NLG Tech Task Force

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NETHOPE

COMMITTED TO IMPROVING THE HUMAN CONDITION

NLG Tech Summit

The No Lost Generation (NLG) Tech Summit 2018 brought together humanitarian experts, technology companies, academic institutions, donors and conflict-affected youth.

The summit focused on Youth and Adolescents and highlighted key challenges: education, employment, participation and protection.

Needs

- Education, especially skills training in in-demand and soft skills.

- Meaningful livelihood opportunities.

- Opportunities for engagement in their local communities and around the world.

- Ways to promote and protect their rights.
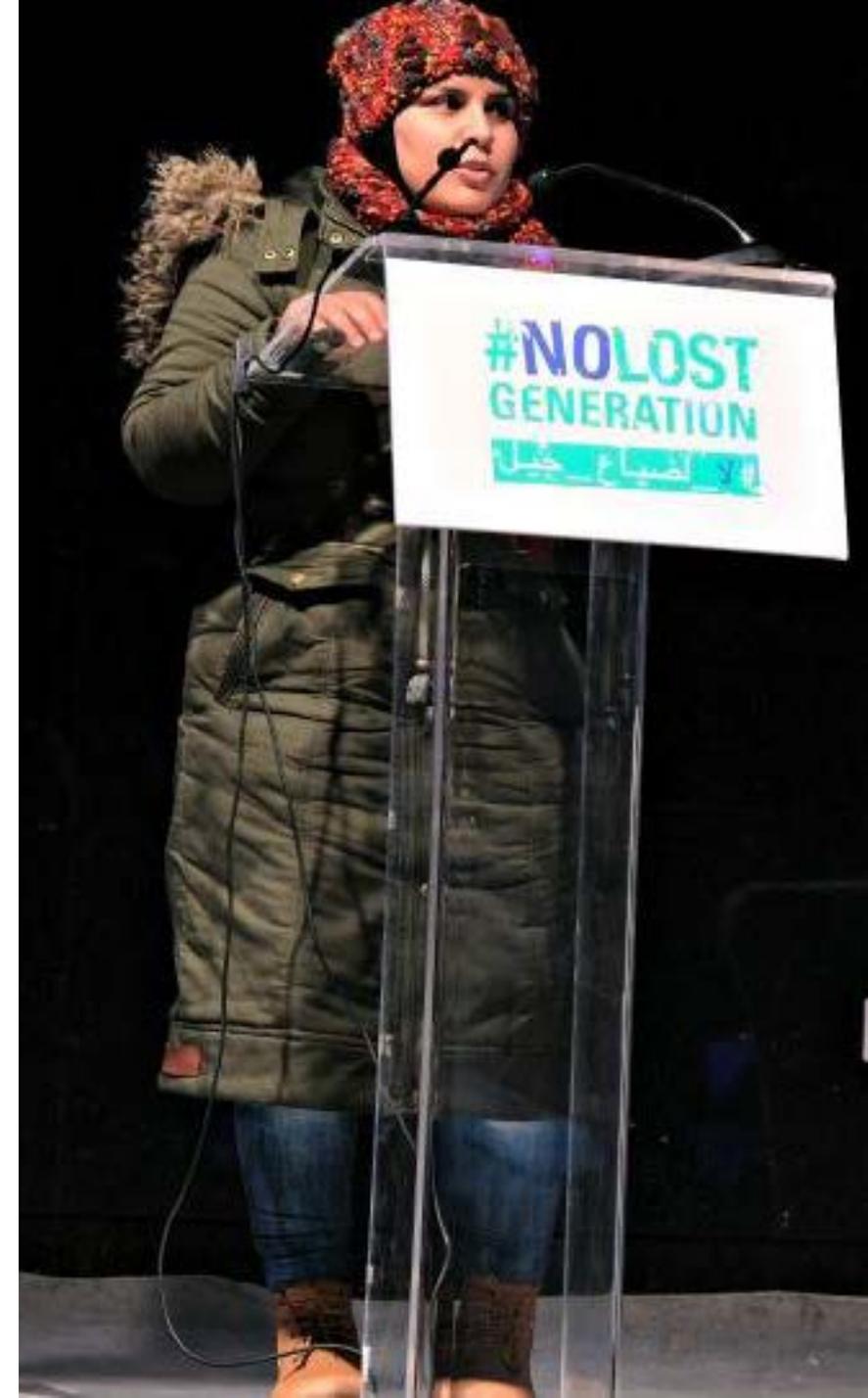
Context

- Arabic is the first and often the only language for the majority of conflict-affected youth in the region.
- Connectivity is a major issue both from a legal and infrastructural standpoint.
- Most refugees live outside of the camps and away from critical services, including access to health, education, and employment.
- Employment opportunities in the region are limited.
- Digital literacy is low among the most vulnerable youth.
- Cultural norms are strong and represent real barriers for young women and girls to access educational and economic opportunities.

Read more here: http://nethope.org/2018/03/02/refugee-youth-need-opportunities-education-and-the-chance-for-empowerment/

NLG Tech Task Force update at the Summit

Cross-sector information sharing

12 virtual convenings since March, 2017 featuring collaborative, tech-enabled programs by Microsoft, Coursera, Udemy, HP, Accenture, UNICEF, IRC, NRC, War Child, IIE, World Vision, Arizona State University.

Recordings and resources are available publicly.

Private sector engagement

A private sector symposium, 50+ representatives from private and humanitarian sectors including Microsoft, Adobe, Salesforce, Pearson, Accenture, Pluralsight, HP, Box, Cisco, UNICEF, IRC, World Vision, Mercy Corps.

