



## INFORMATION

### **What is 2GetThere?**

2GetThere ([www.2getthere.info](http://www.2getthere.info)) is a project created for and run by young people and youth coaches. The project is funded by the municipality of Arnhem and implemented by the Premature School Leavers Team (Team Voortijdig Schoolverlaten, VSV). More than 45 young people are trained as youth coaches who will in turn coach young people in their own environment and within their own network in order to help them cope with problems when attending school, or working, or a combination of both. The idea behind this initiative is that young people can relate to each other and speak the same language. The project, which was initially set up using funding provided by the Dutch Ministry of Social Affairs and Employment for initiatives designed to combat youth unemployment, is obviously directly linked to activities initiated in the municipality of Arnhem within the framework of the "school dropout prevention" programme.

2GetThere started in January 2010 by setting up a sounding board committee. Various youth support bodies and youth social services providers in Arnhem are among the members of this group. This sounding board committee meets every three months. This approach creates support for the project and results in efficient collaboration with and coordination between the providers of social services and support. The sounding board committee changes continuously in terms of its composition and form. As does the team of youth coaches. Based on breeding-ground principles, the coaches progress through the project and leave it for normal jobs based on their personal and professional development and the progress they make in terms of education. A youth coach normally remains actively involved within the project for a maximum of two years.

As the project becomes more professional, more emphasis will be given to sharing and documenting expertise and knowledge, brainstorming sessions on specific problems and solutions, analysing issues in small, focused project groups and other activities that require incidental attention and for which there is demand. In doing so, we collaborate as much as possible with existing initiatives, organisations and programmes.

### **Learning by doing**

On 12 April 2010, the first 10 youth coaches started an education programme based on "action learning" (learning by doing) consisting of short vocational training courses, presentations, workshops and traineeships arranged by Team VSV and various collaborative partners active in providing assistance and social services for young people and teenagers. In addition to this intensive bespoke education programme, the youth coaches receive coaching in personal development and attend a weekly peer review meeting. Personal growth, empowerment, trust and freedom of action in the broadest sense are the focus of this project. Today, 80% of the youth coaches have left the programme for a normal job (for example, youth worker, prevention worker, activation coach) while a number of youth coaches have returned to school and are now concentrating on a course of formal study or personal growth and development.

The youth coaches in the 2GetThere programme have multiple responsibilities. In addition to their main activity as a coach, they build bridges between young people and providers of assistance and social services and also give valuable feedback to those providers: what is effective in helping young people and what is less effective? What could providers of assistance and social services do differently and what is absolutely indispensable? A number of these recommendations are described in our reports on our website under the heading of 'Feedback' and recommendations.

## **Objective**

The objective for 2010 and 2011 was to "make contact with and provide guidance for 100 young people each year". This has certainly been achieved. The number of applications during the first six months of 2011 grew exponentially to 3 times the previous level. In 2011, we focused on our network and on improving and extending our collaboration with other bodies and providers of assistance and social services. We continuously strive to optimise our PR and communication activities, expand and maintain our network, document and safeguard the knowledge we acquire and maintain professional progress. When it comes to documenting and safeguarding knowledge, we use innovative tools such as the 'Get Yourself 2GetThere-map', which has been developed by one of our youth coaches.

An instrument which acts as a reference work for new and existing coaches and contains all the knowledge and expertise that has been acquired previously. In 2012, we were able to devote greater effort to schooling and content improvement. We also placed a great deal of emphasis on teambuilding after a number of staff changes and the disruptions that occurred during the previous year in the light of uncertainty about continuation of the project. We want to encourage organisations and process-chain partners to contribute and work together even more effectively in order to create an even more resilient safety net for young people in Arnhem and the surrounding area. Not only can we learn a great deal from each other, this also represents an opportunity to reduce costs.

In 2013 we have professionalized the project and shown our strength, our innovative approach and sustainable results even more. We have been nominated for big renowned prizes, as well nationally as internationally. In 2014 the project has been selected by the International Labour Organisation (ILO) to be one of the three best practices of the world in the battle against youth unemployment. MTV Miami, Agents of Change, have come over to Holland to make a short documentary about the project which is translated in different languages.

