

ICF

Foundation

Coaching for Social Impact Project

How coaching accelerates and amplifies Social Impact for 7 countries

FINAL REPORT
SEPTEMBER, 2022



Background

- Over a 12-month period, ICFF partnered with Many Hopes, a nonprofit that works to rescue children from a variety of injustices.
- ICF credentialed coaches coached the six Many Hopes' partner organizations to accelerate and amplify their unique missions, strategies, and goals.
- Ultimately proving global social impact through coaching.



Background

Organization	Country	ICFF Coach	ICFF Coach	Social Impact Success Baseline Measures
Many Hopes	N. Ireland	Ann Dorgan, PCC	United States	Equipping children to become men and women who break the cycles of injustice.
Challenging Heights	Ghana	Innocentia Tsikata, PCC	Ghana	Rescue, Rehabilitate and Reintegrate 150 children from slavery on Lake Volta
Pothawira	Malawi	Ruth Okoth	Malawi	School for 300 children and full residential care for 120 Orphans
Foundation Alalay	Bolivia	Andrea Ninodeguzman, ACC	Bolivia	Renovate buildings to increase capacity to rescue and care for an additional 98 children (102 to 200)
Escuela de la Calle	Guatemala	Cynthia González, PCC	Guatemala	Provide housing for 22 children in home and education for 160 children in school
Casa del Buen Trato	Peru	Cecilia Cosamalon, MCC	Peru	Purchase a new bus for the 31 girls who live in the home; launch a new pilot program for higher ed. For girls aging out of residential care
Friend for Justice	Kenya	Eileen Laskar, MCC	Kenya	Support for 14 grads from children's homes; new program to rescue and raise 40 children, mentor 80 and provide training for caregivers

MEASUREMENT & EVALUATION EXECUTIVE SUMMARY

DATA OVERVIEW

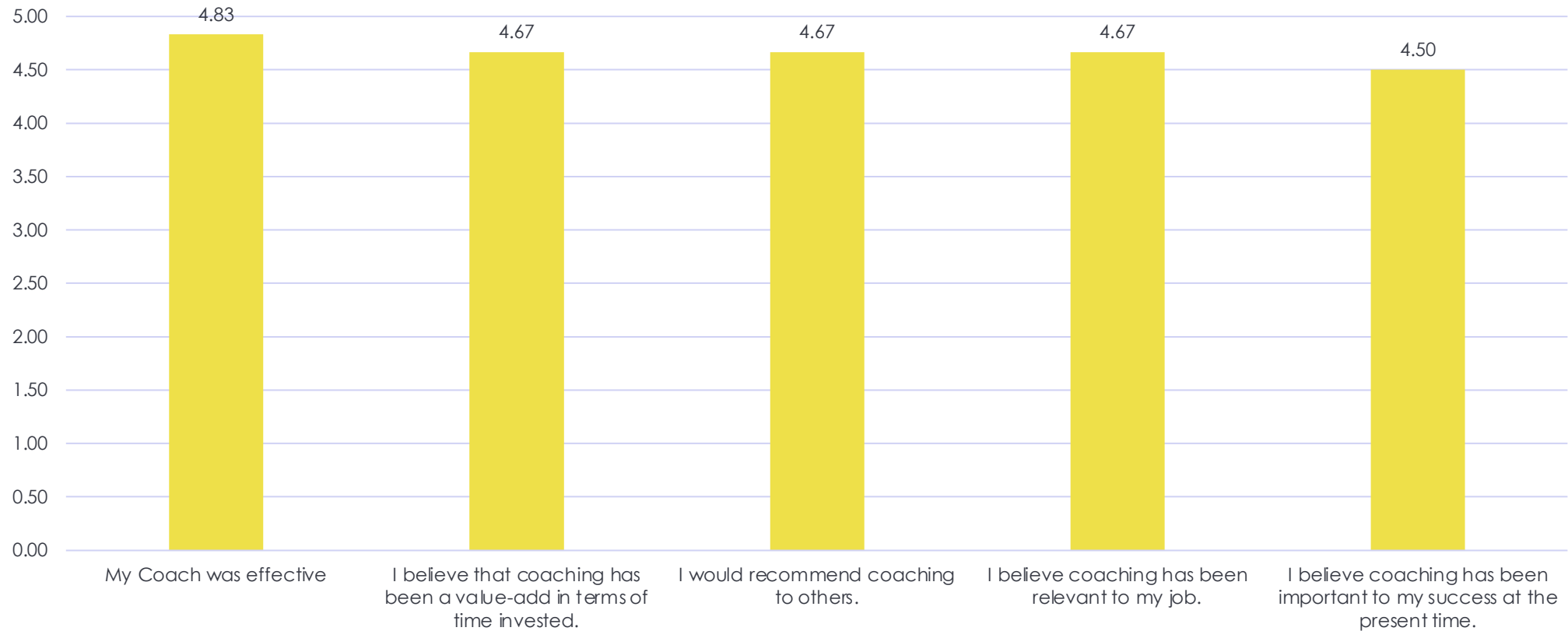
Location	Leader Survey Required	Coach Survey Required	Interview Optional	Team Survey Optional
Ireland	Yes	Yes	Yes	Yes
Kenya	Yes	Yes	Yes	
Ghana	Yes	Yes	Yes	
Malawi	Yes	Yes		
Guatemala	Yes	Yes		
Peru	Yes	Yes		
Bolivia			Yes	

Overview

- Data collection began April 1 and closed on May 29, 2022.
 - 86% of the 7 coaches provided self-ratings on growth and progress.
 - 57% of the 7 coaches provided feedback via qualitative interview.
 - 14% of the 7 Teams provided ratings of observed growth and progress.
 - 86% of the 7 coaches provided feedback about the program.

