****

**TESTING PHASE**

**2ND FIELD VISIT**

**(SUMMARY)**

**10.7.2019 – EAST AMMAN, 14.7.2019 – IRBID & 18.7.2019 – ZARQA**

**(act.1.4.4)**

**Introduction**

In April 2019 the new workflow – new customer journey of NAF beneficiaries (job seekers) and related tools were developed, presented to and agreed by the staff of NAF and MOL/EO (document: Concept paper & manual: Tools for field testing at the NAF local offices for labour market activation). The new costumer journey is based on cross-institutional cooperation and coordination between the two key institutions - NAF & MOL/EO - to ensure efficient case management, activation of beneficiaries, their referral to LMS and ALMM.

This should gradually lead to employment of the NAF clients (job seekers) belonging to most disadvantaged groups on the labour market (women, young, PwD).

In April and May 2019, capacity building workshops with the NAF & MOL/EO staff were conducted. In the first half of May 2019, the testing phase of the new tools/customer journey started in three selected locations – East Amman, Irbid and Zarqa and in second-half of the month the first field visit to the above-mentioned locations took place. The first lessons learned and concrete recommendations are outlined in the document “Follow up Paper of the field testing at the NAF local offices for labour market activation/active inclusion”.

This document contains the brief summary of the 2nd field visit conducted to all three locations based on the agreement with the NAF & MOL CO (two designated coordinators) as part of the whole testing process.

Testing process (phases) are described below.



This document is complementary to the “Follow up Paper of the field testing at the NAF local offices for labour market activation/active inclusion” outlining the state of pay and achievements since 20.5.2019 till 18.7.2019.

### *Summary of the 2nd field visit (three above-mentioned locations, i.e. East Amman, Irbid and Zarqa). Comparable tables of results of the 1st and 2nd field visits (Table 1 and Table 2).*

### *Table 3 represents the summary of the results from the 1st and 2nd field visits in the above-mentioned locations.*

* **Table 1 (1st field visit)**

**8th April – 20th of May 2019 Outcomes of the new workflow & tools testing in the three test branches of the NAF**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **local office** | **no. of contacted client** | **no. of job-readiness interviews made** | **Categorized to Group A** | **Group A referred to local employment office** | **Group B (for ALMMs and LMS)** | **Group B clients referred to service providers** | **Group C** | **feedback form MoL & other providers** | **day of visit** |
| **Irbid** | 30 | 8 | 8 | 2 | 0 | 0 | 0 | 0 | 14th of May |
| **Al-Zarqa** | 20 | 20 | 20 | 0 | 0 | 0 | 0 | 0 | 19th of May |
| **East-Amman** | 106 | 106 | 92 | 30\*/92\*\* | 11 | 0 | 3 | 30 | 20th of May |
| ***TOTAL*** | ***156*** | ***134*** | ***120*** | ***94*** | ***11*** | ***0*** | ***3*** | ***30*** |  |

updated 20th of May 2019.

### *\*MoL was not contacted but the NAF office directly contacted the factories in Jerash and Amman.*

*\*\* but all of them were transferred to the MoL local office as well*

* **Table 2 (2nd field visit)**

**10th – 18th of July 2019 Outcomes of the new workflow & tools testing in the three test branches of the NAF**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **local office** | **no. of contacted client** | **no. of job-readiness interviews made** | **Categorized to Group A** | **Group A referred to local employment office** | **Group B (for ALMMs and LMS)** | **Group B clients referred to service providers** | **Group C** | **feedback form MoL & other providers** | **day of visit** |
| **Irbid** | 40 | 40 | 37 | 37[[1]](#footnote-1) | 3 | 3 | 0 | 24[[2]](#footnote-2) | 14.7.19 |
| **Al-Zarqa** | 52 | 52 | 47 | 47[[3]](#footnote-3) | 5 | 3 | 0 | 39 | 18.7.19 |
| **East-Amman** | 93 | 93 | 56 | 56 | 11 | 11 | 26 | 67 | 10.7.19 |
| ***TOTAL*** | ***185*** | ***185*** | ***140*** | ***140*** | ***19*** | ***17*** | ***26*** | ***130*** |  |

