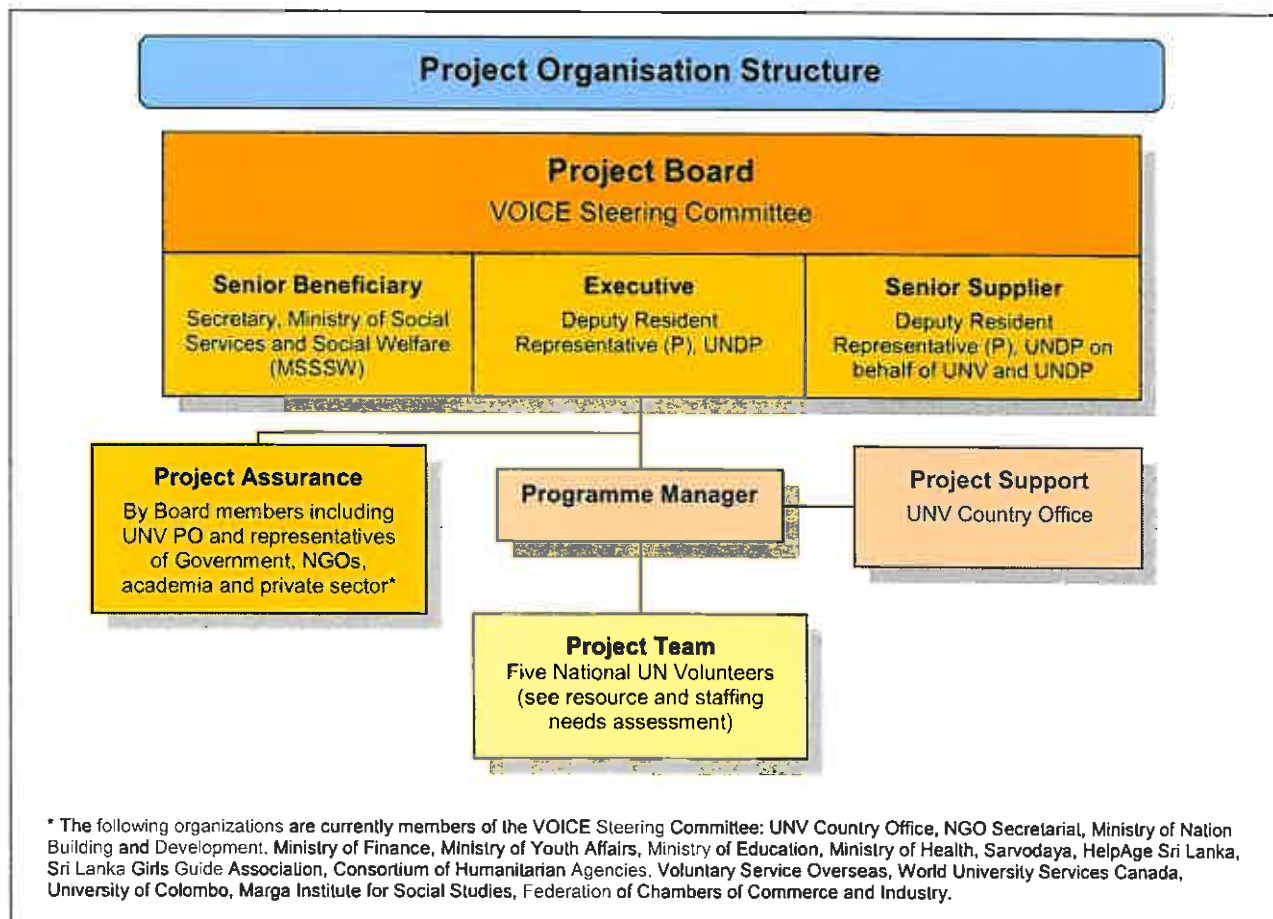
The process which is expected to lead to the establishment and operationalisation of VOICE (hereinafter "the VOICE Project") was originally spearheaded by the Sri Lankan Ministry of Social Services and Social Welfare, which is the focal point for issues related to voluntary social service organizations in Sri Lanka. However, several other organizations have joined hands with the Ministry in this endeavour, as reflected in the composition of the VOICE Steering Committee, which includes governmental and non-governmental partners as well as private sector and academic institutions. Figure 1 shows the logo of the VOICE Project as approved by the host Ministry and the VOICE Steering Committee.

Figure 1. The VOICE logo



The UNV Support to VOICE has been so far directly implemented through UNV in close consultation with the Ministry of Social Services and Social Welfare. The team supporting the VOICE Project currently consists of an international Programme Manager and two national UN Volunteers. Three additional UN Volunteers would be recruited for the proposed extension. A diagram illustrating the project organization structure proposed for the project extension is provided in Fig. 2 below.

Figure 2. Project organization structure of the UNV Support to VOICE



1.2 The first 18 months of project implementation

The objectives of the UNV Support to VOICE in the original project document were:

- To establish a Volunteer Information and Coordination Centre as a permanent institution for the promotion and support of volunteerism in Sri Lanka;
- To develop a supportive national infrastructure for volunteerism;
- To develop and implement a resources mobilisation strategy that will ensure the long-term sustainability of VOICE.