COACHING EXPERIENCE

100% of leaders surveyed said they would like to continue coaching.



Scale
5 = Strongly Agree
4 = Agree
3 = Neither Agree nor Disagree
2 = Disagree
1 = Strongly Disagree

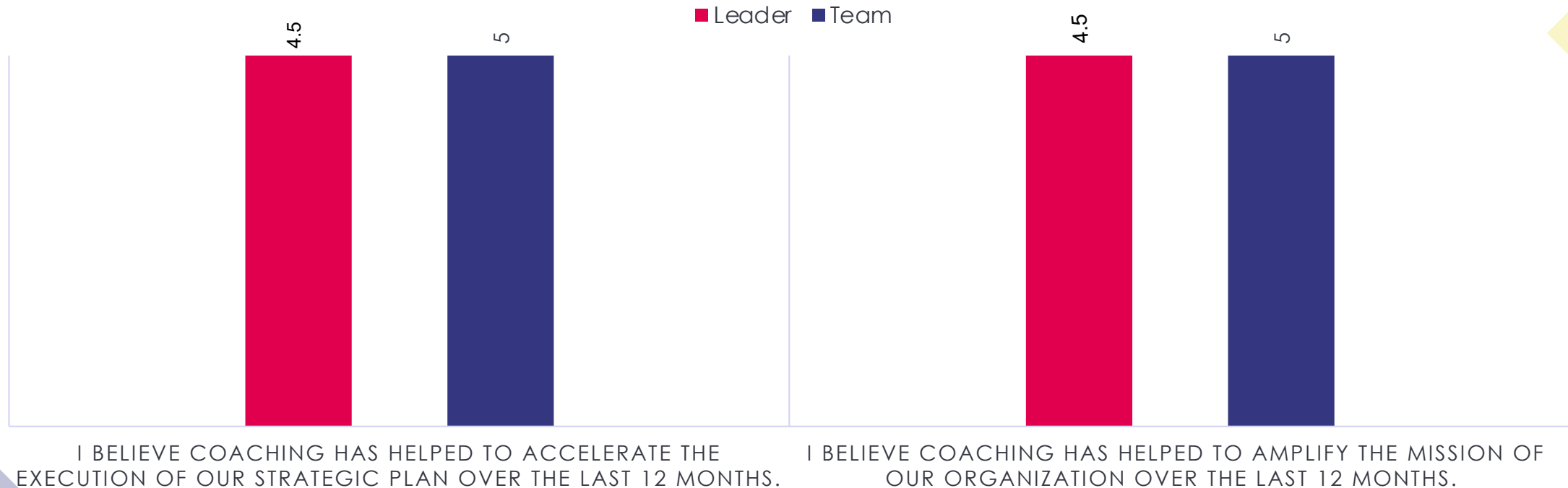
SOCIAL IMPACT OF 7 ORGANIZATIONS COMBINED

Coaching's Link to Acceleration and Amplification of our clients' missions

Organizations rescued, equipped, launched, and educated *more children*, in the last 12-months than they originally planned due to improved leadership effectiveness gained through coaching.

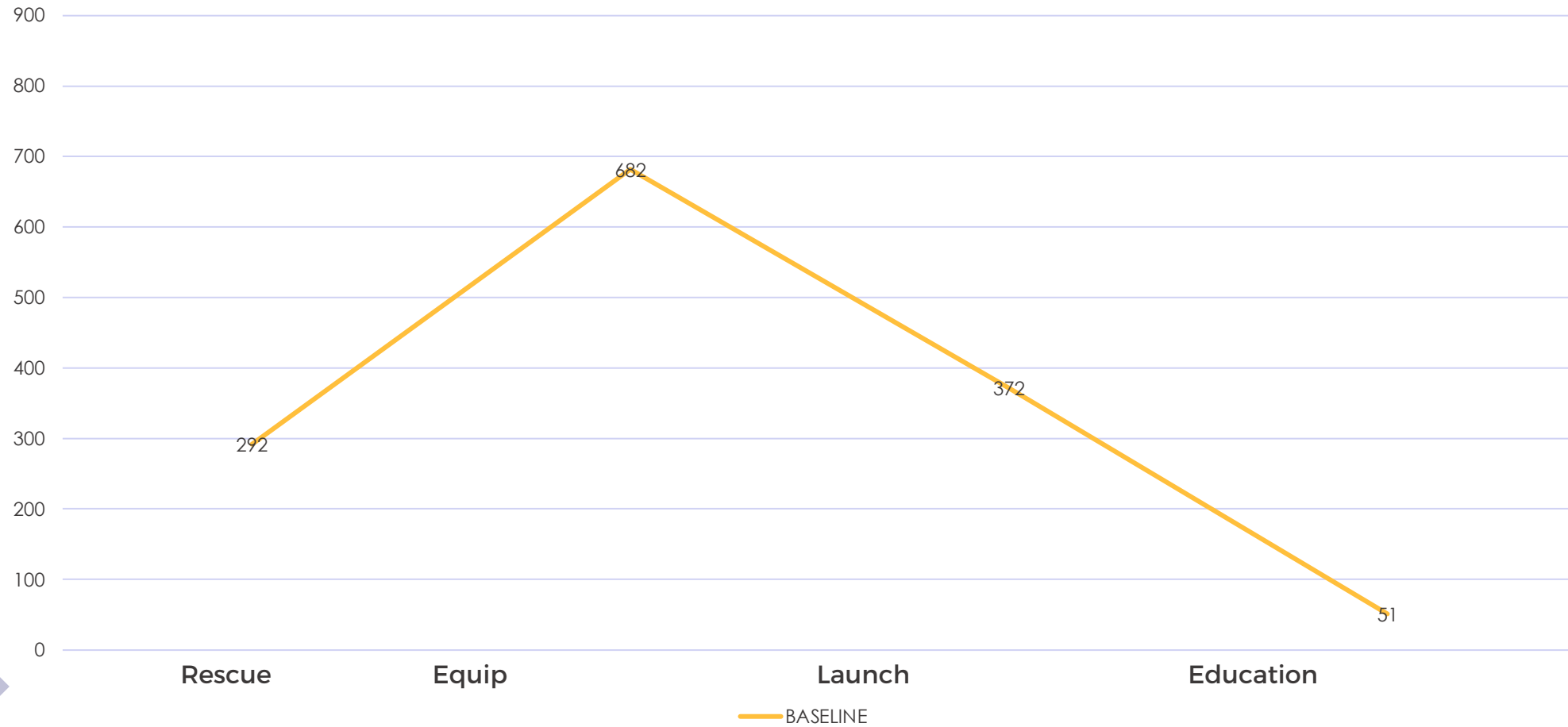
SOCIAL IMPACT OF 7 ORGANIZATIONS COMBINED

