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MULTILATERAL INVESTMENT FUND

REGIONAL (ARGENTINA AND CHILE)

**JUNTOS A LA PAR, ACTING TOGETHER TO SUPPORT MIGRANTS WITH
DISABILITIES**

(RG-T3903)

DONORS MEMORANDUM

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PROJECT SUMMARY

JUNTOS A LA PAR, ACTING TOGETHER TO SUPPORT MIGRANTS WITH DISABILITIES (RG-T3903)

The region currently faces an unprecedented challenge: the Venezuelan migration crisis that has caused more than 5.5 million people to leave their country as a result of the complex political, economic, and social crisis. Migrants experience tremendous difficulties in accessing job opportunities and urban and social services in the host countries. However, there are even more vulnerable groups of people within these populations: migrants with disabilities. A disabled migrant is someone who must overcome not one, but two exclusion barriers in order to access the job market: their status as a migrant and their disability. However, in Argentina and Chile there is a lack of knowledge and very little information about these populations, their conditions, and the barriers that impede their ability to find a job or access services.

The proposed project will promote the training, social/workforce inclusion, and labor protection of disabled Venezuelan migrants and individuals in the host communities in Argentina and Chile. It will seek to support them in the main challenges they face: accessing the job market in order to earn income and obtaining disability certification to be able to receive urban and social services. Accessing the job market will be supported in two ways: promoting their employability in companies and through on-demand digital platforms. In addition, by seeking to place them in a quality job and considering the limitations that platform employees currently face, the project will be innovative in conducting pilot tests of WorkerTech solutions intended to meet the needs of disabled individuals who work in that environment.

Given the nonexistence or scarcity of information on the realities of these populations, the project will conduct a diagnostic assessment using surveys, interviews, and working groups with public and private stakeholders to identify information, data, characteristics, and needs, as well as a profile on the capabilities and skills of the disabled Venezuelan migrants. Since the project considers the use of platforms as a potential path to employment for the generation of income, a second diagnostic assessment will also be conducted on the quantity, characteristics, needs, and capacities of the disabled freelance workers (migrants and locals) who currently provide services through on-demand digital platforms. Both assessments will generate important new knowledge products that will shed light on the challenges faced by these populations and include these issues in public agendas.

The project's approach is innovative in that there is no previous experience of the proposed scale in the region that seeks to address the problems of the Venezuelan migrant population with disabilities. In addition, the project (i) proposes an innovative approach to the problem of employability that complements the more traditional focus on services in companies, with an approach that takes into consideration new ways of generating income through digital platforms, and (ii) it will pilot test for the first time ever the development of WorkerTech services for platform workers with disabilities, in order to improve the level of labor protection.

The project will directly benefit 320 persons with disabilities (locals and migrants) accessing employment in companies and with digital platforms, generating income or obtaining an official certificate of their disability. To complement this, it is expected that 10,000 people may benefit from this project through training in bootcamps, MOOCs, job orientation sessions, a benefits program provided by digital platform partners, and the

development of employability guides. Indirect beneficiaries include the families of the participants, organizations that work on migration issues, the private sector, and civil society in both countries.

The project will be headed by Incluyeme.com, a B corporation (social enterprise) devoted to the employability of persons with disabilities. It has a presence in seven countries in the region and already has thousands of users on its job portal. Incluyeme.com will have the support of the authorities in both countries, private enterprises, NGOs, and public and private universities.

ANNEXES

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|-----------|----------------|
| Annex I | Results Matrix |
| Annex II | Summary Budget |
| Annex III | iDELTA |

APPENDICES

Proposed resolution

INFORMATION AVAILABLE IN THE TECHNICAL DOCUMENTS SECTION OF THE IDB LAB PROJECT INFORMATION SYSTEM

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| Annex IV | Itemized Budget |
| Annex V | Diagnostic Needs Assessment of the Executing Agency (DNA) [includes integrity due diligence and analysis] |
| Annex VI | Project Status Reports (PSRs) and Compliance with Milestones and Fiduciary Agreements |
| Annex VII | Procurement Plan |
| Annex VIII | Operating Regulations for Innovation |

ABBREVIATIONS

| | |
|--------------|---|
| IOM | International Organization for Migration |
| MOOC | Massive open online course |
| NGO | Nongovernmental organization |
| UNHCR | United Nations High Commissioner for Refugees |

EXECUTIVE SUMMARY

JUNTOS A LA PAR, JUNTOS A LA PAR, ACTING TOGETHER TO SUPPORT MIGRANTS WITH DISABILITIES (RG-T3903)

