



HUDUMA WIKI HII

Keeping You Informed

ISSUE 26

#HudumaForHim



Huduma Kenya



huduma_kenya



HudumaKenya



1919

Ethiopia Taps Huduma Kenya Expertise to Scale Up One-Stop Public Service Model



Huduma Kenya CEO Mr. Ben Kai Chilumo (center right) and Ethiopian Ambassador H.E. Demeke Atnafu (center left) pose with officials from the Ethiopian Civil Service Commission and Huduma Kenya following a benchmarking visit to share best practices in one-stop public service delivery.

A delegation from the Government of Ethiopia, led by Ambassador H.E. Demeke Atnafu, visited Huduma Kenya on Monday, 16th June 2025 to gain insights into the Programme's one-stop-shop public service delivery channel.

Received by Mr. Ben Kai Chilumo, CEO of Huduma Kenya, the delegation included officials from the Ethiopian Civil Service Commission. The team held discussions with the Huduma Secretariat and toured key service points—including the Huduma GPO Centre, Tele-Counselling Centre, and Secretariat Office—to observe operations and client engagement processes. The benchmarking visit is part of Ethiopia's broader efforts to

enhance public service delivery through its own MESOB Centre Project, a government-led initiative providing critical resident services under one roof. The MESOB concept has already been piloted in Addis Ababa and is currently under review for national rollout.

“We are honoured to learn from Kenya’s experience. Huduma offers valuable lessons for our growing MESOB model,” said Ambassador Atnafu during the visit. The exchange provided an opportunity for both delegations to share perspectives on citizen-centric innovation, technology-enabled service delivery, and regional collaboration in public sector transformation.



Cabinet Secretary, Ministry of Health, Hon. Aden Duale at World Blood Donor Day event held at Kenyatta Stadium, Maralal on 14th July, 2025. Samburu Huduma Centre Staff, led by Mr. David Kalama Gona (DCI Desk), attended the event, which saw the collection of 262 pints of blood. The CS encouraged residents to register for SHA services at the Huduma Centre.



Mr. David Kiponda (right), retiring from the NSSF Service Desk, receives a farewell gift from the Lamu Huduma Centre Manager during a send-off held at Red Pepper Hotel. Mr. Kiponda has been in public service for over 32 years.



Huduma Kenya and KISE officials engage in a strategic meeting at KISE offices to review their partnership and chart new pathways for advancing disability inclusion in public service delivery.



June is

NATIONAL MEN'S HEALTH AWARENESS MONTH



Kenya School of Government Mombasa Campus staff visited Mombasa Huduma Centre to check on the status of service delivery in public institutions and how innovation has enhanced service delivery setbacks.

Team Spirit in Full Bloom

Last week, we spotlighted a few Huduma Centres powering up through team-building—and this week, the ripple effect continues!



Embu Huduma Centre



Kilifi Huduma Centre



Exchange students Annie and Jackline from the University of Pittsburgh, accompanied by fellow student Edna Orguba and lecturer Dr. Akello, pose with Huduma Centre Kajiado staff following a learning visit to explore Huduma Kenya's one-stop public service model.



Representatives from Isiolo PWD Inclusive Empowerment CBO engage with staff at Isiolo Huduma Centre during a visit aimed at strengthening collaboration for disability-inclusive service delivery. The meeting aligns with Huduma Kenya's continued commitment to building accessible, responsive, and inclusive public service platforms through strategic partnerships.



Brigadier M. S. Farah, Base Commander of Laikipia Air Base (Kenya Air Force), is received by Nyeri Huduma Centre Manager Mr. Maurice Barasa during his visit to access NTSA services.



Doctors from Cherengany Hospital led by Doctor Michael Chepkulei held a Mental Health and stress management talk at West Pokot Huduma Centre. The doctors touched on causes of mental health disorders and harassment at the work place.



REPUBLIC OF KENYA



SERVICE EXCELLENCE CALENDAR

WE'VE GOT YOUR BACK

- **Building strong teams for exceptional service delivery.**
- **Employee wellness as a vital component for Customer Service Excellence.**
- **Community Service done differently.**



APRIL - JUNE 2025



Huduma Centre West Pokot staff, led by Ms. Elizabeth Loitasiwa, donate branded umbrellas to local traders — supporting their workspaces and boosting Centre visibility.

Mr. Sammy Wanjiru of Narok Huduma Centre's ICT Department guides staff through an SBA refresher session during the launch of a two-week training aimed at strengthening ICT operations.



Mental Health Awareness

For FREE Conselling and Wellness Service call us on;





MASHINANI CORNER



Kiambu Huduma Center.