During the first year and a half of project implementation, progress was considerably slower than originally envisaged in the project document. This was due to various reasons, including:

- the lack of a dedicated Programme Manager that could follow-up on day-to-day project activities;
- the difficulty to develop a common understanding among partners as to the scope and functions of VOICE;
- the long technical times involved in processes such as the drafting of the proposed legislation on VOICE;
- the need to reconcile the project objectives with the recent evolution of the role of the Sri Lanka Secretariat for Non-Governmental Organizations (NGO Secretariat).

Nonetheless, various activities were undertaken by the project, including:

- setting up of an office space for the project team;
- recruitment of one international and two national UN Volunteers;
- holding of a retreat with key project partners on possible strategic directions for VOICE;
- support to the development of legislation on VOICE;
- participation of VOICE Steering Committee members in the workshop on volunteer infrastructure development held in Bonn in November 2007.

2. Revised programme of work

2.1 A revised management structure

The project document of the UNV Support to VOICE envisages the deployment of a dedicated manager. However, significant delays in the recruitment process for this position forced the UNV Programme Officer to act as a *de facto* manager for the project until the end of 2007 over and above her regular responsibilities vis-à-vis the UNV programme in Sri Lanka. The stretch of capacity that this arrangement involved held back to a considerable extent the broad policy dialogue which should have taken place in order for the project to become more operational.

A dedicated Programme Manager for VOICE was recruited in February 2008 and placed within the Ministry of Social Services and Social Welfare in order to rebuild momentum around the project and strengthen linkages between VOICE and other components of the Ministry's work. Over the last six months, the restructured Project Team has made significant progress in taking forward dialogue on VOICE and managed to build a broad consensus on a refocused programme of work for the project. This programme of work was endorsed by the VOICE Steering Committee in March 2008.

2.2 Areas of focus in the revised programme of work

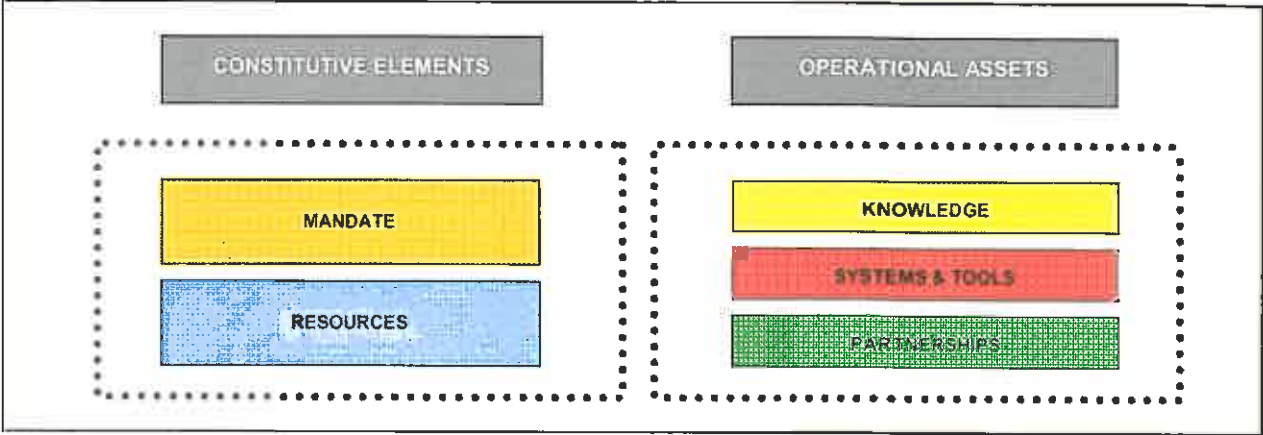
The document "2008-2010 Programme of work for the UNV Support to VOICE project" approved by the VOICE Steering Committee outlines a series of activities to be undertaken between 2008 and 2010 by the UNV Support to VOICE under the assumption that an extension for the project could be granted at least until June 2010. In endorsing this document, the VOICE Steering Committee reaffirmed its belief that:

"the establishment and operationalization of VOICE (Volunteerism Information and Coordination Centre) are urgently needed in order to ensure that the immense potential of volunteerism to support the achievement of national development objectives is fully leveraged."

The analysis contained in the revised programme of work of the UNV Support to VOICE is based on the premise that the establishment and operationalization of VOICE will require at least two kinds of “building blocks” (Figure 3):

- what could be called “constitutive elements” – that is: i) a mandate from which the organization can draw legitimacy, and ii) the human and financial resources necessary to fulfill this mandate; and
- what could be called “operational assets” – that is inputs such as: i) in-depth knowledge on volunteerism for development and its relevance to the Sri Lankan context, ii) appropriate systems and tools, and iii) programmatic partnerships with key organizations.