* **Table 3 - Summary of the results from the 1st and 2nd field visits**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **local office** | **no. of contacted client** | **no. of job-readiness interviews made** | **Categorized to Group A** | **Group A referred to local employment office** | **Group B (for ALMMs and LMS)** | **Group B clients referred to service providers** | **Group C** | **feedback form MoL & other providers** | **day of visit** |
| **Irbid** | 70 | 48 | 45 | 39 | 3 | 3 | 0 | 24 | 14.7.19 |
| **Al-Zarqa** | 72 | 72 | 67 | 47 | 5 | 3 | 0 | 39 | 18.8.19 |
| **East-Amman** | 213 | 213 | 162 | 148 | 22 | 11 | 29 | 97 | 10.7.19 |
| **TOTAL** | **355** | **333** | **274** | **234** | **30** | **17** | **29** | **160** |  |

**Summary of findings from the 2nd field visit**

The staff of the all three locations continued to be engaged in the testing phase following to the outcomes of the 1st field visit. The staff clearly underlined that the simulation workshop held on 16.5.2019 was very helpful and supportive to understand the utilisation of the developed new tools.

* **East Amman NAF LO**

The staff of East Amman NAF Office is clearly motivated to achieve the best results they can within the conditions in which are working. There is a team of 4 people (3 + Director) commonly working with the new tools. This is the biggest team comparing to the other two locations (Irbid & Zarqa) and this fact led to higher number of JS served. All JS belonging to group A were referred to the EO/Sahab.

The staff of the NAF office is also but occasionally in contact with other two offices (Irbid/Zarqa) to exchange information and experience. However, it is be beneficial for all NAF/MoL staff in all three locations to keep regular contact and exchange of practices, i.e. peer-to-peer learning from the experience and solution finding for specific cases. On 4.6.19 update was done by NAF LO for employed 18 girls (in Jerash factory) and by the end-July check shall be done with the SSC (all 18 to be officially registered with the SSC). 10 girls were referred and employed by Humdan factory, however, due to poor working and OSH conditions and lack of transportation they refused to continue working with this company. In total 22 JS are belonging to group B (11 – 1st field visit and 11 – 2nd field visit). In the time of the 2nd field visit, these JS were referred to Jordanian Youth Association for training. All these young people are under poverty line. Training is also focused on possible start up of small (micro) companies/businesses. The NAF LO provides 4 JD for local transportation/per young person. The relationship with the MoL/EO/Sahab is workable; all forms are filled in and used. However, the LO staff did not attend the joint working meeting.

The agreement with the staff is to continue with the testing by end-August. KE4 informed the 3rd (final) field visit will be conducted end-August.

* **Irbid NAF LO**

The staff of the NAF LO office continued with the testing; the staff pointed out that the simulation workshop was very important for them to understand the tools and be capable to use it. The progress is also visible from the figures above (tables 1 & 2). As the period between the 1st and the 2nd field visits was for staff very hectic due to the new registration of potential NAF clients, the time was quite limited as well as HR to devote and do more effort to reach higher numbers (JS). All work is done on paper, no internet connection that complicates the work as such and put extra burden on the staff. In spite of the these challenges, the staff (2 people are dealing with the testing) reach good results, i.e. since the 1st field visit 40 JS were interviewed (F2F), of whom 37 belong to group A and 3 to group B. All 37 (gr.A) were referred to EO but only 24 shown up at the EO (13 JS did not). 10 JS out of 24 were immediately referred for vacancies (after employment mediation with the EO staff) and 3 of them are already employed.

The NAF staff also asked for revision of Q 3 & 4 of the Job-readiness interview, i.e. even the answer in Q3 is YES, still is necessary to go to the Q4 (that should not be the case). As well to once more check Q10 – if the answer of the JS is NO, then s/he is to go to group B and use the second tool – form B – Screening interview for LMS & AMM.

The cooperation with the local EO is good, staff of the EO was also present at the meeting. The agreement with the staff is to continue with the testing by end-August. KE4 informed the 3rd (final) field visit will be conducted end-August.