Nyamira Huduma Centre.



Makueni Huduma Centre.



Kibra Huduma Centre



Murang'a Huduma Centre.



Makadara Huduma Centre.

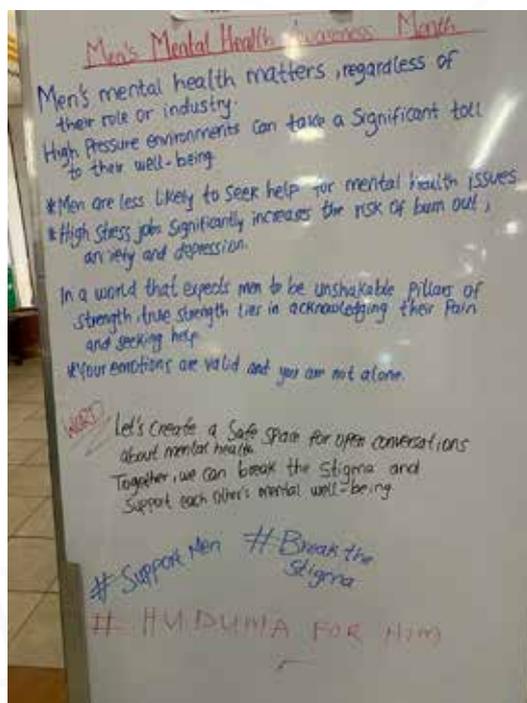
CENTRE SPOTLIGHT

Demystifying mental health and creating space for healing

Recognizing Centres that are not just service points but also safe spaces for healing, dialogue, and support.



West Pokot Huduma Centre.



City Square Huduma Centre.



Kirinyaga Huduma Centre.



Samburu Huduma Centre.

#HudumaForHim — Because your mental wellness matters

Breaking the Silence, Building Resilience

June marks a vital moment in our national wellness calendar—Men's Mental Wellness Month—a time to spotlight the silent battles many men face and to champion a cul-



healing. In a society where strength is often equated with silence, this edition of Wiki Hii dares to ask: what if true strength lies in speaking up?

We are honoured to feature guest contributions from two leading

voices in Kenya's mental health space: the Mental Wellness Association of Kenya, a grassroots movement promoting awareness and peer support, and Basic Needs Basic Rights Kenya, a national NGO empowering communities to care for those affected by mental health challenges through advocacy, livelihoods, and inclusive care models.

To every man reading this: You are not alone. > Reach out. Speak up. Heal forward.

Call the Huduma Tele-Counselling Centre for support, guidance, and a listening ear.

Safe Spaces Spotlight Podcasts That Speak Up:

1. One Health Lens Podcast - Men and mental health across generations episode
 2. ManTalk Ke
 3. We Can Do Hard Things
 4. The Men's Self-Help Podcast
 5. The Mindful Men Podcast
 6. The Men's Mental Health Show
- *As found on Spotify

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**HUDUMA CENTRES
ACROSS THE COUNTRY**

Visit any of our Centres near you



Mirror, Myth, Truth: What Kenyan Men Deserve to Know

Myth 1: “Men don’t cry. **Truth:** Emotional expression is human — not gendered. Suppressing emotions can lead to long-term mental health issues like depression and anxiety.

According to the WHO, Kenya’s suicide rate is 11.0 per 100,000 people, with men accounting for the vast majority of cases.

Myth 2: “Mental health issues are a sign of weakness.

Truth: Mental health challenges are medical conditions, not character flaws. Seeking help is a sign of strength and self-awareness.

A 2024 report revealed that 42% of patients in general medical facilities in Kenya show signs of severe depression, yet many men

delay or avoid seeking help.

Myth 3: “Real men handle their problems alone.

Truth: Isolation increases risk. Support systems—friends, family, professionals—are vital for healing and resilience.

In just one week in 2024, three high-profile male suicides shook the nation, underscoring the urgent need for open dialogue and accessible support.

Myth 4: “Therapy is not for African men.

Truth: Therapy is for everyone. Culturally sensitive counseling is growing in Kenya, with organizations like Basic Needs Kenya and the Mental Wellness Association of Kenya offering tailored support.



Embracing Strength Beyond Silence: A Men's Mental Health Call to Action this June

By the Mental Wellness Association of Kenya (MWAK)

June is globally recognized as Men's Health Month – a crucial time to shine a light on an aspect of well-being that often remains shrouded in silence: men's mental health. At the Mental Wellness Association of Kenya (MWAK), we believe that true strength lies not in stoicism, but in the courage to acknowledge, address, and seek support for our mental well-being. For a thriving Kenya, we must empower our men to prioritize their mental health.

