



Food Security COVID-19 Learning Event

Navigating new possibilities in a rapidly changing world

June 21 – 24, 2021 | Online

Empowering Field Agents and Staff in the face of dynamic change

June 23, 2021 | 6:30-8:00 ET

Everyone must select a language!

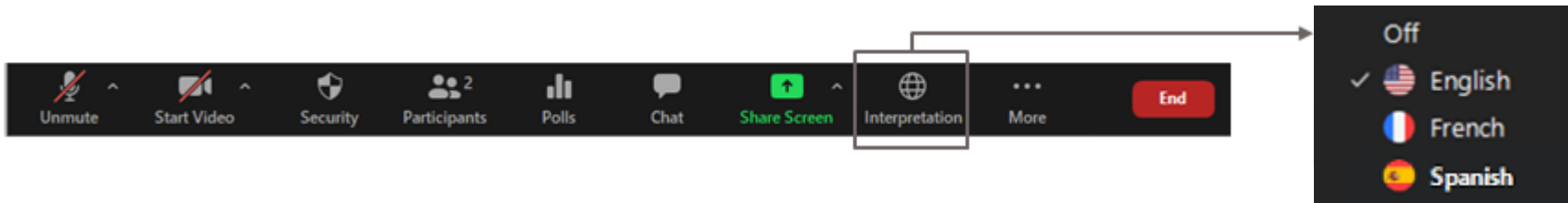
- Click “interpretation” at the bottom of your Zoom window
- Select the language that you would like to hear: English, French or Spanish
- Please note that this feature is not available during breakout rooms

Chacun doit choisir une langue !

- Cliquez sur « interprétation » au bas de votre écran Zoom
- Sélectionnez la langue de votre choix : anglais, français ou espagnol
- Notez que cette fonction n’est pas disponible dans les groupes de discussion “breakout rooms”

¡Todos deben seleccionar un idioma!

- Clique "interpretación" en la parte de abajo de su pantalla Zoom
- Seleccione el idioma que prefiera : inglés, francés o español
- Por favor notar que esta función no es disponible en los grupos de discusión “breakout rooms”





Food Security COVID-19 Learning Event

Navigating new possibilities in a rapidly changing world

June 21 – 24, 2021 | Online

Empowering Field Agents and Staff in the face of dynamic change

Agenda:

- (15 min) Presentation by Catholic Relief Services Indonesia
- (15 min) Presentation by World Vision - THRIVE Zambia Program
- (40 min) Small Group Discussions
- (10 min) Closing & Survey



Food Security COVID-19 Learning Event

Navigating new possibilities in a rapidly changing world

June 21 – 24, 2021 | Online

Empowering Field Agents and Staff in the face of dynamic change

Coordinating Emergencies in the “new normal”

Experiences from Catholic Relief Services & Human Initiative
in Indonesia

Presentation by Hester Smidt & Aldi Surya



Context



Project Goal: Facilitate safe and dignified shelter & settlement solutions for IDPs

Partners: Catholic Relief Services (CRS), Human Initiative (HI), PT Pos – funded by Caritas Germany

Time frame: Nov 2019 – Dec 2020

Achievement: 318 IDP HHs assisted through cash-based solutions (rental assistance, resettlement, shelter construction & repair)

Feb 2020

May 2020



No confirmed COVID cases



600 confirmed cases

Enabling Conditions



Team Culture

Prioritizing safety and security

Sense of urgency

Wellbeing discussions

“One-team”, cross-function



Organizational Resources

Development & dissemination of resources for staff and partners

Online trainings and webinar sessions



Devolved decision-making

Partner empowerment & collaboration

Appointment of staff with delegated roles & responsibilities



Adaptation

Donor engagement

Project activities & flexibility

Inhibitors & Challenges



Remote work

WFH: Who and how

Overcoming distrust & assumptions about behaviours

More time required to ensure financial accountability



Transfer of risk

Power, Privilege & the Realities for First Responders/ Frontliners



Local capacity

FSPs overwhelmed

Accessibility for communities

Lack of confidence of partner to assume roles & responsibilities, language barrier



Program Quality

Speed of distribution process

Community contributions



Food Security COVID-19 Learning Event

Navigating new possibilities in a rapidly changing world

June 21 – 24, 2021 | Online

Empowering Field Agents and Staff in the face of dynamic change

Case of World Vision (WV) Zambia's
Transforming Household Resilience in Vulnerable
Environments (THRIVE) Program

