



Dining for Women Interim Progress Report July 2014

1. A brief description of what has been accomplished so far, including progress on the goals and objectives of the program DFW is funding. What impact has been made through DFW's funding.

Advanced Training Program

The Friendship Bridge (FB) Advanced Training Program continued to grow in 2013, as 517 clients participated in various types of technical trainings. This number is up from 312 in 2012, a 66% increase.

Through March of this year, a grand total of 807 have participated in the program. The Goal for 2014 alone is 600 participants, to July we have achieved 202.

In 2014, FB continued to work with its partner Gravileas and two individual consultants. We also have identified a local training center at Panajachel to serve additional clients in the central highlands region. FB plans to add a new training at that facility. Our consultants allowed FB to provide trainings in other remote communities and areas that would make it difficult for clients to otherwise access our trainings.

Frequency and type of trainings offered since January 1, 2014:

- 64 - floristry
- 19 - piñata making
- 13 - jewelry
- 30 - canning and jarring
- 60 - bakery
- 16 - bakery and floristry

Client Advocates

FB employs three Client Advocates whose primary responsibility is to collect data on clients by surveying their thoughts regarding our programs. The Client Advocates have

allowed us to gain a great deal of insight into our clients and what new programs and services they would like to receive. In the first half of 2014, the Client Advocates validated our poverty measurement data by interviewing 600 clients in January and February. Friendship Bridge uses the Progress out of Poverty Index to guide strategy and the design of products and services and ensure its achieving its social impact and serving its target clientele.

In the following four months, the Client Advocates also conducted 544 satisfaction surveys and 110 exit surveys with representation from all of the 6 branches. These surveys directly support organizational objectives of encouraging clients to continue to participate in the program, which is an objective based upon evidence that the longer clients are in the program, the better off they are. Satisfaction levels among clients are up from last year, as is their overall retention rate. These surveys are helping the organization continually improve its services, and therefore client outcomes.

Total surveys for 2014:

- 544 Client Satisfaction surveys
- 110 Client Exit surveys
- Mi Negocio Hoy (My Business Today) surveys. Number is not yet validated, but is estimated to be higher than 2013.
- PPI (Grameen's Progress out of Poverty Index). Number is not yet validated, but is expected to show improvement over 2013.

Staff Training

FB views staff development as critical to our success as an organization, and as such, puts a great deal of resources into preparing its education staff and developing their leadership skills. For 2014, our goal is to average at least 35 hours of training per staff member.

In January, a 'training needs' diagnostic was performed, and based on the results, a program was designed to ensure the adequate type of training is provided to the different positions and departments in the organization. Below are a few examples of the types of trainings that FB implemented as result of the training needs diagnostic (all ongoing processes):

- Education program: all branch staff and managers in central offices are being trained in adult education techniques, to help improve the impact of our education program.
- Building relationships: all staff was trained in this technique. Building relationships is a tool focused in the client and understanding their situations, using questions and listening to create a productive relationship with the client, and is aimed to provide a better service, offer adequate products to the clients, and also helps improve the impact of the education program.
- SMART Campaign: All staff is being trained on the seven client protection principles that guide our approach to working with our clients.

- Leaders in Action: A new class of leaders in action was started in 2014, this is one year (repeating) leadership development program that builds capacity in current and future leaders. The program includes a mentor-mentee program, project leadership trainings, a book club, and journaling.

2. Has anything changed in regard to the original program goals and objectives? If the budget has changed, please include the new program budget.

There have been no major changes in the original program goals. The impact measurement for advanced trainings has changed slightly from last year, but this is considered a minor change in the process.

We are planning to add some components later in the year such as a mentoring program. We are hiring two mentors to work one-on-one with clients that are moving up the Client Continuum. Their objective will be to help those clients that demonstrate the desire and ability to continue growing their businesses and leadership capacities.

3. Have you experienced any significant challenges or obstacles in implementation? If so, how are you addressing them?

In terms of impact measurement for advanced trainings, we found that pre- and post-surveys have not been easy to maintain with our partners. Therefore Client Advocates are now doing post training visits. This assures better control of the information gathered for outcomes research; however, it does take more time on the part of our own staff to conduct the surveys.

In the first months of 2014, as result of analyzing the impact of the advance trainings, the organization has negotiated improvements in the trainings techniques of the partners, to ensure a better understanding and applicability by the clients.

4. Has the timeline for the program changed from the original funding application?

There have been no major changes in the timeline; the estimated goal for 2014 is expected to be fulfilled by the end of the year.

5. Has funding changed for this program? For example, have you received unexpected funding from another source?

No new sources for 2014. We expect to receive continued funding from other sources in the 3rd and 4th quarters.

6. How much of the original DFW restricted funds have been disbursed and how much remain?

All funding awarded in 2013 has been spent on the program.

7. Is your organization or program situation different than presented in the approved proposal? For example, new executive director, significant program staffing changes or NGO affiliation, loss of large funding, or other significant changes?

At the beginning of the year, a new Education Manager was hired. This individual has extensive experience with education programs, specifically in the rural and indigenous communities.

The organization structure has also change in the first half of 2014, the position of Country Director was created, to ensure the achievement of goals and provide a closer day to day coordination among the departments.

Within the report also include:

A blog-style summary of impact to be used in our communications (2-3 sentences).

The Advanced Training Program teaches our clients how to produce new, high quality products which they can later replicate and sell. This gives them an immediate opportunity to increase and diversify their income.

Any message you would like us to convey to our membership and donors about the impact our grant is having on those being served and/or your organization and its mission.

On behalf of the staff and clients of Friendship Bridge, we are extremely grateful to Dining for Women for this critical investment in the lives of the women we serve. We would like to invite the staff and membership of DFW to watch a short video of one of our most recent success stories: <http://vimeo.com/69499274>. Like Otilia (featured in the video), many of our clients are fulfilling their dreams and creating a better future for themselves and their families.