The Unseen Battles: Why Men's Mental Wellness Matters Here in Kenya

In the beautiful tapestry of Kenyan society, men are often seen as pillars of strength, providers, and protectors. And while those roles are incredibly important, they can sometimes unintentionally create a culture where showing any vulnerability feels like a weakness. We hear phrases like "**mwanaume ni kujikaza**" (a man has to be strong), which, unfortunately, can stop men from admitting when they're struggling mentally or emotionally, leading to a quiet suffering that no one sees.

This silent struggle has real-world consequences. Recent figures from the Kenya National Bureau of Statistics (KNBS) reveal a striking truth: more Kenyan men than women are battling mental health challenges, with 56.9% of men affected compared to 43.1% of women in 2022. And tragically, suicide rates are 4 times higher in men. Kenyan men commonly face depression, anxiety, stress, burnout, and substance abuse – often a desperate attempt to cope with deeper emotional pain. The pressures of our economy, unemployment, and the weight of societal expectations only make these struggles heavier.

Breaking the Chains of Silence: Understanding Challenges and Finding Help

Taking the first step towards mental wellness often means realizing that it's perfectly fine not to be okay. If you or a man you care about might be struggling, here are some common signs to look out for:

- A persistent cloud: Feeling down or irritable for long periods, or getting angry easily.
- Pulling away: Losing interest in things

they once loved, or isolating themselves from friends and family.

- Changes in daily rhythms: Trouble sleeping, sleeping too much, or noticeable changes in eating habits.
- Leaning on substances: Using alcohol or drugs more often to cope.
- Taking risks: Engaging in uncharacteristic and potentially dangerous behaviours.
- Unexplained physical aches: Persistent body pains or fatigue that doctors can't pinpoint.

If any of these sound familiar, please know that help isn't just available – it's within reach. Reaching out isn't a sign of weakness; it's a testament to incredible strength.

MWAK is Here for You: Our Initiatives and Support

At MWAK, we're dedicated to cultivating a mentally healthier Kenya. We understand the unique challenges men face, and this Men's Health Month, we want to reaffirm our commitment to you.

We're offering mental health support conveniently via chat and WhatsApp. It's a confidential, easy-to-access space where men can express themselves, get guidance, and connect with professionals without the pressure of an immediate face-to-face meeting. You truly don't have to carry your burdens alone.

We warmly invite all men to reach out and to make their mental wellness a priority.

Your well-being isn't just crucial for you; it's vital for your workplace, your families, communities, and for building a stronger, more resilient Kenya.

And to the incredible women of Kenya, we urge you to be beacons of support for the men in your lives. Encourage honest conversations, listen without judgment, and help us tear down the stigma surrounding men's mental health. Together, we can build a society where every man feels empowered to seek help and truly thrive.

Let's break the silence, together.

For confidential mental health support, reach out to MWAK via chat/WhatsApp Number 0748409735.

Mwanaume ni kujikaza! Really? Let's Demystify This Myth

By Juliet Anyango, Basic Needs Kenya

A common mantra among Kenyan men is 'mwanaume ni kujikaza', which bars them from talking about their mental health, and any attempt comes out as a sign of weakness.

Thinking about it, 'ukijikaza kis-abuni, utateleza vivyo hivyo.' In short, mental wellness is crucial for everyone, men included. You cannot afford not to invest in your wellness.

The World Health Organization (WHO) estimates that among 264 million people with depression globally, men are the least likely to seek help, which sadly results in a significant number opting out through suicide. Closer home, data from the Ministry of Health shows that suicide rates are higher in men than in women.

For the Kenyan man, economic pressure and cultural expectations, such as the obligation to be the provider, add to the man's burden.

Everyone needs to understand that mental health struggles are not a weakness; addressing them

protects you, your family, and the community. Therefore, creating a comfortable and safe space for men is the first step in addressing men's mental health.

Common Mental Health Challenges and How to Seek Help



Mental health stakeholders look on and applaud during the launch of the Nairobi County Mental Health Strategic Action Plan 2025 – 2030 on June 13, 2025, which is meant to give strategic direction informing investment and deliberate actions towards enhancing quality mental health service provision in the County. Photo by Nairobi City County

Data indicates that a significant number of men experience depression, anxiety and trauma which leads many to fall into addiction to drugs and substance use. This slowly starts as an escape from the daily struggles, gradually growing into a habit, and, without notice, turns into a full-blown addiction.

Stigma keeps men isolated. This takes the form of judgment, looks of contempt and social isolation.