Figure 3. Building blocks for VOICE



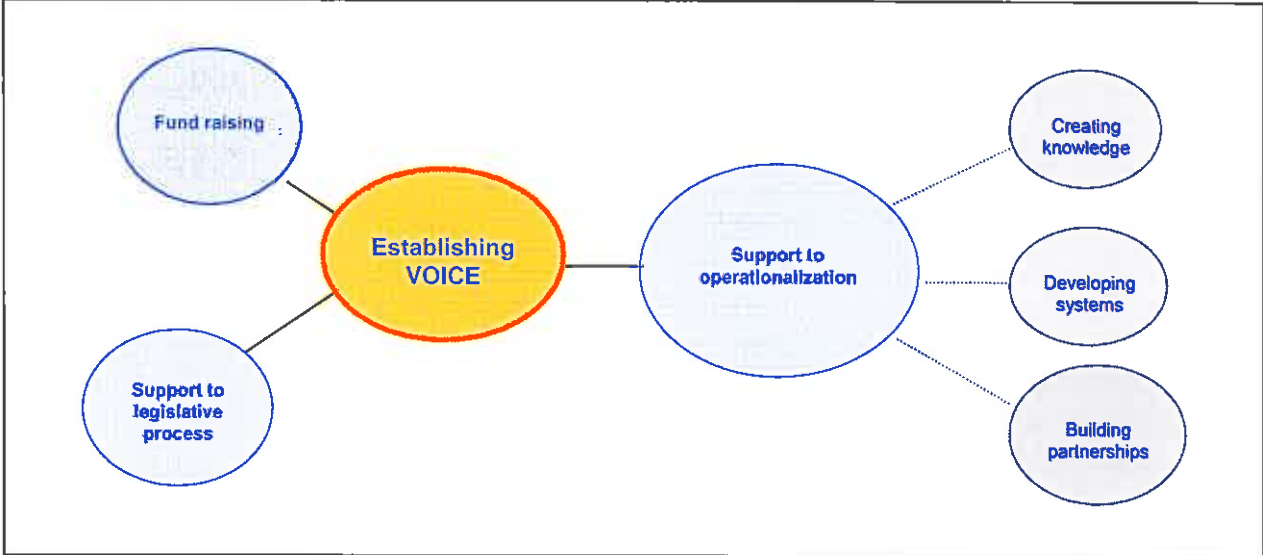
On account of the above, the programme of work adopted by the VOICE Steering Committee identifies three main areas of work to be addressed by the UNV Support to VOICE over the period January 2008- June 2010 (Figure 4). These are:

- support to the legislative process leading to the establishment of VOICE;
- support to resource mobilization efforts for VOICE and volunteerism in Sri Lanka; and
- support to the operationalization of VOICE.

The support to the operationalization of VOICE is, in turn, divided in three sub-areas, which are:

- creating knowledge;
- developing systems; and
- building partnerships.

Figure 4. Areas of focus for the UNV Support to VOICE



The full 2008-2010 programme of work for the UNV Support to VOICE endorsed in March 2008 by the VOICE Steering Committee (including estimated timelines and resource needs for the proposed activities) is part of the formal extension request sent by the Secretary, Ministry of Social Services and Social Welfare to the UNDP Sri Lanka Country Director on 27 June 2008.

3. Progress against the revised programme of work

3.1 A significant acceleration of implementation pace

The last six months (April-September 2008) have seen a significant acceleration of implementation pace for the UNV Support to VOICE. Activities based on the new programme of work have already been started and, despite the short time frame, encouraging results have already been observed, particularly with regard to:

- the development of a legislative framework for VOICE; and
- the building of volunteer-based partnerships.

Highlights of the progress made against the 2008-2010 programme of work for the UNV Support to VOICE are briefly described in the sections below. Additional documentation on the various initiatives undertaken by the project could be provided by the Project Team upon request.

3.2 Developing a legislative framework for VOICE

After extensive internal consultations, the Ministry of Social Services and Social Welfare has decided to include an explicit reference to VOICE in the Draft Amendment to the Voluntary Social Service Organizations Act by stating that a Volunteerism Information and Coordination Centre will be established under the NGO Secretariat to promote volunteerism in Sri Lanka. The Draft Amendment is expected to be tabled for discussion in Parliament over the next months, although a date has not been fixed yet.

The decision to establish VOICE under the NGO Secretariat, rather than as an independent institution, was taken in view of the greater role which the Secretariat is planning to play in terms of providing coordination, capacity building and supportive services to a range of non-governmental organizations, including volunteer-based and volunteer-involving organizations. Through the proposed positioning of VOICE, the potential for the duplication of functions is minimized while national capacity is supported and strengthened.

Should the establishment of VOICE be formally endorsed by the Sri Lankan Parliament, the Ministry of Social Services and Social Welfare is committed to work with the UNV Support to VOICE to draft a Cabinet Paper or an internal circular articulating how the VOICE legislative mandate should be operationalized. The document detailing the structure and functions of VOICE will be based, to the maximum possible extent, on the VOICE Steering Committee consensus of 13 March 2008 (see Box 1 below).

Box 1. VOICE Steering Committee's consensus of 13 March 2008

At its 7th meeting on 13 March 2008, the VOICE Steering Committee agreed that:

- VOICE should be established under the auspices of the NGO Secretariat of the Ministry of Social Services and Social Welfare with the main objective to facilitate, harness and promote volunteerism in all spheres of development work.
- While operating within the framework of Government policies and under the guidance of the Ministry responsible for Voluntary Social Service Organizations, VOICE should serve as a common house for all those who have a stake in the promotion of volunteerism in Sri Lanka.
- VOICE should report and be accountable to a Management Board composed by governmental and non-governmental members as well as representatives of other sectors such as academia and the private sector.