*100% of leaders & team members surveyed agreed:
Coaching helped to accelerate their strategic plans & amplify their missions.*



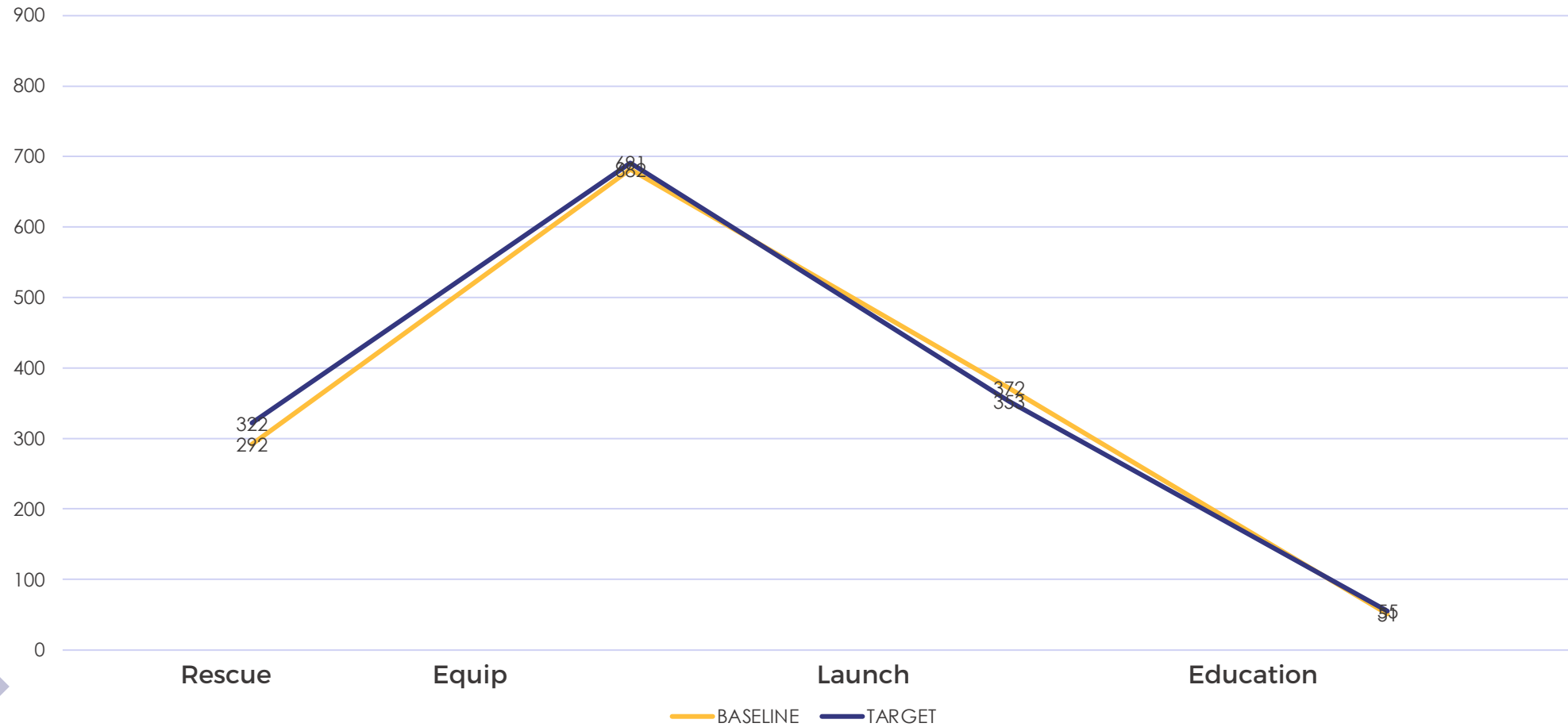
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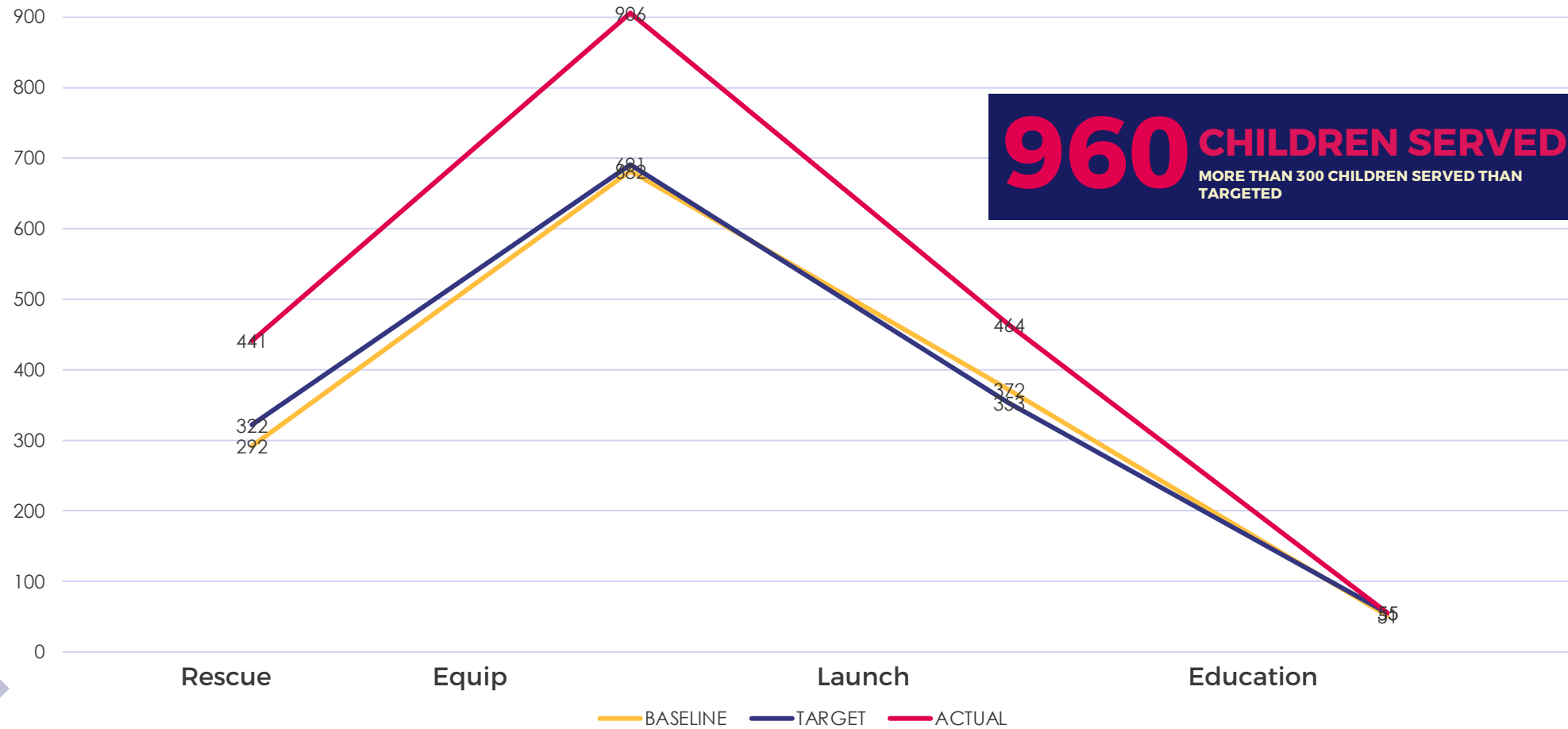
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Education = Post-secondary

