

MICROLINKS WEBINAR: SUPPORTING RESILIENT LIVELIHOODS IN CHALLENGING ENVIRONMENTS

CHAT TRANSCRIPT

JUNE 7, 2017

PRESENTERS

Henri-Noel Tatangang, plan international

Valentina Dal Lago, Oxfam Intermon

Benjamin Kaufman, Mercy Corps

MODERATOR

Kali Glenn-Haley, USAID Office of U.S. Foreign Disaster Assistance

April Thompson, USAID Knowledge-Driven Agricultural Development Program

AV Tech: Ok, thanks everyone

indra klein: Oh well...what is it they say about patience

April - Microlinks: Thanks Indra! :)

Joanne Ho: visual changed, but no audio still

indra klein: NO AUDIO

Abhijit Mohapatra: not audible

Kristi Tabaj: no audio

Madeleine B: no audio

Erick Oyuyo: Hi I cant hear you

lynn exton: no sound

indra klein: Would Microlinks please reconnect audio?

scott kleinberg: I have dialed in to the meeting one number and have sound

Maria Bianco: I was connecting through the phone, can you please give the number again?

Sarah Ward: still no audio on this platform

Joanne Ho: can you please send out the phone number?

Sarah Ward: should we dial in?

Alan Isaac 2: same-- no sound still

April - Microlinks: Please stay with us! It's us, not you!

Maria Bianco: Could someone please give me the dial in information?

Nick Archer: can anyone reach the hosts?

scott kleinberg: +18008320736

indra klein: Has presentation started?

April - Microlinks: We are having a technical difficulty - please stay connected

scott kleinberg: MeetingOne Conference Room Number : 9865920

Maria Bianco: thank you Scott!

Carol Skowron: i dialed the number and am waiting for the host arrival

April - Microlinks: Thanks everyone - we are redialing in here. Please stay with us, we will be just a moment!

April - Microlinks: In the meantime, let us know where you're dialing in from - it's great to have you all here

Benny Kaufman (Mercy Corps, Bangui): The visuals are spectacular.

April - Microlinks: Handsome headshot, yes!

indra klein: What visuals?

Alan Isaac 2: joining via Internet from Bangladesh

Maria Bianco: Hi I am Maria Emilia, I am dialing from Boston

McKenzie Hanlon: McKenzie Hanlon; Graduate Student- George Washington University; Washington, DC

April - Microlinks: Great Alan, welcome!

indra klein: ok, so we have to dial in for audio?

Douglas HINDSON: Joining from south of France

April - Microlinks: We are setting up audio via another channel.

Frank Tembo: Frank Tembo from Malawi, Southern Africa

April - Microlinks: Salut et bienvenue Douglas!

Trevor Russell: Joining from Toronto, Canada

Laura Mouanoutoua: Laura Mouanoutoua, World Relief, Baltimore

Douglas HINDSON: Merci April

Kristi Tabaj: TOPS, Gender Senior Specialist, joining from Ohio, USA

April - Microlinks: Hi Kristi! My home state!

Kristi Tabaj: :)

Kate McMahon: Kate McMahon, Mercy Corps, WDC

scott kleinberg: you on dial in

Jonah Nobleza: Jonah Nobleza. ICCO from Bali

April - Microlinks: All hearing ok now?

Bob Sutton: thanks for your persistence :)

Laura Mouanoutoua: yes!

Kristi Tabaj: Yes

Sarah Hamidi: yes

Alia Farhat: YES!!

April - Microlinks: Fantastic!

Alan Isaac 2: not yet here-- webinared in

Alan Isaac 2: i'll restart

Dorothy Douglas Taft: yikes, the audience now has echo..

indra klein: There ois echo

Maria Bianco: Echo

Kate McMahon: Lots of echoing. FOlks need to mute.

indra klein: you have phone and computer audio on

Jerry Brown: Not yet

April - Microlinks: Better now I hope? Thanks you all!

Alan Isaac 2: ok now

Joanne Ho: Joanne Ho Research Economist, University of Washington Seattle, WA

April - Microlinks: Welcome Joanne!

April - Microlinks: Early riser :)

Joanne Ho: :) thanks April. Yes, I'm dedicated!

April - Microlinks: Please feel free to type any comments or questions you may have here in the chat box

Maria Bianco: I lost the audio

Dorothy Douglas Taft: no audio via phone

Carol Skowron: Benjamin dropped out

Ibrahim Sesay: I lost the audio again

Laura Mouanoutoua: on computer we still have audio

Kristi Tabaj: I hear you.

Sarah Hamidi: you re back on

Adam Smith: I can hear

Dorothy Douglas Taft: we hear you now

Laura Mouanoutoua: i think maybe those calling in

USAID Microlinks (Ahmed): We have you back Benny

Maria Bianco: It is back

Ramiro Cadavid: Ramiro Cadavid, Monitoring and evaluation lead, Grameen Foundation Colombia

Ibrahim Sesay: Yes...reconnected

April - Microlinks: great, thanks all!

