

Best practices for referral pathways in GBV programming: Lessons from scaling up the Becoming One program in Uganda

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Why did we need referral services for our respondents?

- We received reports of extreme cases including suicidal ideations

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Referral services are not just one service. It's a network of responsibility.

- The field team identified extreme cases
- We worked with a professional counselor to equip the field team
- The project PI's reviewed extreme cases and advised on response
- We recruited a toll-free on-line professional counseling firm that was also liaison to other services like medical, legal, shelters etc

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We ensured that the counseling service provider delivered quality services and did not reinforce harmful gender norms

- Identified a functional online service provider
- Held a session with the counseling team to communicate the main program messages
- Made dummy calls as victims of violence
- Kept in constant communication with the counselors to ensure life-threatening issues were jointly handled
- Had the service provider send quarterly reports