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TOP 5 WAYS LEADERS SAID THEY GREW

1. **SETTING STRATEGIC GOALS.** Each leader set individual and organization-relevant goals.
2. **LEADER TRANSFORMATION.** Leaders self-reported growth on skills related to their individual goals and organization outcomes.
3. **IMPACTING OTHERS.** The transformation within the leader led to self-reported positive impacts on their team, volunteers, donors, and constituents.
4. **SOCIAL IMPACT.** Every organization exceeded or achieved its goals to rescue, equip, launch and educate more children.
5. **RENEWED ENERGY.** Leaders self-reported gains in personal positivity, time effectiveness and an improved sense of well-being.

RESULTS BY LOCATION

IRELAND: Many Hopes

SETTING & ACHIEVING STRATEGIC GOALS

“Coaching helped transform Many Hopes from one leader (me) to a structured organization with 5 staff and 5 [additional] international partnerships. [Coaching helped the] team with clear roles and responsibilities and measurables that exceeded fundraising goals for the year.”



Thomas Keown
FOUNDER, MANY HOPES

Rapidly Scaling

How coaching helped this leader accelerate their strategy and amplify their mission.

SITUATION

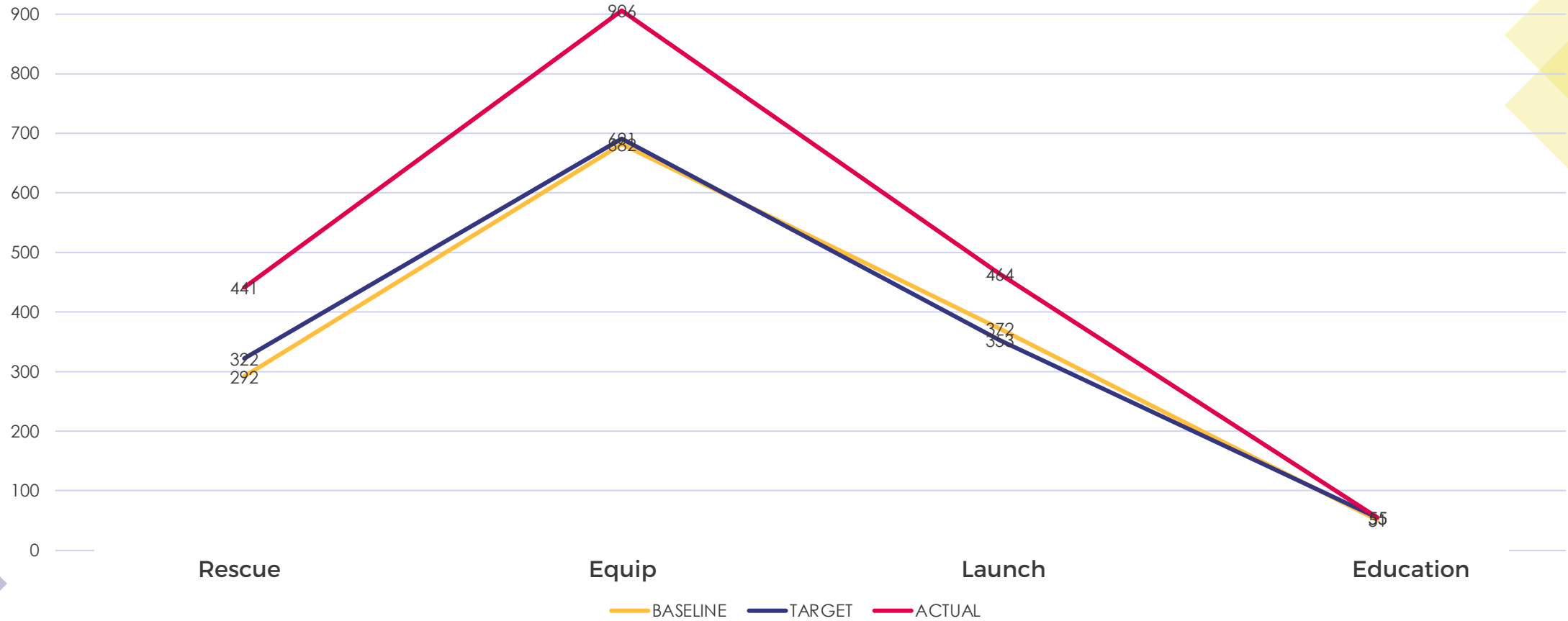
- Ambitious growth plan in 1yr:
 - 1 country to 6 countries
 - Team expansion & communications
 - Board development