3.3 Building volunteer-based partnerships

"Building bridges for volunteerism" is an umbrella initiative undertaken by the VOICE Project to bring together a range of governmental and non-governmental actors in mobilizing volunteerism for development in Sri Lanka. This initiative is of special importance to the VOICE project as explained in Box 2 below.

Box 2. The importance of partnership-building for VOICE

As a catalyst for voluntary action in Sri Lanka, VOICE should have, among the core elements of its business model, building bridges between potential demand and potential supply of volunteering, so as to create volunteer-based partnerships for development. Through this approach, limited resources could be significantly leveraged, volunteers' impact multiplied and win-win situations created where all actors stand to gain from collaboration. Experimenting with a partnership-oriented model of engagement, the project is pursuing a multifold objective: demonstrating the contribution that volunteers can make to development, demonstrating the potential of VOICE to add value to the development arena in Sri Lanka, and developing support across sectors for the establishment of VOICE.

Within the context of the initiative "Building bridges for volunteerism", four partnership agreements have already been reached in principle and are ready to be implemented. However, a final decision on the feasibility and appropriate scope of the activities envisaged under these agreements will be subject to approval of the present request for project extension and budget increase. Detailed project documents have been developed and agreed among partners for all of the interventions that are currently planned within "Building bridges for volunteerism". Below, a brief overview of the objectives and features of these interventions is provided.

Partnership 1 – Establishment of a Legal Empowerment Volunteers Scheme

Figure 5. The LEV logo



A collaborative project involving VOICE, the Sri Lanka Legal Aid Commission, the University of Colombo, Voluntary Service Overseas, and the UNDP Equal Access to Justice Project, this initiative will mobilize university volunteers in support of legal empowerment activities within the framework of the Legal Aid Commission's operations. The LEV Scheme will run as a pilot project between October 2008 and June 2010, with 30 volunteers working in seven locations: Kandy, Anuradhapura, Chilaw, Batticaloa, Balapitya, Rathnapura, and Colombo. The volunteer assignments will concentrate for the first phase on five areas: empowerment of elders, gender-based violence, internally displaced persons, implementation of ICCPR Act No. 56 of 2007, and migrant women workers (see also Box 3 below). Figure 5 shows the logo of the Legal Empowerment Volunteers Scheme.

Box 3. From service delivery to civic engagement

Through the Legal Empowerment Volunteers Scheme, VOICE intends to demonstrate how civic engagement can be fostered by involving young people in supporting the delivery of public services. While providing different kinds of legal aid, the volunteers participating in the initiative will get the opportunity to learn more about marginalization and vulnerability within their own society, thus becoming more sensitive to development issues. An "alumni network" will be maintained to promote continued engagement among the volunteers after the conclusion of the project and capitalize on their potential to become advocates for social change.

Partnership 2 – Establishment of a Corporate Volunteerism Network

A joint initiative of VOICE, the Federation of the Chambers of Commerce and Industry of Sri Lanka, the Office of the UN Resident Coordinator and Voluntary Service Overseas, this project aims to promote corporate volunteerism as a tool for small and medium enterprise development as well as a way to implement corporate social responsibility principles. An informal alliance of organizations interested in corporate volunteerism, the Corporate Volunteerism Network will: promote the concept of corporate volunteerism as a way to implement corporate social responsibility principles; facilitate

Figure 6. Logo of the Corporate Volunteerism Network



integration and coordination among various corporate volunteerism initiatives in Sri Lanka; document corporate volunteerism initiatives and facilitate exchange of experiences among organizations active in this field; identify, and advocate for, policies that would encourage corporate volunteerism in the Sri Lankan business sector. Figure 6 shows the logo of the Corporate Volunteerism Network.

Partnership 3 – Empowering Elders Committees in Sri Lanka

Based on series of initiatives to be undertaken in collaboration with the National Secretariat for Elders and HelpAge Sri Lanka, this project will strengthen older people's voluntary self-help groups, thus enhancing the capacity of these groups to serve as social safety nets as well as their ability to act as implementers of development solutions at community level (see also Box 4 below).

Box 4. From building bridges to integrating the "V" in development policies

Programmatic partnerships, even when undertaken on a pilot basis, can become an entry point for policy dialogue. In recognition of its efforts in the field of ageing, the VOICE Project was invited to contribute to the seminar "Meeting the challenge of ageing in the 21st century" convened by the National Council for Elders to guide the preparation of a National Action Plan on Ageing. This contribution, entitled: "Volunteerism in an ageing society. Linking social mobilization, civic engagement and intergenerational solidarity", provided the basis for a policy brief launched by VOICE on International Elders Day 2008.

Partnership 4 – Taking English language skills to marginalized youth

This programme – originally conceptualized by the University of Colombo and the Centre for Social Research and Intervention in line with the Presidential Secretariat's initiative "English as a life skill" – will operate along lines similar to the Teach India model to promote English learning as a strategy to increase employability as well as access to information among young people in Sri Lanka.

Partners engaged in the various initiatives foreseen under the theme of building bridges for volunteerism have indicated their keen interest in continued assistance from the UNV Support to VOICE to ensure the full roll-out of the proposed activities. At the same time, the partnerships built also provide VOICE with an excellent opportunity to leverage additional contributions (in cash and in kind) for the promotion of volunteerism in Sri Lanka as outlined in Box 5 below.