The project's approach is spreading across the country and now active in several Dutch municipalities. Renkum (2013) and Zuid Oost Drenthe (2014). Other cities and municipalities are following soon. The municipality of Rheden has shown serious interest, and also Tiel, Zoetermeer and de Stedendriehoek. Abroad the project has a big role in an Erasmus+ programme, based on sharing knowledge about education and work and the transition between the both. Germany, Sweden, Finland and Italy are the countries involved besides the Netherlands. In November 2GetThere will visit South Africa. The first steps are made for the project to start over here. 2GetThere South Africa will be a cooperation with Ubuntu for Africa and Ubuntu4all, located in Houtbay, South Africa.

## **New approach**

2GetThere has generated a new way of approaching and assisting young people, which is far more in keeping with modern times. The principle of putting young people to work on behalf of other young people is an important element. Tackling the problem from within. In our approach to youth problems and providing assistance, the young people's sense of personal responsibility and personal strengths are central elements. 2GetThere appeals to young people's self-reliance.

Consequently, one of the goals of the coaching provided by 2GetThere is to let young people experience what accepting personal responsibility can offer them. Empowerment and Personal Strengths are important concepts within the project. Another goal is to help young people find their way to the right providers of (social) services for their issues or problems. More specific information and our views on this approach can be found in a later section in this document entitled 'counselling vision'.

## **Permanent outflow to jobs and/or education**

The youth coach acts as a "personal counsellor" for the other young people in the programme. The youth coach builds bridges with all the providers of assistance and social services for young people. So the young people in the programme benefit from an accessible and easily approachable point of contact: the 2GetThere youth coach.

Obviously, our main objective is to ensure that young people return permanently to employment and/or school. 2GetThere has created a programme called 2GetThere@work in order to encourage and focus more effectively on creating an outflow into and on the labour market. A number of youth coaches have been asked to concentrate on developing job-seeking skills in order to encourage successful programme outflow by providing individual coaching on how to apply for jobs and by setting up job-seeking workshops for young people. They actively look for job opportunities and build up a network of employers and other parties that are willing to provide a start for the young people in the coaches' counselling programmes. These youth coaches with a special mission are called 'placement coaches'. This set-up has proved to be effective in achieving rapid and, above all, enduring positive results.

### **Experts through personal experience**

All of the youth coaches have personal experience of the issues. They know what it is to be out of work, have no education, have no form of income and no longer have any confidence in their own future. They know how it feels to have so many problems that you sometimes just want to give up. They are familiar with all these problems. That peer expertise gives them the wherewithal to act as excellent role models for the young people they counsel. The youth coaches develop rapidly; both personally and in their professional role.

They tackle areas of little progression in their personal development path and work hard on bettering themselves. In turn, they pass on what they have learned and new insights to the young people in their counselling programme. Like an oil droplet spreading on water. After all, the youth coaches are also actively positioning themselves in the employment and education market. Based on the breeding-ground principle, the youth coaches leave the programme for a normal job and/or education as soon as they feel ready for this move and opportunities present themselves.

### **Diversity**

The team of youth coaches is very diverse. A conscious effort has been made to look for and select a team of young people from very diverse backgrounds. The team not only includes cultural and ethnic differences, there is also great diversity in terms of gender, age and educational background. The project is open to young people who do not yet have a diploma and is designed to inspire the participants from within and awaken a desire to go back to school. The different characteristics within this team ensure excellent behavioural mirroring and invite the youth coaches to assess themselves and recognise patterns in their behaviour that are obstructive and stand in the way of their personal development. Only then can they also act as a mirror for the young people they counsel. Based on inspiration and opportunity. While voluntary, the programmes in which the young people whom the coaches counsel participate do require a result commitment.

A coaching need must exist. Extensive reach is an added benefit of working within a diverse team: all the young people in the programme are able to identify with one of the coaches! We want to offer the young people who participate the opportunity of personally choosing their counsellors. Consequently, we have posted the profiles of all the coaches on our website: [www.2getthere.info](http://www.2getthere.info).