 - Organization infrastructure
- No measurement system for 6 countries

RESULTS

- Exceeded fundraising target by \$1 Million
- Increased from 1 partner to 6 global partners
- Revamped and expanded # of board members
- Team grew from 2 to 6
- Implemented a monitoring and evaluation structure
- I'm more confident and decisive

960 CHILDREN SERVED
MORE THAN 300 CHILDREN SERVED
THAN TARGETED

IRELAND: SOCIAL IMPACT OF 7 ORGANIZATIONS COMBINED



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GHANA: Challenging Heights

SETTING & ACHIEVING STRATEGIC GOALS

“I mean, my staff when there are challenges, they come to me because I am the leader, but who do I go to? Coaching is where I get the support I need.”



James Annan
FOUNDER, CHALLENGING HEIGHTS
GHANA

REACHING NEW HEIGHTS

How coaching helped this leader accelerate their strategy and amplify their mission.

SITUATION

- Founder and President
- Former victim of human trafficking
- Self-funded the organization
- Said his biggest roadblock ‘himself’

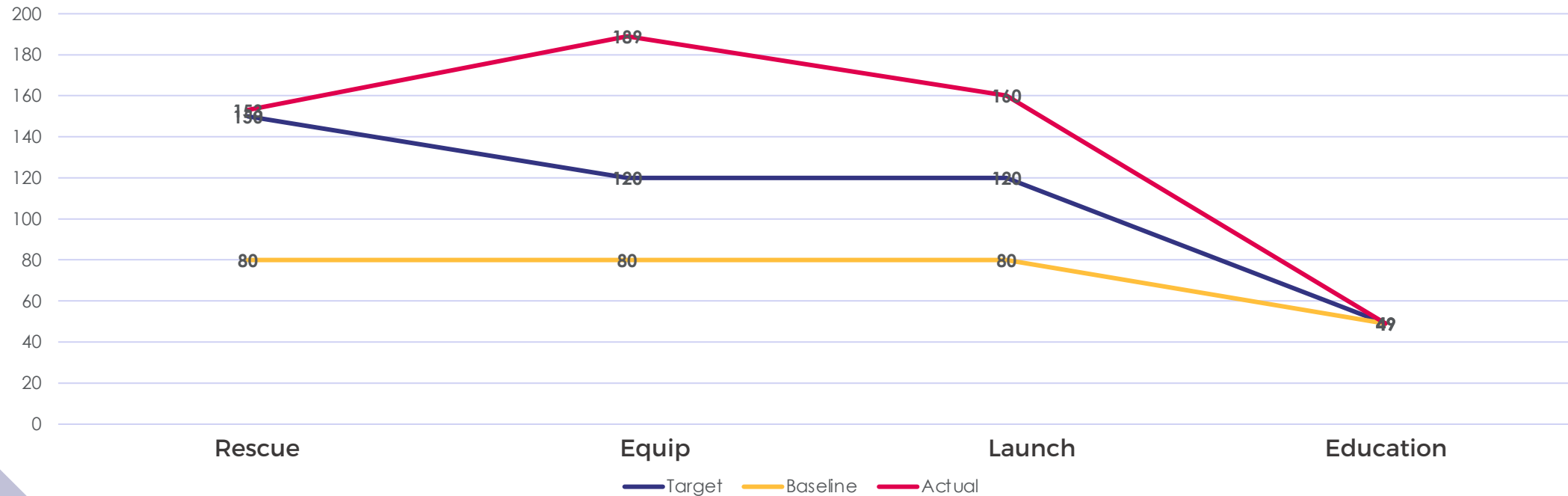
RESULTS

- 100% increase in rescued children
- Began research program
- Accelerated org growth
- Empowered team outlook and improved skills

153 CHILDREN RESCUED
RECORD BREAKING ACHIEVEMENT

GHANA: SOCIAL IMPACT 2021 - 2022

100% increase in rescue, rehabilitation and reintegration. Exceeded goal by 25%.