Box 5. Early encouraging signs of support for "Building bridges for volunteerism"

Early encouraging signs of support for the "Building bridges for volunteerism" initiative are provided, among others, by the following facts:

- By allocating 30,000 USD from its budget to support the Legal Empowerment Volunteers scheme, VOICE would be able to leverage 100,000 USD in contributions from other partners (70,000 USD from VSO and 30,000 from Access to Justice) as well as in-kind contribution of 20,000 USD from the Legal Aid Commission.
- VOICE and its partners have recently been invited to join – through the Corporate Volunteerism Network – a group of other organizations which, under the leadership of the Ceylon Chamber of Commerce, are currently working at the development of a Corporate Social Responsibility Charter for Sri Lanka. Volunteerism has been included as one of the core values in the Charter.

3.4 Volunteerism for social cohesion

In addition to the above, the UNV Support to VOICE has also been exploring ways to promote volunteerism as a catalyst for social cohesion in Sri Lanka. Preliminary discussions have been held with the Office of the United Nations Resident Coordinator as well as the Sri Lankan NGO Sarvodaya on strategies to use volunteerism in support of intercommunity dialogue (See also Box 6 below). Additionally, initial contacts have been made with the Ministry of Constitutional Affairs regarding the possibility of mobilizing volunteers to assist with the implementation of the Sri Lanka official language policy.

Box 6. Volunteerism and building a culture of dialogue

The project "Dialogue for development and social cohesion in the Eastern Province of Sri Lanka" is being implemented by the Office of the UN Resident Coordinator in collaboration with various Sri Lankan non-governmental organizations. This initiative, which is with funded by the UNDP Bureau for Crisis Prevention and Recovery and the UN Department for Political Affairs, has among its key objectives, the development and strengthening of volunteer networks of community mobilizers for inter-community dialogue. The UNV Support to VOICE is a technical partner to the project and has been invited to join the Project Steering Committee together with the UNDP (Peace and Recovery Team Leader), the UNHCR Confidence Building and Stabilization Programme and other national partners.

4. The proposed way forward

4.1 The rationale for an extension

However promising, the projects envisaged under the "Building bridges for volunteerism" initiative are at their initial stage. Continued support from the UNV Support to VOICE will be therefore required to ensure the successful completion of these projects, which – besides being valuable in themselves – will provide the Ministry and the Project Team with insights on how VOICE should be structured.

Several building blocks necessary to the successful operationalization of VOICE remain to be put in place. These include a solid knowledge base on volunteerism in Sri Lanka, appropriate systems and procedures, and adequate financial resources. As the process of securing these elements is still unfolding, assistance from the UNV Support to VOICE project will continue to be needed for some time.

As the Act which is expected to provide the legislative framework for VOICE has not yet been tabled for discussion in Parliament, the Ministry does not realistically expect to be able to establish a dedicated VOICE team staffed with Government officials before 2009. More time will therefore be needed in order to ensure a smooth transition, as well as the necessary transfer of knowledge, from the Project Team to the Ministry's staff.

In light of these considerations, an extension of the UNV Support to VOICE is requested in order to:

- consolidate and expand the results achieved so far, particularly in the areas of legislation development and partnership building;
- undertake further activities that will strengthen the operational capacity of VOICE to a point where long-term sustainability can be reasonably expected;
- ensure a proper hand over of responsibilities from the Project Team to the Ministry and build the capacity of the Ministry's staff that will be assigned to VOICE.

The above points are reflected in the letter sent on 27 June 2008 by the Secretary of the Ministry of Social Services and Social Welfare to the UNDP Country Director formally requesting an extension of the UNV Support to VOICE. The Secretary's extension request was endorsed by the UNDP Country Director in his letter of 30 June 2008 to the UNV Executive Coordinator.

4.2 Further activities planned for the future

Below a brief overview is provided of the new initiatives which the UNV Support to VOICE plans to undertake – in addition to follow up on already started activities – should the requested extension be granted. The proposed initiatives are in keeping with the 2008-2010 programme of work endorsed by the VOICE Steering Committee and have been agreed with the Ministry of Social Services and Social Welfare as well as other relevant partners.

Building knowledge on volunteerism

The Project Team would work to build a solid knowledge base on volunteerism in Sri Lanka to ensure that VOICE programming is fully evidence-informed. To this purpose, the following activities would be undertaken:

- Implementation of a national survey on volunteerism in follow up to the one conducted during the International Year of Volunteers;

- Organization of a series of "Dialogues on volunteerism" to be organized in collaboration with the University of Colombo and the Marga Institute for Social Research; and
- Development of a training module on volunteerism for development to be piloted through the National Institute for Social Development and the Sri Lanka Institute for Development Administration.

Developing systems and tools for VOICE

Building on work that has already been started in these areas, the Project Team would undertake activities to finalize the development of the following systems and tools:

- A web site for VOICE and a web-based database system – the "V-match" – to match offer and demand of volunteer services in Sri Lanka;
- A Proposal Writing Facility (PWF) to support interested organization in the preparation of funding proposals including a volunteerism for development component; and
- A Volunteerism Information Network ("The VINE") to support a multi-location resource centre that will make information on volunteerism widely available across the country.