### **Our Mission at 2GetThere**

By providing personal attention and professional care, 2GetThere offers help and insight to young people who find themselves in a hopeless situation. A 2GetThere youth coach asks questions, inspires, empathises, knows how to get help and has the necessary contacts. The objective of 2GetThere counselling is to help young people believe in themselves again and regain their confidence in a positive future full of opportunities. Self-reliance and inner strengths are important aspects.

### **Our Vision at 2GetThere**

The time we live in today requires a new approach. An approach based on attention, freedom of action and trust is required to put young people back in touch with these important values. 2GetThere's assignment is to rebuild the faith of young people in their own strengths and abilities and stimulate and motivate them. The 2GetThere team is characterised by peer expertise and diversity. ***iChange.uChange.weChange.***

## **Core values**

Our behaviour is based on our core values. Our core values are:

- Personal strengths
- For young people, by young people
- Outreaching and bridging
- Trust and freedom of action

Those core values are reflected by how we work and how we are organised. We let young people rediscover their personal strengths and inspire them to grow and become self-reliant. The "for young people, by young people" principle is characteristic of 2GetThere.

Our youth coaches speak the same language as the young people participating in the programme, are familiar with their problems and are in a position to say: "we understand what young people need and what their concerns are". The youth coaches at 2GetThere act as a role model for other young people, deliver customised programmes and identify what is really needed. They do this by adopting an outreach approach to their work and building bridges to the existing providers of assistance and social services. In order to help them do this with complete dedication and professional empathy, we offer trust and freedom of action.

We deliver customised programmes and are flexible. We are convinced that this creates a strong support structure that young people can use to break out of obstructive behavioural patterns and work with confidence on building a positive future.

## **Counselling vision**

In order to look into the future and clearly present our vision, we need to take a brief look into the past. 2012 was another successful year for 2GetThere; a year full of growth, development and placement of a large number of young people in normal jobs and education. But how exactly do you measure that success? What makes the project so successful, what are our success factors? This is a question that people often ask us. So a description of why our philosophy and approach works is appropriate here.

### ***From theory and methodology to young people themselves as instruments***

The central focus in the 2GetThere programme is the young person himself. He is his own instrument. Our message here is that 2GetThere does not in the first instance train its coaches to be useful in our 'conceptual' societal model and identify a possible place for them in that model. Our vision goes much further. We see the young people in the programme and the youth coaches as equals and make them aware of their inherent potential. Not because this is required by society, but based on the firm belief that once a person has become aware of his talents and personal strengths, he will also be able to find a place in the community.

### ***From 'becoming who you want to be' to 'being yourself'***

We look at what drives our coaches as their development path unfolds and during coaching interviews. From within. Not so much with the intention of creating a match with what society expects of them, or what is required, but based on what they need in order to develop and feel useful. What do they need in order to prosper and grow? What inspires them? What is holding them back? Blockades that often arise because they try too much to live up to the expectations of their environment rather than trusting in their own frame of reference. Trying to 'please others' too much in order to belong.

### ***From being stuck in a groove behaviourally to inspiration and dynamism***

At present, young people are (cognitively) educated in schools in preparation for a role in society. A role, task or position that we have 'thought up' and see as necessary. But isn't it true to say that we can't think of everything? And that our lives often take an unexpected course? Life is dynamic and changeable. There is constant movement and change, at all times and at all levels. The ability to move in time with this natural dynamism is essential. To do so, we continue to focus on developing young people from within in terms of insights and our processes. This explains why the young people we counsel sometimes find their way again very quickly and in an apparently inexplicable way. Figuratively speaking, they have rediscovered their connection to themselves and consequently to their environment.

### ***From 'what has to be' to recognising 'what is there'***

We often neglect intrinsic motivation, intuition and meaningfulness. What are the true interests of a particular young person and the youth coach? Who is that coach? Who is that young person? What is important and valuable to him? In isolation from everything and everybody. It is important to help the young person to discover his/her inner strength first, bring him/her into contact with these values and motivation before anything can be achieved via care, attention and dedication. We have to see and recognise what is there first.