[Private Sector Engagement Guide for the NLG initiative](#)

Synthesis and broader sharing

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 Projects

- Multi-sector
- Tech-enabled
- Evidence-based
- Co-created by humanitarian and private sector organization, with conflict-affected youth

Start with the challenge / opportunity

CHALLENGE 1
Limited access to quality post-elementary education restricts the opportunities for young people to develop and limits employment opportunities. Young people are looking for **vocational training and training in market-related competencies**. Most certified learning opportunities are costly and inaccessible to the most vulnerable young people.

CHALLENGE 2
Access to dignified work 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.

OPPORTUNITY 1
Provide young people with technical and vocational training resources that are easily accessible, relevant, and result in certifications which are recognized.

OPPORTUNITY 2
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.

CHALLENGE 3
Young people feel isolated because they lack a voice, 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.

CHALLENGE 4
Discrimination against young women and girls remains widespread 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.

OPPORTUNITY 3
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.

OPPORTUNITY 4
Help us provide young women and girls with opportunities to contribute - economically and socially - in their local community and beyond, including remote work.

Read more here: https://solutionscenter.nethope.org/assets/collaterals/NLG_SV_Symposium_Challenges_and_Opportunities.pdf

Frame what's possible

Businesses can activate three key types of engagement in support of children and youth affected by the refugee crisis:

1. Corporate Social Responsibility and Philanthropy
2. Business Operations and Product Development
3. Advocacy and Public Policy Engagement

Humanitarian agencies can incubate for / share with all NLG partner agencies.
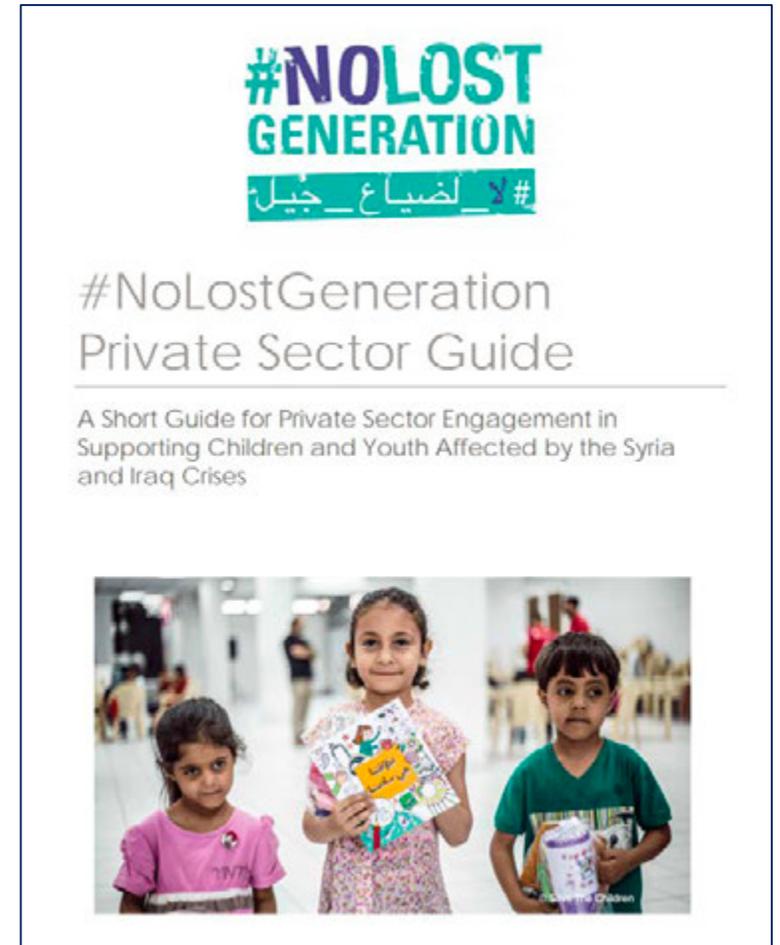
NLG Private Sector Engagement Guide:
https://solutionscenter.nethope.org/assets/collaterals/NoLostGeneration_Private_Sector_Guide.pdf

NLG Tech Task Force cross-sector projects

- Four projects initiated at the [NLG Silicon Valley Symposium](#) in September, 2017.

- Participation:
  - Facilitation done by NLG Tech Task Force.
  - Humanitarian sector and private sector representatives co-creating together, and with youth.

- Approach:
  - Leverage lean startup methodology and design thinking, including Lean Canvas and User Journey.
  - Develop Minimum Viable Product (MVP) as quickly as possible. Iterate with user feedback until we reach Product Market Fit (PMF).
  - Share with / scale through **all** NLG partner organizations when ready.
  - Document lessons learned.

EVENTS

No Lost Generation Silicon Valley Symposium

Organized By:
NLG TECH TASK FORCE

START DATE:
Tue, Sep 12, 2017 12:00 PM (US East)

END DATE:
Tue, Sep 12, 2017 03:30 PM (US East)

#NOLOST GENERATION
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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

Project #1

Lead private sector company: Adobe
Lead NLG agency: Mercy Corps
Supports: Challenge 3, Challenge 4

Speakers:

	Amie Wells, Adolescents and Youth Adviser - Middle East (Mercy Corps) - awells@mercycorps.org
	Katherine Rockwell, Senior Program Manager, Sustainability & Social Impact, Adobe - krockwell@adobe.com