

**A. Name of NGO:**

Child In Need Institute (CINI)  
FCRA Status: **Yes**

**B. Name of the Project:**

***TEENLINE: A COMPREHENSIVE COUNSELLING SERVICE TO ENABLE ADOLESCENTS AND YOUTHS ACCESS INFORMATION, SUPPORT AND COUNSELLING***

**C. Coverage and target population to be reached:**

**a. Geographical area and number of target population**

This project will provide counselling and guidance services for 5000 young people (10-24 years) at Kolkata and strengthen a network of youth-serving agencies working with and for young people in West Bengal.

**D. Need for the Project:**

The Adolescent Resource Centre at CINI established in 2000 is committed to ensuring a safe and healthy future for young people by improving their access to quality information, services and guidance. Action research carried out by the Centre in 2001 pointed to a need for counselling interventions that reach out to young people, and young women in particular and a need to start counselling and information services on issues of growing up, sexuality, relationship issues, reproductive health, emotional problems and career guidance for young people.

CINI-ARC thus initiated a *Youth-Friendly Counselling And Guidance Centre* for young people between 10 to 24 years of age in 2001. The services at the Centre include a tele-counselling service called Teenline and a face-to-face counselling service for young people. Since its inception the counselling service has reached out to more than 8500 young people through tele-counselling and face-to-face counselling services. The services have indicated that there is a huge unmet demand by young people for counselling, information and guidance. Another critical need is to improve the quality of services of existing agencies and service providers (e.g. helplines, institutions, NGOs etc.) and build their capacity to reach out to young people with a youth-friendly approach.

The proposed initiative – **TEENLINE** – is a *comprehensive initiative* that seeks to expand impact and reach out to more young people with accessible, affordable, confidential and quality counselling and information/guidance services that address their emotional, reproductive and sexual health needs. It also aims at strengthening systems to address young peoples' specific needs and creating platforms where youth voices are heard and addressed.

**E. Project Details:**

*Teenline* proposes the following services

**1. Supporting psychosocial health and healthy choices for young people**

- A tele-counselling service that provides information and first level counselling for young people on emotional health problems, reproductive and sexual health issues and career guidance
- **Face to face counselling services** for emotional problems faced by young people (initiated in 2004)
- **Referral services** and networking for specialized counselling, medical counselling and career based information for young people.

**2. Reaching out- Strengthening systems in youth-friendly service provision**

- Capacity building of service providers on youth-friendly service provision, where the team of trained and experienced psychologists offers specialized training opportunities that include counselling skills for dealing with young people, as well as training in dealing with young peoples reproductive and sexual health and psychosocial health issues

**3. Our Voices- Supporting advocacy and visibility on young peoples' issues**

- Youth forums and campaigns to increase visibility on young peoples' issues by young people themselves

- Networking for advocacy where organizations and institutions working with and for young people come together and share experiences and learning on issues that concern young people.

a.

Sr. No.	Activity	Desired Outcome	Indicators to Measure Outcomes
1	<b>Provision and expansion of centre-based and outreach youth-friendly counselling services that reaches out to a larger population of young people.</b>	<ul style="list-style-type: none"> <li>• Increase in number of calls by young people</li> <li>• Increase in number of face-to face clients</li> <li>• Increase in young people accessing counselling services through outreach programmes</li> <li>• Increased awareness of young people on reproductive, sexual and psychosocial health issues</li> </ul>	<ul style="list-style-type: none"> <li>• No. of calls received by youth through the tele-counselling service</li> <li>• No. of clients accessing the face-to face counselling service</li> <li>• No. of young people accessing counselling services through outreach events.</li> <li>• Number of clients reporting satisfaction with counselling services</li> </ul>
2	<b>Referral and campaigning activities to improve networking and advocacy on young peoples' issues</b>	<ul style="list-style-type: none"> <li>• Increase in youth forums that advocate young peoples' psychosocial health issues</li> <li>• Increased visibility of young peoples' issues and concerns in the media and institutions</li> <li>• Increase in number of organizations that network on young peoples' issues</li> <li>• Referral networks strengthened with organizations that have specialized services</li> </ul>	<ul style="list-style-type: none"> <li>• No. of network partners, segregated by area, type of issue</li> <li>• No. of children &amp; youth accessing links (networks)</li> <li>• No. of youth advocates formed through forums</li> <li>• No. of referrals made</li> <li>• No. of activities/ events organized with media support</li> </ul>
3	<b>Short term course on tele- counselling in affiliation with universities</b>	<ul style="list-style-type: none"> <li>• Increase in the capacity of counsellors/ psychologists in providing youth-friendly tele-counselling</li> <li>• Strengthened collaboration with universities through technical and resource support</li> </ul>	<ul style="list-style-type: none"> <li>• Number of counsellors/ psychologists trained in tele-counselling skills</li> </ul>
4	<b>Trainings/ workshops for NGOs &amp; institutions on psychosocial health and counselling needs of young people.</b>	<ul style="list-style-type: none"> <li>• Improvement in quality of services provided to adolescents and young people by service providers</li> </ul>	<ul style="list-style-type: none"> <li>• Number of children &amp; youth accessing information through trained service providers</li> <li>• Number and type of resource material created for and by children and youth</li> </ul>