Marty Hammersmith: Can whoever keeping moving their microphone please stop?

Zachary Lawless: audio keeps cutting out

indra klein 2: This is a geat excercise indicative of someof the challenges faced in the field...

AV Tech: Well said indra!

indra klein 2: With regard to meeting need for "shade," how is this accomplished, esp. for NGO's and access to corporate and philanthropic foundations?

Kristi Tabaj: How were people convinced to pay rental fees (assuming they weren't in place before the project)?

indra klein 2: Protection: Would you elaborate on how cultural differences and suspicion are addressed?

April - Microlinks: Great questions, thanks!

Ibrahim Sesay: How is targetting done in situations where everyone is poor as the case in CAR?

indra klein 2: What % of population have access to cells? To what degree are they incorporated into ability to regain footing, esp with regard to \$?

Ibrahim Sesay: what the factors considered in calculating the size of grants...please give us the US\$ grant size

April - Microlinks: Are you all working in similar environments? Would be great to hear what you are experiencing in similar contexts

Alan Isaac 2: In a shorter term response project , such as 12 months, were VSLs viable?

indra klein 2: As a development officer, how are you changing the manner in which you relay stories and illustrate impact, esp when considering multi-yr funding stream, that includes follow up with stakeholders?

Dorothy Douglas Taft: What psychosocial support do you provide for those traumatized by recent events?

indra klein 2: Would be nice to have slides for notations

April - Microlinks: Absolutely, Indra - will provide those afterward

Maria Bianco: Transcriptions would be great

Maria Bianco : because audios are not always good

April - Microlinks: We will provide that as well!

Maria Bianco: :)

indra klein 2: For field practitioners: what input do you have in helping development team secure funding as well as cultivate relationships & partnerships that can facilitate furthering initiatives?

indra klein 2: TRAINING: What ways are you using to increase outreach? How are you evaluating effectiveness?

Ibrahim Sesay: How do you ensure that the local purchase did not destabilize the local economy since large sums are spent in a short duration of time?

Ibrahim Sesay: what is the cost benefit analysis of the investment per household with specific reference to the livelihoods

April - Microlinks: Good questions, all, thanks... important not to introduce market distortions in a case like this

indra klein 2: Production decrease of 80% is ALARMING...What strategy has been developed to turn around these areas?

April - Microlinks: saponification = soap :)

Ibrahim Sesay: Again, what is the beneficiary selection criteria...what is the equity approach used?

Ibrahim Sesay: was this evaluation done by an external independent organization? how was the controlled group determined?

Dorothy Douglas Taft: Suggestion for MicroLinks: Have presentation on measuring impact of livelihoods projects? on individuals and communities.

April - Microlinks: Great suggestion, Dorothy, thanks - where are you working?

indra klein 2: Would you elaborate on partnerships established/cultivated to facilitate security and program growth?

Dorothy Douglas Taft: Northern Uganda. Ukraine. soon in Mumbai

April - Microlinks: Three very different contexts!

Ibrahim Sesay: as i earlier noted, there can be undesired and unintended consequences due to introduction of appreciable cash in unstable and fragile situations. This intervention brought a 70% interest rate ...

Dorothy Douglas Taft: Common link for our projects: survivors of trauma

Kristi Tabaj: yes

indra klein 2: Please ask presenter to speak closer into mic

indra klein 2: Yes, thank you

AV Tech: Thank you Henri!

April - Microlinks: Interesting Dorothy! Do you see some transferrable lessons from these presentations for that beneficiary group?

Ibrahim Sesay: how can children be involved in livelihoods taking into ILO 182; how were the households (families and carers) involved?

indra klein 2: With regard to trauma/violence and hunger/starvation experienced, would you elaborate on therapeutic measures taken, and how trust was rebuilt?

Ibrahim Sesay: Is this program linked with the national reintegration program though we see 100

Ibrahim Sesay: What was the cost of the funding provided to Plan to get this programme implemented?

Ibrahim Sesay: what is the selection criteria?

indra klein 2: MICROLINKS, are there white papers/program reports for each presenter available for our review?

Ibrahim Sesay: how can we train a skilled carpenter for a period of six months to be competent and compete with already established skills men in the communities?

Dorothy Douglas Taft: Yes, the huge gap in aftercare for trauma survivors is employment in healthy environment. Survivors have great resilience and strengths that allow them to be valued employees. It is critical that the psychosocial needs are addressed initially -- and continue while they begin to work.

Benny Kaufman (Mercy Corps, Bangui): Hi Indra, Mercy Corps has some briefers I can share

Ibrahim Sesay: what was the tracking tool used? please share with us this tool

comlan coudoro: how was selected the training area (bakery, mechanic, carpentry...) and how where children benefiting from each were selected

indra klein 2: Thank you, Benny.