Mobilization of resources for VOICE and volunteerism in Sri Lanka

The Project Team would support resource mobilization efforts for VOICE and volunteerism in Sri Lanka by undertaking various activities in collaboration with the Ministry and other partners, including:

- Research of potential sources of funding and analysis of potential donors' priorities and policies,
- Assistance in the organization of donors' briefings; and
- Assistance to the development of proposals for funding.

Support to the VOICE start-up phase

After the formal establishment of VOICE and the detailing of the VOICE legislative mandate into an operational plan, the UNV Support to VOICE would provide assistance with the actual setting-up of VOICE, also through:

- assistance to the recruitment, orientation and training of staff;
- development of standard operating procedures;
- development of additional systems and tools as necessary.

The Project could also support the start-up phase of VOICE by hosting and organizing the first National Conference on Volunteerism in Sri Lanka as a strategic planning exercise for VOICE.

4.3 Sustainability

Various strategies have been put in place to ensure the sustainability of the results which the project aims to achieve. These can be summarized in the following points:

- The adoption of legislation explicitly mentioning the creation of VOICE as the main mechanism for volunteerism promotion in Sri Lanka will create a significant obligation for the current as well as successive governments to take over the work initiated by the project;
- The pilot projects which are being planned under "Building bridges for volunteerism" will demonstrate the viability and potential impact of VOICE thus strengthening interest and long-term commitment among all relevant local partners;
- Efforts will be made to build a consortium of organizations to support the implementation of key VOICE functions, so that the burden of performing these functions will not be only with the Ministry of Social Services and Social Welfare.
- The project will work with the Ministry of Social Services and Social Welfare to ensure the allocation of adequate resources to VOICE in the 2010 government budget. Additionally, Ministry's staff is expected to be seconded to VOICE during the course of 2009 in order to allow for sufficient capacity building and hand over of functions.

5. Details of the proposed extension

5.1 Proposed timeframe

In line with the VOICE Steering Committee's recommendation and the Social Services Secretary's letter of 27 June 2008, an extension for the UNV Support to VOICE is requested until June 2010. The document "*Tentative timeline for the implementation of the 2008-2010 programme of work of the UNV Support to VOICE*" provides detailed justification for the proposed timeframe.

5.2 Additional resources requested

The document "*Estimated resource and staffing needs for the 2008-2010 programme of work of the UNV Support to VOICE*" – an updated version of the document approved in March 2008 by the VOICE Steering Committee – indicates that 557,000 USD would be necessary to implement all the activities envisaged for the period January 2008 – June 2010. The budget award for 2008 for the UNV Support to VOICE was 258,816 USD. Additional funds are therefore being requested for an amount of 298,184 USD.

The figure of 298,184 represents a slight increase of the amount indicated in the Secretary's letter of 27 June 2008 – which was based on the estimate originally reviewed by the Steering Committee. This is due to a reassessment of the costs related to staff and volunteer resources. The above-mentioned resource estimate document, in tables 2 and 3, shows how the composition of the team attached to the UNV Support to VOICE would change in case of an extension.

It should be noted that the project will only be able to implement a drastically reduced scope of activities – as opposed to those envisaged under the agreed programme of work – without the budget increase which is being required through the present request. Box 7 below provides an overview of activities that could be supported within the current project budget against activities that will require additional funds.

Box 7. Activities to be supported by the requested additional funds

The funds currently available under the project budget would be sufficient to:

- Retain the Project Team in its current configuration until the end of 2008 or a downsized team without international staff until the end of 2009;
- Support already planned volunteerism-related sectoral partnerships;
- Conduct a national survey on volunteerism;
- Support the development of the VOICE web site and of the "V-match" database system.

The requested additional funds would be necessary in order to:

- Retain the current Project Team until June 2010 and recruit 3 additional National UN Volunteers to support knowledge building, systems development and partnership coordination;
- Launch new volunteerism-related sectoral partnerships in addition to those already planned;
- Expand planned knowledge-building activities to include a series of seminars on volunteerism and the piloting of a national post-graduate course on volunteerism for development;
- Support the establishment of the Volunteerism Information Network and of the Proposal Writing Facility;
- Support capacity building for VOICE staff, once recruited;
- Host a national conference on volunteerism and fund the final independent evaluation of the Project.