* **Zarqa NAF LO**

The staff of NAF LO in Zarqa also continued with the testing phase and utilisation of the tools. It is important to underline that in this office only one person (Ms Mariam) is engaged in the testing (in parallel with her other daily duties). In spite of this fact, in the course of the one month (between 1 & 2 field visit) very good progress was achieved (see data above, table 2 compared to table 1) by one person only. The other aspect for this progress is the excellent cooperation with the EO on daily basis (Mariam/NSF and Linda/EO are working as twins) and they exchange information daily. This fact led to control on the JS responsibility to show up at the EO upon referral of NAF and if not go to EO, this information is well-know immediately by NAF officer (Mariam); consequently it leads to direct discussion with those JS who did not show up at EO and if there is no any serious reason, then NAF can consider the cut of the social aid due to unserious behaviour of the JS. On the other hand, the EO gets methodological support from the MoL/CO (Dina). The challenge is that NAF LO also needs to regularly get methodological support from NAF CO, it is missing at this moment; exchange of experience is mainly with the NAF LO staff engaged in testing from the other two locations – Irbid and East Amman.

The two offices NAF & EO are also well cooperating towards services for PwD. Before referring NAF clients to EO, the NAF officer (Mariam) always call her counterpart in EO (Linda) and after agreement that date for appointment of the JS with EO is arranged. Referral is based on official letter issued by NAF LO. The LO offered to the 36 JS career guidance and councelling (CGC), 2 were employed. The NAF LO officer needs more time and explanation about group B; from the 5 JS belonging to group B, 3 went for training, then will be employed. The Catalogue is used and is helpful for the daily work of both NAF & EO.

Two good practice examples were presented:

1. The case story of Shaban: he was trained by NAF and referred to EO which offered LM mediation and appropriate job in a company. Shaban got a job, however, he decided to actively look for better job, and he found such and became employed.
2. The case of Sameer: a motivated and serious JS who was referred to EO, received services, went for 2 interviews, and became employed.

The agreement with the staff is to continue with the testing by end-August. KE4 informed the 3rd (final) field visit will be conducted end-August.

**The Challenges**

* Problem of transportation costs in East Amman – the EO is quite far from the NAF LO thus costs are hither and solution should be considered. Another issue is that those who are not living in Sahab (EO) are not really taken into account as regards the services to be provided to these job seekers.
* No internet connection – in any of offices. This fact leads to burden to the staff engaged in the testing as people are using their own phones/internet and doing the work (electronically) after working hours. Upon request of the KE4 to SESIP management to cover these costs, the SESIP management cannot do this. Solution shall be found for the follow up.
* Another challenge is the min. wage: as outlined by the staff min wage is not very attractive due to the fact that approx. 40-50JD are taken for tax, etc. and the remaining sum of approx. 180-170 JD is not of interest of the NAF clients, especially if there is any opportunity to have “undeclared” work and gain more that officially.
* Lack of regular methodological support from the NAF CO to the NAF LOs. This shall be seriously taken into consideration and improvement is a must for the follow up action (after testing is ended in August 2019). As well, the lack of HR at local NAF offices is remaining a challenge. It is necessary to NAF CO to take action towards and ensure / internally rearrange its workflow and staff at the shop-floor (front officers) in a way to have sufficient staff to deal with the clients (JS) especially now when another 85000 households are expected to become eligible for social aid in the course of the 3 years (2019-2021). With the current available staff it is not possible NAF to meet this challenge and would not be able to provide the necessary and targeted services to its clients.

The 3rd field (last) visit will be conducted end August upon agreed programme. The KE4 will inform all staff in advance and arrange the necessary logistics and administrative matters with the responsible SESIP staff.

Prepared by KE4

Amman, July 2019

1. Although 37 JS /group A were referred to the EO, only 24 JS came to the EO, the 13 JS did not appear at the EO at all. [↑](#footnote-ref-1)
2. Out of 24 JS who show u pat EO/Irbid, 10 JS were immediately referred to suitable job vacancies and 3 are already employed and [↑](#footnote-ref-2)
3. Out of referred 47 JS to the EO/Zarqa, only 36 JS shown u pat the EO, i.e. 11 JS did not show u pat the EO, although referred by the NAF LO Zarqa [↑](#footnote-ref-3)