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KENYA: Friends for Justice

SETTING & ACHIEVING STRATEGIC GOALS

"I have aligned myself to things that I believe in. I'm more focused on the things I do. And I'm now able to support the prosecution even better because I'm more equipped and walk into court with a very organized file all due to coaching."



Alice Kinyua
FOUNDER, FRIENDS OF JUSTICE
KENYA

Speaking Up

How coaching helped this leader accelerate their strategy and amplify their mission.

SITUATION

- Needed a new program
- Hectic schedule to manage resources and efforts
- Needed to improve donor and employee communication

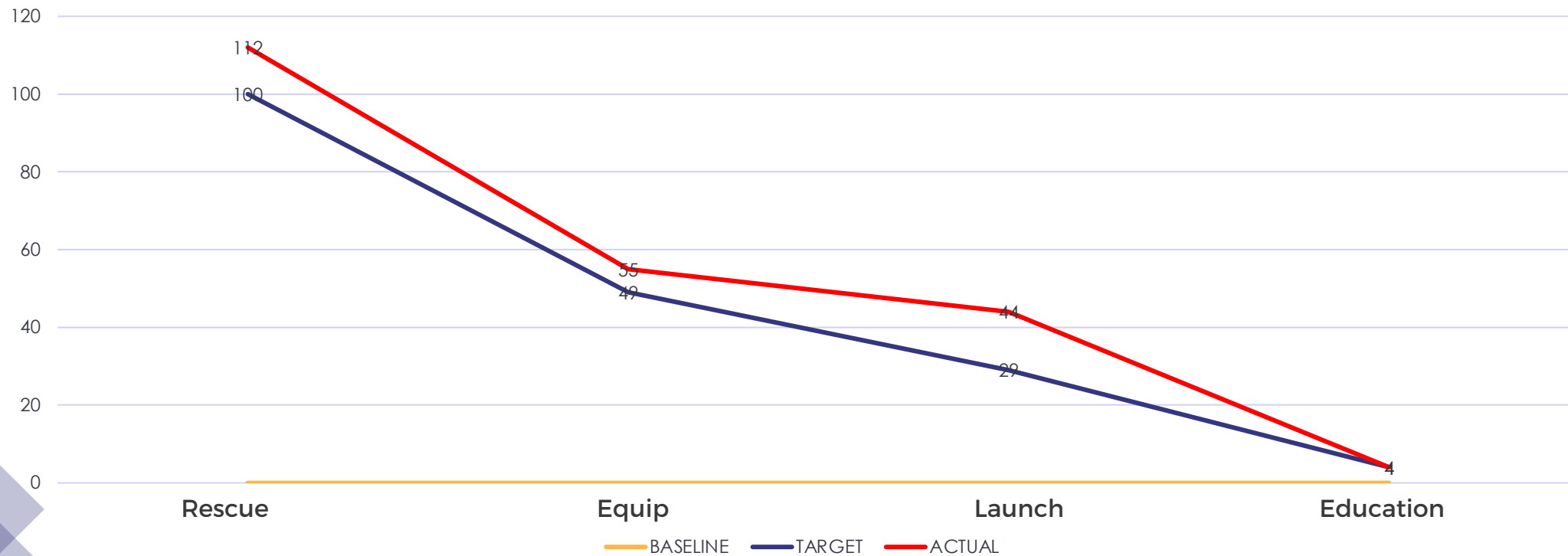
RESULTS

- Exceeded targets
- Understand self better
- Communicates to donors & staff more effectively
- Identified the values of stakeholders
- Delegates more work
- Became more effective by changing habits and improving work performance

112 CHILDREN RESCUED
WITH NEW PROGRAM

KENYA: SOCIAL IMPACT

Start new program to rescue and raise children from abuse and prosecute abusers. Exceeded targets.



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GUATEMALA: Escuela de la Calle

SETTING & ACHIEVING STRATEGIC GOALS

“Coaching helped me identify much more easily what we want in the future and based on that, built our institutional mission that is being transmitted to each of the collaborators.”



Guadalupe Pos
EDELAC ESCUELA DE LA CALLE
GUATEMALA

Walking Together

How coaching helped this leader accelerate their strategy and amplify their mission.