2008-2010 Results and Resources Framework for the UNV Support to VOICE Project

<p>Applicable Key Result Area (from 2008-11 Strategic Plan):</p> <ul style="list-style-type: none"> Poverty eradication and achievement of internationally agreed development goals, including the MDGs Democratic governance <p>Applicable CPAP Outcomes</p> <ul style="list-style-type: none"> Service providers ensure equitable access to improved quality services and economic infrastructure to vulnerable populations in disadvantaged areas. Improved performance of regional and local level structures in delivering services in a transparent and accountable manner. Greater and more diverse access to justice redress mechanisms. Improved performance of public institutions to respond to conflict, promote humanitarian law and build national consensus for peaceful coexistence with active civil society participation. 				
<p>Partnership Strategy: Project implemented in partnership with the Sri Lanka Ministry of Social Services and Social Welfare</p>				
<p>Project title and ID (ATLAS Award ID): Support to the Establishment of a Volunteer Information and Coordination Centre (VOICE) in Sri Lanka (00043763)</p>				
<p>Project overall objective: Facilitate the establishment of VOICE as a permanent institution to promote and support volunteerism in Sri Lanka</p>				
<p>Project specific objectives:</p> <ol style="list-style-type: none"> Support the legislative process leading to the establishment of VOICE Support resource mobilization efforts for VOICE and volunteerism in Sri Lanka Support the operationalization of VOICE 				
INTENDED OUTPUTS	OUTPUT-TARGETS FOR (YEARS)	INDICATIVE ACTIVITIES	RESPONSIBLE PARTIES	INPUTS (USD)
<p>1. An appropriate legislative framework for VOICE is developed by the Ministry of Social Services and Social Welfare</p> <p>Indicator 1 - Policy brief on the rationale and need for VOICE</p> <p>Baseline No brief in place</p> <p>Indicator 2 - Communication strategy on the need for VOICE</p> <p>Baseline No strategy in place</p>	<p>Target 1 Y1 - Initiated Y2 - completed</p> <p>Target 2 Y2 - developed and implemented</p> <p>Target 3 Y2 - developed</p> <p>Target 4 Y2 - developed</p>	<p>1.1 Provide inputs to the VOICE legislative process</p> <p>1.1.1 conduct research on the institutional set up of volunteer centres in other countries</p> <p>1.1.2 organize briefings for key policy decision makers</p> <p>1.1.3 conduct awareness raising events. (including through the media)</p>	<p>UNV Team in collaboration with Ministry's staff with possible support from external consultants.</p>	<p>3,500 Research consultancy</p> <p>5,000 Policy briefing events</p> <p>5,000 Awareness raising events</p> <p>32,500 Programme Manager (ALD3, 30 months, prorated)</p> <p>9,750 Communications Officer (NUNV, 30 months, prorated)</p> <p>3,750 Operational expenses (prorated)</p>

INTENDED OUTPUTS	OUTPUT TARGETS FOR (YEARS)	INDICATIVE ACTIVITIES	RESPONSIBLE PARTIES	INPUTS (USD)
<p>3. Once formally established, VOICE performs its functions effectively, with adequate operational capacity</p> <p>Indicator 8 Documentation on volunteerism for development developed through VOICE</p> <p>Baseline Limited documentation available (ref. IYV survey bibliography)</p> <p>Indicator 9 Tools to support formal training on volunteerism for development</p> <p>Baseline No tools available</p> <p>Indicator 10 VOICE web site</p> <p>Baseline Not in place</p> <p>Indicator 11 # of volunteers mobilized through the "V-match" system</p> <p>Baseline System not in place</p> <p>Indicator 12 Proposal Writing Facility (PWF)</p> <p>Baseline Not in place</p>	<p>Target 8 Y2 – essential documents developed Y3 – more documents developed</p> <p>Target 9 Y2 – developed Y3 – piloted</p> <p>Target 10 Y1 – completed Y2 – uploaded</p> <p>Target 11 Y2 – system established Y3 – first 50 matches reached</p> <p>Target 12 Y2 – established</p> <p>Target 13 Y2 – network established Y3 – 50 or more</p> <p>Target 14 Y1 – 1 Y2 – 3 Y3 – 1 or more</p> <p>Target 15 Y2 – started Y3 – completed</p>	<p>3.1 Build substantive knowledge on volunteerism for development in Sri Lanka</p> <p>3.1.1 Conduct a survey on volunteerism in Sri Lanka</p> <p>3.1.2 Conduct four seminars on volunteerism-related issues</p> <p>3.1.3 Develop and pilot training modules on volunteerism for development</p>	<p>UNV Team in collaboration with Ministry's staff with support from external consultants</p>	<p>10,000 Survey on volunteerism</p> <p>4,000 Seminars on volunteerism</p> <p>8,000 Development and production of training module</p> <p>8,000 Research Specialist (NUNV, 12 months)</p> <p>32,500 Programme Manager (ALD3, 30 months, prorated)</p> <p>3,750 Operational expenses (prorated)</p>
<p>3.2 Develop systems and tools to support VOICE operations</p> <p>3.2.1 Development of a web site and a web-based database for volunteer matching (V-match)</p> <p>3.2.2 Set up the VOICE Proposal Writing Facility (PWF)</p> <p>3.2.3 Set up the Volunteerism Information Network (VINE)</p>		<p>UNV Team in collaboration with Ministry's staff with support from external consultants</p>	<p>4,000 Consultant to develop V-match</p> <p>4,000 Consultant to develop, maintain web site</p> <p>5,000 Training for the VINE</p> <p>5,000 Production of materials for the VINE</p> <p>32,500 Programme Manager (ALD3, 30 months, prorated)</p> <p>8,000 Information Management Spec. (NUNV, 12 months)</p> <p>3,750 Operational expenses (prorated)</p>	