It is important to know that help is available. It starts with talking

to someone. It can be someone you trust such as friends and family, or even a counselor, psychologist, or psychiatrist.

Some of these services are free of charge. For instance, there are toll-free helplines such as 1190 by One2One Kenya, 1199 by Kenya Red Cross and 1919 by Huduma Kenya which have psychologists and counsellors ready to give a non-judgmental ear.

There are also organizations such as Basic Needs Basic Rights (BNBR) Kenya that support community mental health outreach as well as workplace mental health programs in various parts of Kenya. One of the key approaches by BNBR is working with persons with lived experience of mental health conditions to share their success stories of triumph which go a long way in demonstrating that there is always light at the end of the tunnel, however dark the tunnel may be.

Practical Tips for Self-Care and Building Resilience

Taking care of yourself opens up

room for better mental wellness.

Here are a few tips:

Talk Often: Normalize sharing your feelings with a friend or family member. Consider joining a support group where you share your stories. Speaking out lightens the load.

Manage Stress: Develop stress management techniques. Take breaks when feeling overwhelmed and take deep breaths throughout the day to relax. Make time for things you enjoy. Use your weekends to pursue hobbies that relax you. Avoid alcohol or drugs to cope, as they only make the burden heavier.

Set Goals: Break your tasks into small, achievable goals. This makes you see your progress and allows you to celebrate small steps and wins. Remember that treating yourself with kindness is showing up for yourself and not being selfish.

Consistently practicing these helps improve mood.

Do not suffer alone, your mental wellness matters.

Access the Ombudsman Services at our 12 select Huduma Centres for any inquiries on Filing Complaints.

Nakuru

Embu

Taita

Kwale

Bungoma

Kisii

GPO

Kakamega

Nyeri

Meru



YOLO! TO *Xtraordinary*

Let's be honest — work isn't always glamorous. There are memos, deadlines, and waaaay



Behind every ticket closed, every client wowed, and every process optimized is a team that's not just working hard — they're making it look effortless. YOLO isn't just about skydiving or spontaneous vacations. Around here, it's about: Stepping up to fix a customer's issue before anyone else even sees it, Volunteering to pilot that new process everyone's nervous about, Taking a chance on a bold idea that makes the customer experience smoother, faster, or just plain better. It's that fearless, "let's do this" attitude that keeps service delivery sharp — and keeps customers

too many mystery meeting invites. But every now and then, a spark ignites that reminds us why we actually love what we do.

That spark? It's called **You Only Live Once (YOLO)** energy. It's when someone volunteers for a big presentation with zero hesitation. When a team pulls off a project in record time and makes it look easy. When someone suggests an idea that's slightly wild, slightly genius — and we actually go for it. That's YOLO in action: the boldness to try something new, take the leap, and trust the process.

Bringing YOLO & XTRAORDINARY into Service Delivery

coming back.

Being Xtraordinary in service delivery means going beyond the checklist: Turning a routine update into a moment of connection with a customer, adding clarity and care to every status email (yes, even on Friday at 4:59 PM), Finding ways to improve a process before someone says it's broken.

It's about putting heart into the hustle — and showing that excellence doesn't have to be flashy to be unforgettable.

So whether you're coordinating behind the scenes, handling frontline communication, or diving into the details no one else

wants to touch — your initiative, energy, and above-and-beyond mindset are what truly set us apart.

YOLO + XTRAORDINARY = The Dream Team

We're building a culture where courage meets creativity, and where work doesn't just get done — it gets remembered.

So whether you're leading a big project, mentoring a new hire, or just bringing good vibes to the Monday meeting, remember: Being Xtraordinary isn't about being perfect. It's about putting your personal flair on everything you do — and making the workplace a little more human, a little more joyful, and a lot more you.

In a world where “on time” is expected and “on point” is required, it's the YOLO + Xtraordinary mindset that turns good service into great partnerships.

You only live once — but you deliver service a hundred times a week. So why not make it Xtraordinary every time?

Here's to the ticket-slingers, the process-improvers, the last-minute-miracle-makers. You're not just delivering services — you're delivering impact.

Got a story where someone in service delivery went full YOLO or turned something ordinary into something unforgettable? Share it with us — let's celebrate the Xtraordinary in all of us.

FUN CORNER

QUOTE OF THE WEEK

When we give men permission to feel, we give them space to heal.

—Dr. Doris Ayabei,
Bliss Hospital (Maralal)

Joke of the week

**Why are monks so good at protesting?
The more ohms you have, the greater the resistance.**

What is the more popular name for the portrait officially titled “La Gioconda”?

TRIVIA



huduma
KENYA
service excellence