SITUATION

- Focused on human rights, ecology, and Mayan principles
- Need for improved strategic vision and skills

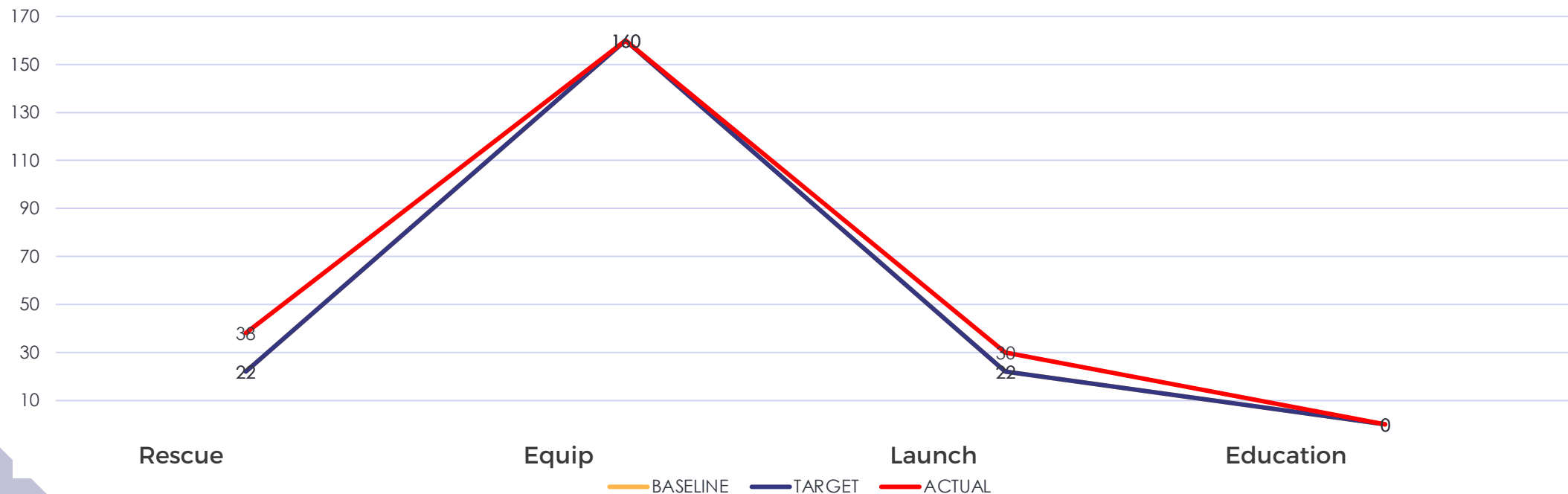
RESULTS

- Able to keep school open despite COVID!
- Rescued more children off the streets than targeted
- Improved strategic thinking skills
- Revised vision and mission
- Achieved personal, family, and work life improvement
- Team members improved their skills & abilities
- More confident as a leader
- Gained more sponsors than initially targeted

160 CHILDREN SERVED
WITH DIGITAL LEARNING DURING COVID

GUATEMALA: SOCIAL IMPACT

Goal: Increase in rescue and delivered digital learning during COVID.



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MALAWI: Pothawira

SETTING & ACHIEVING STRATEGIC GOALS

“Leaders need to plan, organize, direct, coordinate, motivate, lead, communicate and control all the organization's activities. Coaching helped me approach [these] issues more strategically.”



Anne Alaniz
CO-FOUNDER, POTHAWIRA PROJECT
MALAWI

Teamwork Makes the Dream Work

How coaching helped this leader accelerate their strategy and amplify their mission.

SITUATION

- Staff challenges
- Need to reduce conflict and improve teamwork
- Needed improved healthcare and stakeholder services

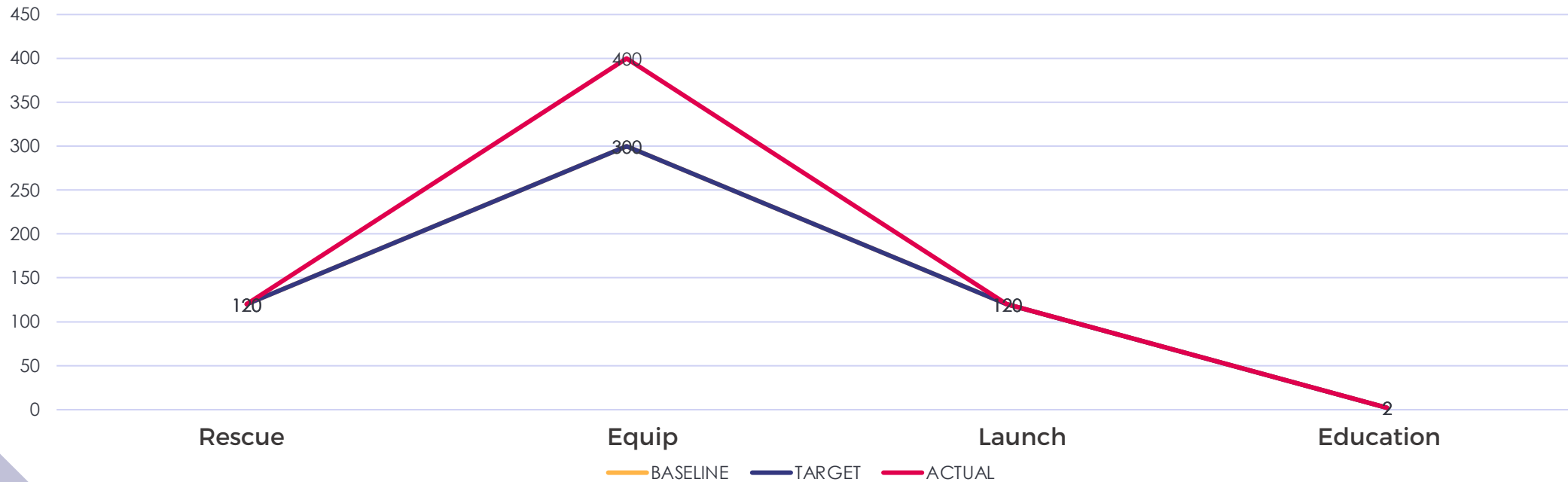
RESULTS

- Improved quality of healthcare within the clinics
- Improved services to all stakeholders
- 100% survival of mothers and their infants.
- Improved decision making & internal communications
- Built management systems, e.g., succession planning
- Reduce team conflicts and work-related stress
- Reduced infant mortality rates

400 CHILDREN IMPACTED
DUE TO COACHING'S EFFECT ON TEAMWORK

MALAWI: SOCIAL IMPACT

Goal: Sustain home and school when Covid has postponed annual Kilimanjaro Fundraiser; Raise the level of care of children in homes



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BOLIVIA: Foundation Alalay

SETTING & ACHIEVING STRATEGIC GOALS

“Coaching increased my self-esteem and that increased our capacity – and our ability – to have confidence in preparing projects and asking for money, knowing how to ask for money, and how to present our ideas.”



