NLG Tech Task Force: A model for collective Impact

Launched at the NLG EdTech Summit in Amman, Jordan in 2017 by NetHope and NLG, with the support from Microsoft and TripAdvisor.

NLG Tech Task Force connects experts in humanitarian response with the private sector expertise and resources to address the needs of conflict-affected children and youth.

The Task Force is open to all global and local NGOs, private sector companies, academic institutions, entrepreneurs, and host governments. 70+ organizations joined since the launch.
NLG Tech Task Force focuses on:

Establishing collaborative information exchanges around refugee and IDP education, livelihoods, participation, and protection.

Facilitating cross-sector, tech-enabled projects to address the needs of displaced children and youth.

Synthesizing group insights into learnings & recommendations with the focus on the role that technology and private sector can play in enabling scale and increasing quality.
Collaborative exchanges since March 2017

Cross-sector information sharing


Recordings and resources are available publicly.

Private sector engagement


Private Sector Engagement Guide for the NLG initiative

Synthesis and advocacy

A repository of resources (solutionscenter.nethope.org/nlg).
2 newsletters. Sharing at key events such as SxSW EDU, NetHope Summit, ICT4D.
NLG Tech Task Force in H1 2018

January 18: Task Force Webinar: Skype in the Classroom
February 8: Task Force Webinar: NLG Tech Summit & Working Group meeting
February 21-22: SxSW EDU 2018: AI in Education, Opportunities & Challenges
March 7: Task Force Webinar: Adobe & Mercy Corps
March 7: Task Force Webinar: Research and tools
March 13: ICT4D Conference
April 12: Task Force Webinar: NLG 2018 Workplan
May 8-10: Task Force Webinar: Insights from ICT4D and AI for Good Global Summit
May: Task Force Webinar
June 20: World Refugee Day
June/July: Task Force Bi-Annual Newsletter

NLG Tech Task Force Solution Center

NLG Tech Task Force cross-sector collaborations with Microsoft, Salesforce, Adobe, Pluralsight, UNICEF, Mercy Corps, NRC
### NLG Tech Task Force Projects: Overview

- Start with the problem you want to solve.
- Co-design solutions with humanitarian and private sectors, and conflict-affected youth.
- Use lean startup methodology to act with urgency and efficiency.
- Integrate technology as needed.
- Measure, learn, share, and iterate with end-user feedback.
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<th>CHALLENGE 1</th>
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<td><strong>Limited access to quality post-elementary education</strong> restricts the opportunities for young people to develop and limits employment opportunities. Young people are looking for <strong>vocational training and training in market-related competencies</strong>. Most certified learning opportunities are costly and inaccessible to the most vulnerable young people.</td>
<td><strong>Access to dignified work</strong> is a challenge across the region which leads many young people and adolescents to be subjected to exploitative conditions in an attempt to achieve financial independence or contribute much needed cash or remittances to their families. The many young people who wish to set up their own businesses, lack access to expertise and advice.</td>
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<td>Provide young people with technical and vocational training resources that are easily accessible, relevant, and result in certifications which are recognized.</td>
<td>Help us create solutions that (1) provide youth with access to meaningful employment opportunities, both in the locations where they live and remote/online work, and (2) support entrepreneurship through mentoring and other means.</td>
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<td><strong>Young people feel isolated because they lack a voice</strong>, they don’t have a say in important decisions that affect their lives or a chance to contribute to their communities. They are also missing out on opportunities to connect with their peers in a positive way. This sense of isolation is compounded by underrepresentation and misrepresentation in the media.</td>
<td><strong>Discrimination against young women and girls remains widespread</strong> in homes, educational institutions and in the work place. Many girls and women are still barred from fully participating on civic, social, and economic platforms by social norms and economic considerations.</td>
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<td>Help us connect youth with meaningful opportunities to get their voices heard, contribute to their communities, engage with their host communities, network among their peers in person and online, and drive positive representation in the media.</td>
<td>Help us provide young women and girls with opportunities to contribute - economically and socially - in their local community and beyond, including remote work.</td>
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Read more here: [https://solutionscenter.nethope.org/assets/collaterals/NLG_SV_Symposium_Challenges_and_Opportunities.pdf](https://solutionscenter.nethope.org/assets/collaterals/NLG_SV_Symposium_Challenges_and_Opportunities.pdf)
## Current NLG Tech Task Force projects