### ***From brash self-assurance to self-confidence***

Not self-assurance, but self-confidence and being attuned to what is required. In touch with inner values and inner strengths. Our experience with this target group is that they can very quickly relate and commit to our approach because they feel that we really see them as they are. Change can only happen once you recognise what is there and what is going on, i.e. the situation in which the young person finds himself. A listening ear without judgement. Rather than using our own standards, our reference framework and therefore an external motivation as our basis, the flow that fits here is to move towards a motivation that comes from within. Internal. And which is therefore significantly more powerful and natural.

### ***From control to freedom of action and trust***

The young people who receive counselling from 2GetThere do not have to adapt to a system of all kinds of rules and procedures. There is time and attention for them, at the level of equals. They can be who they are. This creates space for their inner potential. These young people have essentially become invisible and are now given the space required for them to be seen again. The times we live in require a broader scope. Looking further than the end of your nose. Recognising whom you have in front of you and going outside the box in order to offer what is required. Tailor-made. Without judgement. Only then can you offer true opportunities. This approach ensures that you make contact at a different level. And it is exactly this level that is so important both now and in the future. It is time for change.

### ***From top down to connected***

We see it as our task to facilitate these young people and offer them the opportunity of self-development. So that they can again accept personal responsibility for how their lives develop. Not so that they become the person we think they should be, but to inspire them to be who they are. By simply standing at their side. Contact between equals. Only then can the power of a role model come into play. Literally at a level of equals. No hierarchy, no top down. The questions of today's young people are of a different order. We must listen to them attentively and use that knowledge to our benefit.

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**From the ILO report:**



# **agentes de cambio**

## **Background**

The Netherlands, as with other countries around the globe, is facing a youth unemployment issue. Increasing rates of school dropouts and increased engagement of these young people in criminal activities pose further challenges. Social safety has become critical and worrisome, as have curative costs arising from this situation. In Arnhem, the city government was confronted with the presence of an increasing number of young people with migrant backgrounds who are not registered with the municipal authorities. These young people at the margin of society are especially liable to falling through all safety and social security networks because they are not officially known. Due to their status, they have no opportunity to be integrated into the formal labour market and the risk that they turn to criminal activities to earn their living is high.

## **Description of the programme**

The 2GetThere programme was launched in order to reach out especially to these groups of young people and to assist them and other young people who face difficulties at school or in the job market. The 2GetThere programme adopts a peer-to-peer coaching approach which means that the young people are offered advice and guidance by Young people who have gone through similar difficult situations. These youth coaches know from their own experience what it is like to be without a job, regular income, and proper education and to lose self-confidence and future prospects. In a first step, the young people who are selected to be youth coaches go through a "learning-by-doing" education programme. This education programme aims at helping these future youth coaches to adequately deal with their own situation and prepares them to be coaches for other young people. The education programme consists of short vocational training courses, presentations, workshops, and traineeships. The young people are coached in personal development and attend peer review meetings. Through this process they learn how to tackle areas of little progression and setbacks in their personal development path and experience what it is like to work hard on bettering themselves.

The education programme puts the young people in the right position to pass on what they have learned to other young people. Due to their personal background and their own experiences of dealing with difficulties, they are able to gain the trust of the Young people, to act as role models and youth coaches. Both the coaching of the youth coaches and the coaching of the young people is tailored to individual live paths with a focus on personal strengths, self-reliance, and responsibility.

In addition to their main activity, which is coaching other young people, the youth coaches build bridges between young people and various stakeholders such as schools, employers and social services providers. They act as mediators between these different actors and translate the language of the young people. They provide feedback to social service providers and other stakeholders about what is effective in helping young people and what could be done differently. A youth coach normally remains active in the programme for a maximum of two years and then leaves for a normal job based on their personal and professional development.

