

ANALYSIS OF NEO CAPACITY STRENGTHENING SERVICES

New Employment Opportunities (NEO) Program

A MILLION YOUTH

neo

A MILLION OPPORTUNITIES

ABOUT THE NEO INITIATIVE

NEO is an initiative led by the Inter-American Development Bank (IDB), through its Multilateral Investment Fund (MIF) and Labor Markets Division (LMK), the International Youth Foundation (IYF), and partners: Arcos Dorados, Caterpillar Foundation, CEMEX, Fondation Forge, Microsoft, the Brazilian Social Service of Industry (SESI) and Walmart. NEO is a pioneering initiative in which businesses, governments, and civil society in 12 Latin American and Caribbean countries have joined forces to improve the employment opportunities for 500,000 young people, half of whom are women. The alliance pools resources, knowledge, and skills to drive effective and sustainable solutions to the problems of youth unemployment and skills gaps.

This study, entitled “Analysis of NEO Capacity Strengthening Services,” is part of a series of five thematic studies that analyze various aspects of NEO’s implementation at the local level, documenting achievements, identifying operational challenges and restrictions, and recording lessons learned and best practices.

THE AUTHORS

“Analysis of NEO Capacity Strengthening Services” was written by Qualificar under the coordination of Liliana González Ávila.

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EXECUTIVE SUMMARY

This document presents the final results of the NEO Capacity Strengthening Services Study, led and conducted by Qualificar. The purpose of the study was to analyze the capacity strengthening services promoted through the NEO initiative.

The study seeks to document, examine, and systematize key information about NEO capacity strengthening services in order to generate new knowledge on needs and effective strategies and to detect the lessons learned through the implementation of these services. Specifically, the study sets out to:

1. Analyze and consolidate data from the capacity strengthening services provided to the 10 NEO partnerships.
2. Identify the alliances' and providers' perceptions of the capacity strengthening services received.
3. Gather lessons learned on the delivery of strategic, management, technical and operational capacity strengthening services.
4. Generate knowledge on the perceptions of the increase in the scope and quality of the training and employment programs of the entities served.

The document is broken down into eight sections. The first presents the background to the NEO Initiative; the second highlights the key points in terms of assuring the quality of employability training available to young people in Latin America; the third sets out the capacity strengthening approach taken as part of the NEO Program and the fourth describes the services offered to the 239 participating providers. The fifth section presents perceptions of NEO services, based on a survey that was completed by 29% of providers. These results are presented in the sixth section, and center on quality improvements based on a comparison between the initial and final self-assessments carried out by providers using the NEO Guide to Quality Standards. Sections 7, 8 and 9 describe the achievements, challenges ahead and lessons learned. Lastly, section 10 sets out several conclusions.

Thanks are due to all of the staff at NEO's executing agencies and service provider organizations for facilitating the collection of testimonies and supporting the process by completing a survey on their perceptions of the capacity strengthening services.



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