Service provider map and inventory as a tool for facilitating comprehensive service delivery and providing links between different service providers for improved psychosocial wellbeing in Rwamwanja refugee settlement

AVSI Foundation

AUGUST 27-29
WINDHOEK NAMIBIA

Rita LAROK
Director of Programs
AVSI works for a world where every person, aware of her value and dignity, is the main protagonist of her own integral development and that of her community, even in crisis and emergency contexts.
Graduating to Resilience Activity

**Lead Agency:** AVSI Foundation

**Partners:** Trickle Up and Impaq

**Duration:** 7 years (2017 – 2024)

**Target:** 13,200 HHs, 50/50 Host/Refugees

**Budget:** 36,700,000 USD

**Donor:** Office of Food for Peace USAID/Uganda

**Enrolled:** 6,991 youth, 22,124 children

**Goal:** Extremely poor refugee and Ugandan households in Kamwenge graduate from conditions of food insecurity and fragile livelihoods to self-reliance and resilience

**Purpose 1:** Improved Household food level availability and nutrition status of Household members

**Purpose 2:** Improved economic status
**Process and methods**

- Used digital tool (Kobo Collect and GIS) to conduct mapping of the service providers; health centers, schools, government institutions, GBV service providers, and CBOs/NGOs.
- Key service information gathered included; name and location of service points/GPS coordinates, services offered, time and mode of operation, and contacts.
- GPS coordinates of the beneficiary HHs enrolled were captured using the digital tool.
- The GPS coordinates of the service providers were over-layered with that of the beneficiary HHs to guide referral to the nearest services.
- Validation of the mapped service points.
- Service provider inventories developed, printed and distributed to all coaches to facilitate/guide referral.
Results

Through the Service Provider Mapping and use of digital tool

✓ The Activity identified and captured GPS point for 84 active Service Providers operating in and around the Rwamwanja refugee settlement

✓ Captured GPS coordinates of all the 6,629 Beneficiaries households enrolled in to the program (Refugees and Host community).

✓ Over-layered GPS coordinates of the service providers with that of the beneficiary households to guide referral to the nearest services.

✓ Service inventory containing the overlaid service maps, and an inventory (list of service providers) were generated, printed and distributed to all the 260 coaches and CBTs for use in the field.
Service Provider Map overlaid with Activity Participant Locations:

*Red points represent Refugee households; Blue points represent host community households.
Did you seek services for which you were referred?  

- Yes: 73% (83)  
- No: 27% (30)

Did you receive the services you sought?  

- Yes: 80% (66)  
- No: 20% (17)

Reasons for not seeking services: Distances, cost of transportation
Results

Type of Referral/ Assistance

- WASH: 0.9%
- Shelter Support: 3.5%
- Psychosocial Support: 1.8%
- Physical Disability Services: 1.8%
- Other (VHT services, police services, Immunisation services,...): 10.6%
- Nutrition Referral: 30.1%
- Mental Health Services: 2.7%
- Legal Support: 3.5%
- Justice Services: 2.7%
- Engagement of/advocacy to camp management: 0.9%
- Education Services: 9.7%
- Community-based mediating: 2.7%
- Child Protection Services: 4.4%
- Access to Medical Services: 24.8%
• Out of the 6,629 households enrolled, 99% feel supported and satisfied with the support from the coaches who offer the possibility for referral and actual weekly coaching on various topics.

• Self efficacy scores (ability to accomplish goals – a large component of wellbeing) increased from 15% at baseline to 82% in the first 6 months.
Conclusion

- Improved effectiveness and efficiency of beneficiary referral process
- Service points are easy to locate in the map (including details like distance, cost, contacts)
- Coaches/CBTs are able to refer beneficiaries to the nearest service points to where they live
Co-HOSTS

RIATT
Regional Inter Agency Task Team on Children & AIDS

REPSSI
Psychosocial Wellbeing For All Children

terre des hommes
Hilfe für Kinder in Not

Elizabeth Glaser
Pediatric AIDS Foundation

Until no child has AIDS.

Jacobs Foundation
Our Promise to Youth

Air Namibia
Carrying the spirit of Namibia

CRINSA
Child Rights Network for Southern Africa

UNESCO
United Nations Educational, Scientific and Cultural Organization

© AVSI, 2019- All rights reserved