FUNDACIÓN ALALAY
BOLIVIA

The Impact of Renewal

How coaching helped this leader accelerate their strategy and amplify their mission.

SITUATION

- Never had the opportunity for coaching before
- Day-to-day challenges

RESULTS

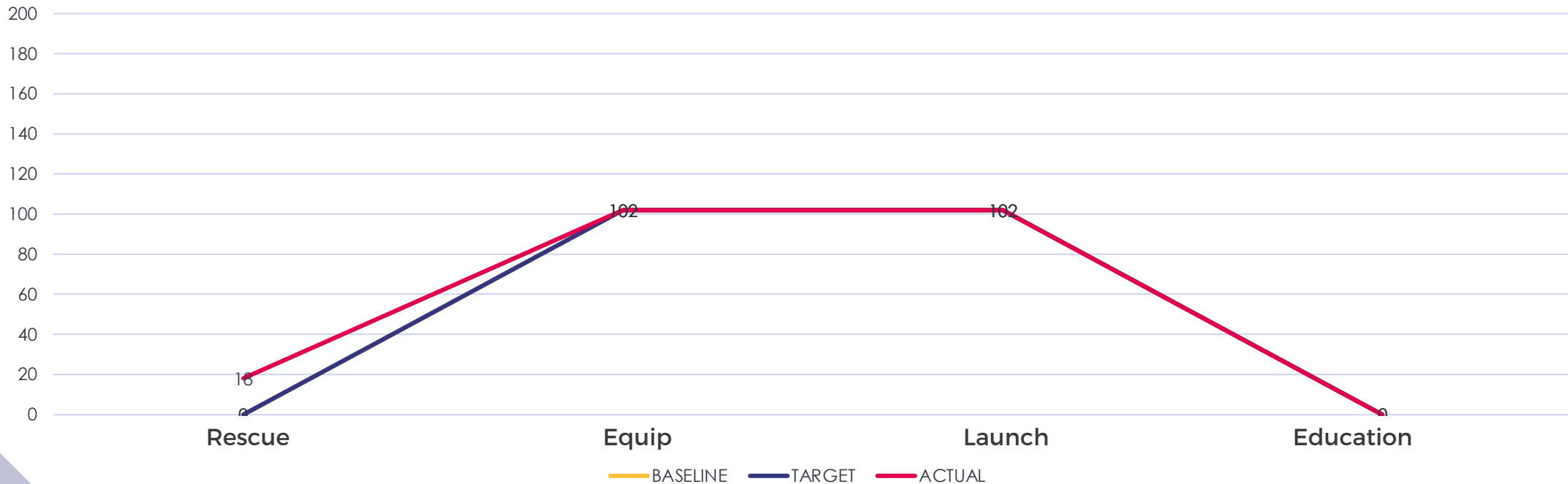
- Increase in capability for fundraising
- Work through failures
- Coaching was an excellent sounding board
- Growth in self-esteem
- More tolerance and love for the team
- More discipline, motivation, and positivity
- The team is stronger

18 NEW INTAKES
ABOVE GOAL

BOLIVIA: SOCIAL IMPACT

We started to renovate previously unusable buildings so, OpEx permitted, will be able to double residential capacity next year.

Exceeded goal by 18 new intakes.



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PERU: Casa del Buen Trato

SETTING & ACHIEVING STRATEGIC GOALS

“In the Peruvian culture we do not have coaching, but I recognized the importance of having coaching in our lives. I felt accompanied and listened to.”



Casa Del Buen Trato
PERU

Launching A New Program

How coaching helped this leader accelerate their strategy and amplify their mission.

SITUATION

- Starting a new program f

RESULTS

- Manage direct reports more effectively
- Manage more calmly/less urgently
- Recognize the need for rest and mental health
- Established meeting and communication spaces
- Launched assertive conversations
- Reduce team conflicts and work-related stress

8

CHILDREN IMPACTED
A NEW PROGRAM WAS LAUNCHED

ICF VOLUNTEER COACHES

ICF COACHES MADE A DIFFERENCE

What the coaches said about their experience

"I loved being a part of this pilot project. It was an excellent opportunity for me to give back in a place that gave me joy."

"I appreciate the level of trust that developed between the client and me. He revealed that he usually would not open up about many issues he shared with me. I developed a high level of respect for the client because of his commitment to the goals and his determination to contribute to creating a high-performing, sustainable entity."

"Overall, it's one of the most personally rewarding professional experiences. The ICFF staff were great to work with, and the coaches were committed to the work."

"I want to thank all of You for this wonderful experience, and for all the impact I know we, as ICF, are spreading to the world. Thanks to Ann and Kathleen. Thank you very much to everyone."

"To serve, to share, to transmit love is part of my life purpose. I'm learning of quantitative measures."