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# Piloting the New Graduation Model of the National Aid Fund active age ready-to-work beneficiaries

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In April 2019 the SESIP agreed with the NAF and MoL about the testing phase of the new workflow (customers’ journey) in three locations; East-Amman, Irbid and Zarqa. The testing has been started on 12 May 2019, a few days later as it was originally agreed. The SESIP team revisited the local offices during 14-20 of May 2019 to see the first impressions and gain feedback about the new model and the deployment of the new tools. The testing phase was the first step for the rearrangement of the NAF service model but further steps are requested. A well-elaborated pilot should follow the testing phase. However, it has several pre-conditions. (see activity 1.4.4. May 2019 report for details)

The testing of the new workflow and tools in the three local offices ***opened up several other professional and institutional also policy issues***:

* such as the proper referral to ALMPs and LMSs.
* lack of professional training of the NAF local staff for employment and active inclusion policies
* adjustment of the NAF strategy and institutional structure (are we still outsourcing the employment of our clients? Do we want to provide more services in-house?)
* adjusting the institutional link between the MoL and NAF (including the revision of the MoU between MoL and NAF)
* lack (insufficient) of national budget for labour market activation
* integrated case management between NAF, MoL and other providers
* proper monitoring of the labour market and gathering feedbacks (LMIS)
* after the testing the new customer’s system of the NAF can be adjusted with module No. 5 (employment activation)

## Designing a pilot

1. it requires time and full attention of a senior international expert for at least 6 month
2. at least two offices need to be selected and two control offices with similar circumstances need to be secured for the control
3. NAF needs to agree on the complete rearrangement of the internal workflow of the local offices, 2 case workers for job-seekers is a minimum
4. It requests additional staff from the NAF side
5. an employers’ engagement team need to be set, 2 officers / office is a minimum
6. both staff, supply and demand side need to be properly trained
7. criteria of cooperation with the MoL and the MoU need to be rearranged
8. a budget for ALMPs and LMSs need to be secured from the state budget
9. certain indicators of success need to be settled prior to the pilot and an evaluation during and after the pilot is a must
10. It is highly recommended that the whole process is supported by at least ad-hoc system (forms, sheets for collecting data, reports) in order to be able to evaluate it faster/real time.

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