Presentation by Moffat Mtonga



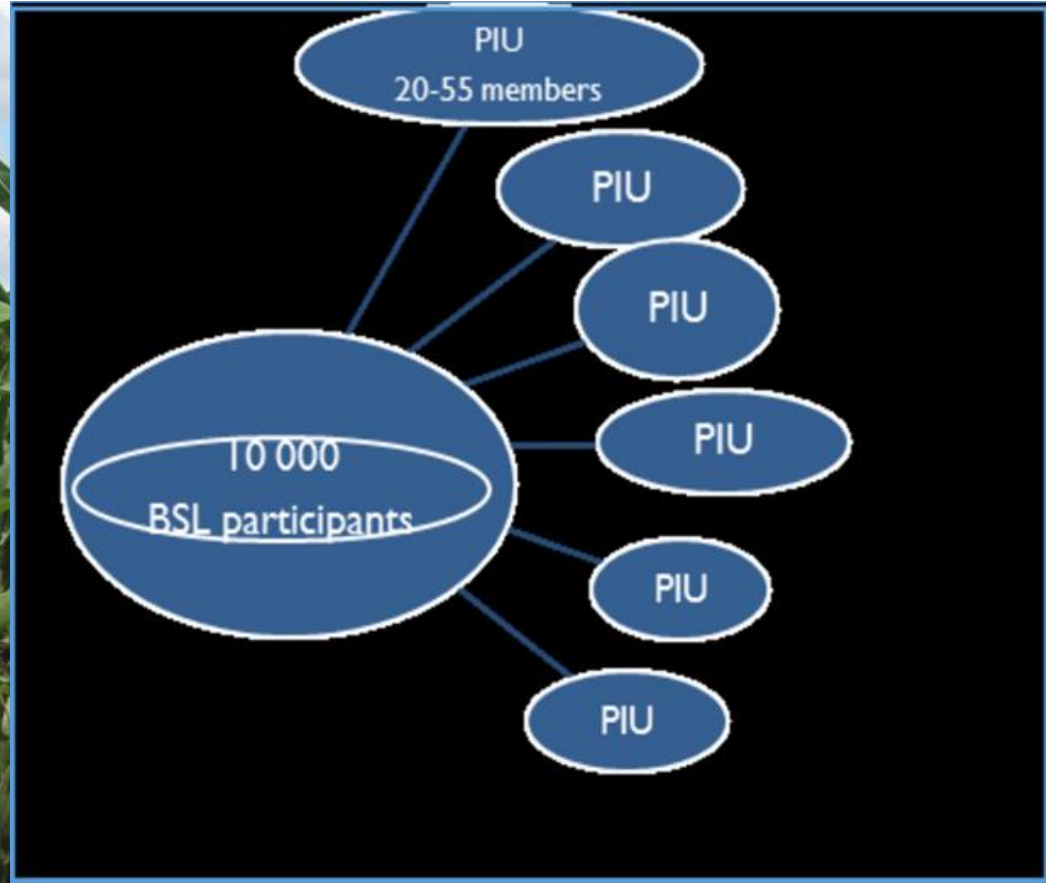
WV Zambia and THRIVE's response to COVID-19



- Even though Zambia did not experience a full lockdown, all gatherings were initially prohibited and movement was restricted
- World Vision quickly established COVID-19 protocols for staff and partner communities
- A response team was deployed to ensure adherence and guide field implementation
- THRIVE implementation progressed with caution and the BSL model proved resilient when faced with this pandemic shock



Participant Implementing Unit Structure





Empowered Front-Runners



- Empowered Worldview (EWW) mindset transformation for program participants and facilitating partners
- BSL Community facilitation training for Development Facilitators (DFs)
- PIU leaders trained in WV project models (EWW, S4T, CSA, LVCD, Microfinance, FMNR, DRR) and sequencing/ layering of BSL activities sustained implementation
- Autonomous interventions at PIU levels minimized staff field monitoring visits and predict results sustainability
- One-on-one farmer mentorship approach proved COVID-19 restriction friendly

Empowered Front-Runners

- One on one mentorship for farmers
- WhatsApp groups for PIU leaders
- Utilized radio for mass communication
- Weekly online technical support meetings with DFs
- Staff and volunteers are supported with PPEs



PIU farmer in the onion value chain marvels at her harvest



**“I know there is
COVID-19 but I’m
determined to
continue with my
farming”**

Patrick Mwansa



Improved agricultural production supported by PIU leaders, organized farmers, value chains & partners, facilitated continued access to markets







Program Constraints due to COVID-19



- Limited use of communication technology by the participants.
- Misbelief and Misconception about COVID-19 especially in the rural areas
- Fear of the uncertainty (Limited Information)
- Approval chain - clearance to hold certain activities by Ministry of Health



Food Security COVID-19 Learning Event

Navigating new possibilities in a rapidly changing world

June 21 – 24, 2021 | Online

Enhancing Partnership Models Between International and Local Partners

- Which enablers or inhibitors mentioned by presenters resonate with you and your experience in terms of empowering staff and volunteers working directly with communities to make decisions in the face of dynamic change?
- Are there enablers or inhibitors that you or your team experienced that were not mentioned by the presenters?
- Based on the experiences presented and discussed, what strategies or actions could programs consider implementing to better prepare programs for empowered decision-making by staff and volunteers during potential future crises characterized by dynamic change?