A systematic approach to recruiting, skilling and deployment of “coaches” to improve psychosocial and mental wellbeing outcomes for women, children and youth in a refugee setting:
Graduating to Resilience project, Uganda.
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.

**Sectors**
- Education
- Food security and Nutrition
- Agriculture
- Health
- Protection
- Psychosocial care
- Family strengthening
- Livelihoods
- WASH
- Energy
- Environment
- Urban development
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 district graduate from conditions of food insecurity and fragile livelihoods to self-reliance and resilience

Purpose 1: Improved Household level food availability and nutrition status of Household members
Purpose 2: Improved economic status
# Graduating to Resilience - Components of Activity Arms

<table>
<thead>
<tr>
<th>Program Component</th>
<th>ARM 1 Standard Graduation</th>
<th>ARM 2 Group Coaching</th>
<th>ARM 3 Empowerment model</th>
<th>Control Group</th>
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<td>Linkages</td>
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Household coaching session
Method and process

Pre-recruitment:
• Designed coaching models (individual and group coaching)
• Developed coaching curriculum
• Developed coaching terms of reference
• Person specification for coaching role (minimum education, work experience, language competencies)

Recruitment:
• Community level vacancy announcement – community leaders’ recommendation letter a requirement
• Preliminary shortlist (adherence to key requirements)
• Two-staged interview (English language written and spoken tests).
• Additional background check (reference)
Results

Graduating to Resilience
Individual Coaching Guide
November 2018

Graduating to Resilience Group Coaching Guide
November 2018
Method and process cont.

Post-selection:
- Onboarding (orientation)
- Capacity building trainings - coaching curriculum and associated technical skills (SPM, nutrition, Financial Literacy, Gender).
- GPS mapping of participants’ location (households and groups)
- Assigning Coaches to households/groups (geospatial map)
- Assigning Coaches to supervisors (1:15)
- Regular (weekly) meeting of coaches with supervisors
Results

- 260 Coaches selected, trained and assigned to 6,629 households.
- 37,585 individuals, 22,124 (59%) and 6,991 (19%) being children and youth respectively, reached weekly with coaching.
- Self-efficacy scores of participant households increased from 15% at baseline to 82% in 5 - 6 months.
Results

Baseline

- Certain I can accomplish my goals: Strongly Agree 22%
- Certain I can accomplish my goals: Agree 15%
- Certain I can accomplish my goals: Disagree 3%
- Certain I can accomplish my goals: Strongly Disagree 16%

Current

- Certain I can accomplish my goals: Strongly Agree 60%
- Certain I can accomplish my goals: Agree 16%
- Certain I can accomplish my goals: Don't Agree 3%
- Certain I can accomplish my goals: Strongly Disagree 2%

AVSI People for development
Results

- Project reaches all 6,629 households with coaching each week
- Survey of participants’ satisfaction indicates that 99% of participant households feel supported by coaches.
Conclusions

The use of a systematic approach to recruitment, skilling and deployment of social service workforce:

- Ensures high quality service delivery thus improved psychosocial and mental wellbeing of participants;
- Facilitates timely program learning and adaptation;
- Builds sustainable community based social service system for efficient referral and linkages.
Reach Us!

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