### Problem: Young people affected by conflict face a myriad of challenges and have limited access to participate in and contribute to their communities, and connect with their peers in a positive way. They also lack access to quality training resources that are critical for building essential skills.

**Solution:** Adobe Challenge provides displaced and host community youth with the opportunity to share their stories, collaborate with peers, and learn new skills.

**Lead private sector company:** Adobe

**Lead NLG agency:** Mercy Corps

**Supports:** Challenge 3, Challenge 4

### Problem: Displaced youth have limited access to quality skills-training resources and academic courses which restricts the opportunities for education, dignified work and personal development. Yet, there is an abundance of learning resources available but they require time to find, access, and map to individual needs.

**Solution:** A personal learning companion (a chatbot) provides easy, fast, remote discovery of and access to a curated set of learning resources based on individual needs.

**Lead private sector company:** Microsoft

**Lead NLG agency:** NRC

**Supports:** Challenge 1, Challenge 4

### Problem: Displaced youth have limited access to English language learning resources that can help them improve their English skills. Lack of English knowledge prevents young people from accessing employment and educational opportunities, and combating isolation and negative perception.

**Solution:** A remote mentoring program helps displaced youth learn conversational English through the engagement with private sector employees and peers in the region.

**Lead private sector company:** Salesforce

**Lead NLG agency:** UNICEF

**Supports:** Challenge 1, Challenge 4

### Problem: Displaced youth have limited access to training in in-demand skills which restricts the opportunities for accessing dignified work and higher education.

**Solution:** Digital learning pathways support displaced youth in learning in-demand skills and provide proof of learning.

**Lead private sector company:** Pluralsight

**Lead NLG agency:** UNICEF Lebanon

**Supports:** Challenge 1, Challenge 4
NLG Tech Task Force: Approach
Collective impact, cross-sector, tech-enabled, lean, iterative

“In the private sector, there are a number of resources and expertise that can be activated to help develop solutions that meet the unique needs of millions of displaced youth. And, many employees are eager to contribute their time and energy to have a positive impact,” Ross Smith from Microsoft, working with NRC on Chatbot project.

“This is the first time I am incubating a program that will benefit all NLG partner organizations, not just Mercy Corps.” Amie Wells, from Mercy Corps, working with Adobe on Defined Without Borders project.

“Lean canvas has helped us stay focused on the problem we’re working to solve, the needs of the target audience, and context in which they live,” Barbara Bergamini from the Norwegian Refugee Council, working with Microsoft the Chatbot project.

Blog post about the Task Force project approach: https://solutionscenter.nethope.org/resources/A-different-approach-to-building-solutions-for-humanitarian-challenges
What’s next for the Task Force

Continue growing the cross-sector community and providing collaborative information exchanges.

Start scaling current cross-sector, tech-enabled projects as soon as they’re ready. Initiate new projects.

Synthesize group insights into learnings & recommendations with the focus on the role that technology and private sector can play in enabling scale and increasing quality.
Join us today!

- Sign up for the Task Force to receive future communications and invitations to webinars and events.
- Join the Adobe Project 1324 Challenge: Defined Without Borders.
- Provide educational and skills-training content for the chatbot project.
- Share your programs and partnerships on NLG Tech Task Force webinars.
- If you would like to provide financial support to:
  - NLG -- contact Katy Barnett at UNICEF, cbarnett@unicef.org
  - NLG Tech Task Force -- contact Darrin Waller at NetHope, darrin.waller@nethope.org