## **Achievements and results**

- The 2GetThere programme manages to locate and identify around 300 young people each year who are not registered and out of sight of governmental awareness.
- More than 80 per cent of these young people have found jobs, started an internship and/or returned to school after having been coached by the 2GetThere youth coaches.
- 66 per cent of the 2GetThere youth coaches find formal employment after attending the 2GetThere Programme.
- Due to its success the 2GetThere programme was extended to another municipality in the Netherlands.
- Other countries and governments have shown interest in the 2GetThere programme (Belgium, Germany, Curacao).

## **Analysis of the programme**

The 2GetThere programme targets low income individuals, mostly with migrant backgrounds who are not registered and thus not known to the municipality. Its core element is a peer-to-peer approach that targets young people and helps them to get connected to society again (by resuming school, attending vocational training, finding internships or jobs). This bottom-up approach ensures relevance of the 2GetThere programme on two levels. First, by involving peer coaches who have the same background as the target young people the coaching is more likely to stay relevant and appropriate to the target group. At the same time, the 2GetThere programme does not only re-connect young people to society but works also the other way around. Important stakeholders such as governmental institutions, schools, and social service providers receive direct feedback from the young people, which ensures their awareness of the target group and the appropriateness and efficacy of their actions and services for tackling these young people's problems.

Though not based on rigorous evaluation, the 2GetThere programme shows positive results. More than 80 per cent of young people return to school or find jobs or internships after their coaching. Long-term impact and attribution of results to the 2GetThere programme are not research validated but can be assumed due to the coherent description of the context, challenges and solutions the programme provides. 97 per cent of 2GetThere programme costs are staff costs and the costs per participant seem relatively high compared to other programmes. However, the 2GetThere programme focuses on providing help for self-help. Hence, if the re-integration of the Young people is sustainable and the positive results will last, the cost per participant will be eventually lower than the "curative costs" that arise when the problem is not faced and these young people remain excluded from society and the job market. The 2GetThere programme has not yet been replicated on a broader scale. However, it has been extended to another municipality, and other countries (Germany, Belgium and Curacao) showed interest replicating the approach. The experiences and lessons learned during the three years of implementation are extensively documented by the 2GetThere programme and will ease replication of the same or similar approach by any other organisation.

## **The 2GetThere programme is innovative because:**

1. It represents a successful peer-to-peer approach using young people themselves as a solution to their problems, 2. Young people select their own coaches which makes the coaching more likely succeed, 3. The approach is strength based and resource based, 4. it is a genuine bottom-up approach.

## **Some highlights of the 2GetThere programme are that...**

- it adopts a innovative bottom-up approach in which the young people are no longer perceived as a problem but as part of the solution
- it adopts a strength-based approach to coaching which focuses on the young people's self-reliance and responsibility
- it recognises and values the specific knowledge of these young people and makes use of it for the benefit of all stakeholders

## **Some key points and challenges to consider for a successful implementation of the 2GetThere programme are that...**

it needs a strong commitment to the belief that young people can themselves be a solution to their problems

it requires willingness for mutual learning professional coaching needs to be provided for the youth coaches the programme involves close collaboration with, and strong support from, various

stakeholders such as schools, social service providers and potential employers that must be willing to give these group of Young people a chance

the programme depends on the willingness of governmental institutions and officials to implement and support a new approach

### **Country Netherlands Organisation 2GetThere (Team VSV project)**

**Target group** Young men and women with low income, mostly with migrant backgrounds

**Overall objective** To assist young people who face problems in school, in work, or both, with a with a focus on young people who are not officially registered with the government

**Approach** The 2GetThere programme adopts a preventive approach by establishing a peer-to-peer safety network created for and run by young people. Young people act as coaches and provide assistance to other young people who face difficulties at school, work, or both

**Major challenges addressed** - Quality and/or relevance of education and training - Inadequate soft/life skills - Lack of access to financial capital - Scarcity of career counselling and employment services - Lack of labour market information - Discrimination in employment and training - Constraints in labour market mobility - (Re)gaining self-confidence, experience expert, creative solutions in employability

**Programme status** Ongoing since 01/01/2010 until 31/12/2015