**b. Please describe the monitoring plans and reports to be shared in not more than 100 words.**

The project log frame will serve as the key management tool for planning and carrying out monitoring activities in line with the specified indicators. Activities will be monitored through informal audits, review of client records and training reports, observation of activities, dialogue with young people, project staff and key service providers/agencies. A mid term review would be conducted to assess

strengths and weakness in programme planning and implementation, so that better future planning can be done. Reports would be generated on half yearly and annual basis by utilising the records maintained (client data base, training reports and records, event reports etc.). Young people will be actively involved in the monitoring process by involving them in assessment and planning of activities at the Centre.

#### F.

##### Project Cost Break-up:

Sr.No	Head of Expense (use the ones applicable)	Units	Rate	Quantity (month/year)	Amount (Rs)	
1	<b>Personnel</b>	Coordinator & Psychologist (full time)	1	12000	12	144000
		Psychologist (part time)	1	5000	12	60000
2	<b>Services (counselling, referral and advocacy)</b>	Outreach counselling and awareness programmes and events (fests, fairs, events etc.)	1	2000	6	12000
		<i>Our voices</i> - Publicity and visibility actions, campaigns by and for young people	1	20000	4	80000
		Seminars and workshops with network organizations (quarterly)	1	5000	2	10000
		Youth forum meetings		2000	4	8000
3	<b>Training</b>	Short 1 month tele-counselling course for counsellors in collaboration with universities	1	28000	1	28000
		2-day workshop for NGOs/ institutions on psychosocial health and counselling needs of young people.	2	2000/day	4	16000
4	<b>Monitoring and documentation</b>	Monitoring, Documentation and Report writing		500	12	6000
5	<b>Travel</b>	Travelling Expenses	2	500	12	12000
6	<b>Office expenses</b>	Cost for communication including telephone costs for tele-counselling, fax, etc.		2000	12	24000
7	<b>Corpus Contribution</b>			100000	1	100000
<b>TOTAL Funding requested from donors through GiveIndia</b>						<b>500,000</b>

#### G. Sustainability plan

The project will receive support of the project management unit of the Adolescent Resource Centre, which will continue to support operational costs by funds made available through other projects. Other sources of income generation include income from the Face-to-face counselling service where the charges for first seating and follow-up sessions for this service are Rs.200 and Rs.150 respectively.

Many of the project inputs are related to building the capacity of local agencies and institutions to understand the relevance of young peoples' reproductive, sexual and emotional health issues, and to provide ongoing and appropriate support to young people so that they themselves can become advocates for change. An underlying strategy for sustainability would be participation and involvement of young people in decision-making processes, and in the monitoring of the quality of services at the centre.

**H. Time Frame:**

Start Date of the proposed project: **April 2008**

End Date of the proposed project: **March 2009**

**I. Past Experience:**

- a. Have you done any projects of a similar nature? **Yes**
- b. Have you implemented other project in the same geographical region as the proposed project? **Yes**

CINI has been running the tele counselling as well as the face-to-face counselling services for the last few years without external funding support. The critical issues identified through the experience of the Centre have informed the development of Teenline as a comprehensive initiative that reaches out to a larger number of young people as well as strengthens systems' capacity to deliver quality services to young people. Moreover, since the Adolescent Resource Centre has been operating several community based youth programmes on reproductive and sexual health and rights in West Bengal, Teenline utilizes this learning on youth development through a health education, skills building and youth-leadership approach in its comprehensive approach to securing and promoting young peoples' rights to information, support and counselling.