UNV Support to VOICE Annual Work Plan 2009

EXPECTED OUTPUTS	PLANNED ACTIVITIES	TIMEFRAME				RESPONSIBLE PARTY	PLANNED BUDGET	
		Q1	Q2	Q3	Q4		Source of Funds	Budget Allocation
1. Adequate technical assistance is provided to the Ministry of Social Services and Social Welfare for the development of an appropriate legislative framework for VOICE	1.1 Provide inputs to the VOICE legislative process							
	1.1.1	Conduct research on the institutional set up of volunteer centres in other countries				UNV Team in collaboration with Ministry's staff with possible support from external consultants	UNV Support to VOICE	32,500
	1.1.2	Organize briefings for key policy decision makers						
	1.2 Facilitate the drafting of a Cabinet Paper (or internal circular) detailing implementation of the VOICE legislative mandate							
	1.2.1	Organize multi-stakeholder consultations, including at the local level				UNV Team in collaboration with Ministry's staff with possible support from external consultants	UNV Support to VOICE	23,500
	1.2.2	Prepare first draft of Cabinet Paper (or internal circular)						
Indicators and targets for output 1								
Indicator 1	Policy brief on the rationale and need for VOICE	Target	Completed					
Indicator 2	Communication strategy on the need for VOICE	Target	Developed and implemented					
Indicator 3	Option paper on the operationalization of VOICE	Target	Developed					
Indicator 4	Process to identify best operationalization modalities	Target	Developed					
							Subtotal 1	56,000

EXPECTED OUTCOMES	PLANNED ACTIVITIES	TIMEFRAME				RESPONSIBLE PARTY	PLANNED BUDGET	
		Q1	Q2	Q3	Q4		Source of Funds	Amount USD
3. Operational capacity is built in order for VOICE to perform effectively its functions once formally established	3.1 Build substantive knowledge on volunteerism for development in Sri Lanka							
	3.1.1	Conduct a survey on volunteerism in Sri Lanka				UNV Team in collaboration with Ministry's staff with possible support from external consultants	UNV Support to VOICE	45,000
	3.1.2	Conduct four seminars on volunteerism-related issues						<ul style="list-style-type: none"> Survey on volunteerism Seminars on volunteerism Development and production of training module Research Specialist (prorated) Programme Manager (prorated) Operational expenses (prorated)
	3.1.3	Develop and pilot training modules on volunteerism for development						
	3.2 Develop systems and tools to support VOICE operations							
	Develop systems and tools to support VOICE operations							
	3.2.1	Development of a web site and a web-based database for volunteer matching (V-match)				UNV Team in collaboration with Ministry's staff with possible support from external consultants	UNV Support to VOICE	41,000
	3.2.2	Set up the VOICE Proposal Writing Facility (PWF)						<ul style="list-style-type: none"> Consultant to develop V-match Consultant to develop, maintain web site Training for the VINE Production of materials for the VINE Information Management Specialist (prorated) Programme Manager (prorated) Operational expenses (prorated)
	3.2.3	Set up the Volunteerism Information Network (VINE)						

Summary	
Subtotal 1	56,000
Subtotal 2	41,000
Subtotal 3	242,000
Total	339,000

Table 2 - UNV/UNDP SUPPORT TO VOICE TEAM - CURRENT STAFFING

POSITION	NAME	CONTRACT
Programme Manager	Emanuele Saplanza	Assignment of Limited Duration
Communication Officer	Nandini Farik	National UNV Specialist
Social Mobilization Specialist	Sharita Gunasakera	National UNV Specialist
Information and Communication Technology Specialist	Vacant	International UNV Specialist

Table 3 - UNV/UNDP SUPPORT TO VOICE TEAM - PROPOSED REPROFILING

AREA OF WORK	POSITION	CONTRACT	TIME FRAME	MAIN RESPONSIBILITIES
Overall management Support to legislative process Mobilization of resources VOICE start-up	Programme Manager	Assignment of Limited Duration	January 2008 – June 2010	<ul style="list-style-type: none"> Overall coordination Support to legislative process Support to resource mobilization Capacity building of VOICE staff
	Communication Officer	National UNV Specialist	January 2008 – June 2010	<ul style="list-style-type: none"> Support to communication related activities
Knowledge building	Research Specialist	National UNV Specialist	January 2009 – December 2009	<ul style="list-style-type: none"> Coordination of knowledge building activities
	Information Management Specialist	National UNV Specialist	January 2009 – December 2009	<ul style="list-style-type: none"> Coordination of "V-match" Support to Volunteerism Information Network (VINE) Support to VOICE Proposal Writing Facility (PWF)
Sectoral partnerships	Partnership Coordination Specialist	National UNV Specialist	January 2009 – June 2010	<ul style="list-style-type: none"> Support to national-level external relations work Overall coordination of sectoral partnerships
	Social Mobilization Specialist	National UNV Specialist	January 2008 – December 2009	<ul style="list-style-type: none"> Support to community-level social mobilization and participatory planning

Tentative timeline for the implementation of the 2008-2010 programme of work of the UNV Support to VOICE

ACTIVITY	TIMELINE																							
	2008												2009											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Support to legislative process																								
Detailing of legislative mandate																								
Support to resource mobilization																								
Survey on volunteerism in Sri Lanka																								
Seminars on volunteerism																								
Development and implementation of training module																								
Development of database and web site																								
Development of proposal writing facility																								
Development of information centre																								
Roll-out of partnership 1																								
Roll-out of partnership 2																								
Roll-out of partnership 3																								
Roll-out of partnership 4																								
VOICE start-up and capacity building																								

* The period January-June 2010 would be used to wrap up pending activities, host a National Conference on Volunteerism in Sri Lanka as a planning exercise for VOICE and undertake the project evaluation.