USAID Microlinks (Ahmed): Hello Indra, yes at the end of the presentation there will be a pod on the screen with downloadable PDFs.

Benny Kaufman (Mercy Corps, Bangui): If you DM me your email I'll send them over

Ibrahim Sesay: Please share with us the cost per child and household spent by this programme

Maria Bianco: Could you please share with all?

indra klein 2: Ahmed, thank you! I look forward to the many resources MICROLINKS provides

Dorothy Douglas Taft: is there really a vigorous market demand for more workers with those skills: bakery, carpentry and basic mechanics?

Benny Kaufman (Mercy Corps, Bangui): Hi Maria, yeah I'll try and post some links I dont think I sent to Microlinks beforehand

indra klein 2: Is financial literacy education and advocacy support included in program, as well as post-graduation from training?

Ibrahim Sesay: with a cue from Dorothy's post - was a vigorous labor and market survey tool used? I have not heard the inclusion and participation of families and carers.

April - Microlinks: Great questions - important to be meeting a real market need. At the same time to provide a skills of interest to the youth

Martial ASSINE: In addition to Ibrahim's question, at the end of this short training (06 months), did these children receive logistical support to practice their new job?

Ibrahim Sesay: vocational skills training for six months is NOT enough and will require long term support

indra klein 2: How is mobile tech included in process/program, esp with use of cell?

Dorothy Douglas Taft: what is your experience of the level of stress experienced by the youth when they try to set up their own businesses? isn't that difficult for those who have experienced trauma?

April - Microlinks: True, Ibrahim, although if they are able to receive job placement after, this is an issue

indra klein 2: Ibriham, 6-mo well planned training program is a good start, one that can position youth into jobs with established cos or internship programs

*April - Microlinks: *is not*

April - Microlinks: apprenticeships can be a good bridge

Ibrahim Sesay: did Plan work with the UNICEF since similar programmes are currently implemented in CAR?

April - Microlinks: Dorothy, have your programs with trauma survivors involved entrepreneurship? What have you found in Uganda?

lynn exton: To what extent are your programs financially sustainable?

Dorothy Douglas Taft: Our model is that WE provide the market research, we raise the capital, and we create businesses that are large enough to offer employees jobs with a variety of skills needed. We provide job-specific training as well on the job. We train our supervisors to ensure they are trauma-informed. we must create profitable businesses as that is what is expected by investors.

indra klein 2: Would you elaborate on relationship with local govt and how govt help facilitate processes to empower youth and adults to begin process of rebuilding and growing business?

Dorothy Douglas Taft: My apologies as I need to sign off but I would welcome further interaction with MicroLinks or any others interested in working with a new paradigm on livelihoods creation.

April - Microlinks: Thank you Dorothy! Appreciate your tuning in today and sharing your experiences

USAID Microlinks (Ahmed): Thanks for joining us today Dorothy!

indra klein 2: Dorothy & Benny, what % of secured resources are in-kind items/services?

Dorothy Douglas Taft: I'm not sure I understand Indra's question, but one of our values added is our business expertise and acumen -- not expecting our targeted employees are "entrepreneurs" which is a unique skill set held by small % of most populations.

indra klein 2: Dorothy, you had indicated you raise capital for programs. Do you also seek material/skilled expertise as in-kind donations as a way to leverage resources?

Benny Kaufman: Am I getting music?

indra klein 2: Music's not bad...

April - Microlinks: : D We appreciate everyone's humor and patience this morning!

AV Tech: LOL indra

AV Tech: I enjoyed it too. Very soothing!

AV Tech: Thanks to all for the great questions and engagement. Keep 'em comin'!

indra klein 2: How often is follow-up conducted with those who successfully completed program? What about those who dropped out of programs?

Sarah Ward: hello all - I was wondering what role the private sector plays - do they help design the training? select placements? what connections do you have with those who are employing or working in the same fields?

Kayla Casavant: Aside from a market assessment to determine which IGAs are in demand, do you look at competition being created with existing actors in the sector?

indra klein 2: How has intergenerational make-up benefited or hindered programs?

April - Microlinks: Thanks for all the questions - we will see about addressing them in a post-event resource, so stay tuned!

April - Microlinks: Sticky keyboard logging all my keystrokes - a post-event Q&A

indra klein 2: Thank you for thought-provoking presentation, thoughtfully prepared by each presenter

Benny Kaufman: Thank you all for participating!

April - Microlinks: Lots of great comments and questions around the market factors at play. So critical as to not create supply for a job that isn't in demand. Really impressive to see what these different organizations have done in difficult circumstances!

Benny Kaufman: Happy to help with the post event resource as well

April - Microlinks: Much appreciated!

indra klein 2: Also thank you for bits of comic relief...much appreciated

Maria Bianco: Thank you, excellent presentations and discussions!