| | | | |
|--|--|-------------|------|
| Country and geographic location: | The project will be implemented in Argentina (metropolitan areas of Buenos Aires, Rosario, Córdoba, and Mendoza) and in Chile (metropolitan areas of Santiago de Chile, Antofagasta, Concepción, Viña del Mar, and Valparaíso). | | |
| Executing agency: | Incluyeme.com Inc. | | |
| Focus area: | Knowledge Economy and Inclusive Cities | | |
| Coordination with other Donors/Bank operations: | This project was selected as part of the <i>BetterTogether/JuntosEsMejor</i> challenge implemented in partnership with USAID. It is financed by counterpart funds from the Swiss Agency for Development and Cooperation. It was jointly designed with the Bank's Migration Unit (SCL/MIG) in order to align it with the focus on working with migrant populations and existing operations. It was also done in coordination with the Social Sector's Gender and Diversity Division (GDI), to bring it into alignment with the IDB Group's Diversity Action Plan. | | |
| Project beneficiaries: | Venezuelan migrants with disabilities in Argentina and Chile. Local population with disabilities in Argentina and Chile. | | |
| Financing: | Technical cooperation funding: | US\$410,000 | 50% |
| | Total IDB Lab contribution: | US\$410,000 | |
| | Counterpart:* (* includes contributions of US\$120,000 from the Swiss Agency for Development and Cooperation; US\$50,000 from Workana; US\$60,000 from WorkerTech companies; and US\$180,000 from Incluyeme.com) | US\$410,000 | 50% |
| | Total project budget: | US\$820,000 | 100% |
| Disbursement and execution period: | Execution: 24 months Disbursement: 30 months | | |
| Special contractual conditions: | Conditions precedent to the first disbursement: Cooperation agreement signed with at least one on-demand virtual work platform. | | |
| Environmental and social impact review: | This operation has been pre-screened and classified in accordance with the requirements of the IDB's Environment and Safeguards Compliance Policy (operational policy OP-703) on 6 April 2021. Given the limited nature of impacts and risks, this project is proposed as a category C operation. | | |
| Unit responsible for disbursements | DIS/CAR | | |

I. PROBLEM ADDRESSED

A. Description

- 1.1 **Vulnerability of migrants with disabilities.** The political, economic, and social crisis in Venezuela has caused more than 5.5 million people¹ to leave the country, making it the largest crisis of human displacement in the history of the western hemisphere. Migrants are a particularly vulnerable group, since they experience tremendous difficulties in accessing job opportunities and urban and social services in the host countries. However, there are even more vulnerable groups of people within these populations: migrants with disabilities. A disabled migrant is someone who must overcome not one, but two exclusion barriers in order to access the job market: their status as a migrant and their disability.² The particular vulnerability of these sectors is recognized by international organizations such as the United Nations High Commissioner for Refugees (UNHCR) and the International Organization for Migration (IOM). The IOM shows how migrants with disabilities face more hardships in accessing the medical treatments they need. Both organizations call attention to how migrants and refugees with disabilities are twice as invisible, which complicates their ability to receive the help they need.³ The COVID-19 pandemic has exacerbated many of the problems that migrants with disabilities normally face such as social/workforce exclusion, stigmatization, and discrimination.⁴
- 1.2 **Lack of information and statistics.** The invisibility suffered by migrants with disabilities is reflected by the lack of statistics on the size, characteristics, and needs of this population. In the case of Peru, the UNHCR⁵ has calculated that 3% of Venezuelan migrants have some type of disability (roughly 25,000 people), and in the case of Colombia, the Ministry of Health found that 2.6% of Venezuelan migrants has some form of disability (around 40,000 people). In Chile, the Centro de Estudios Públicos [Center for Public Studies] (CEP) estimates that 5.9% of migrants have a disability,⁶ while in Argentina there are no specific figures at this time. A 2016 report by the IOM estimated that globally, there are about 10 million displaced persons with disabilities, with around 2 million experiencing significant difficulties in their daily activities and functioning.⁷

¹ <https://r4v.info/en/situations/platform>.

² According to the Convention on the Rights of Persons with Disabilities (CRPD) "Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others." <https://www.un.org/esa/socdev/enable/documents/tccconve.pdf>.

³ https://www.un.org/development/desa/disabilities/refugees_migrants_with_disabilities.html.

⁴ https://www.ohchr.org/Documents/Issues/Disability/COVID-19_and_The_Rights_of_Persons_with_Disabilities.pdf.

⁵ https://www.google.com/url?q=https://displacement.iom.int/system/tdf/reports/IOM%2520DTM_Monitoreo%2520de%2520Flujo%2520de%2520la%2520Poblacion%2520Venezolana%2520en%2520el%2520Peru_Round7_Febrero2020.pdf?file%3D1%26type%3Dnode%26id%3D7791&sa=D&source=editors&ust=1613062412139000&usg=AOvVaw1Tx_89DpnA3OjOfPTGtKhr.

⁶ https://www.cepchile.cl/cep/site/docs/20191119/20191119093613/librocep_inmigracion.pdf.

⁷ <https://gmdac.iom.int/gmdac-data-briefing-disability-and-unsafe-migration-data-and-policy-understanding-evidence>.

Tipos de discapacidad



Discapacidad Motriz

Este tipo de discapacidad implica una disminución de la movilidad total o parcial de uno o más miembros del cuerpo, la cual dificulta la realización de actividades motoras convencionales.



Discapacidad Visual

Este tipo de discapacidad se manifiesta por una disminución total o parcial de la vista.

En este sentido se clasifica la discapacidad visual en:

Ceguera: Pérdida completa del sentido de la vista.

Disminución visual: pérdida parcial del sentido de la vista.



Discapacidad Auditiva

Este tipo de discapacidad se manifiesta por una disminución total o parcial de la audición.

Los términos que se utilizan son:

• **Hipoacusia:** disminución de la capacidad auditiva que permite adquirir el lenguaje oral por la vía auditiva.

• **Cofosis (sordera):** pérdida total de la audición y el lenguaje se adquiere por la vía visual.



Discapacidad Visceral

La discapacidad visceral se presenta en aquellas personas que, debido a alguna deficiencia en la función de órganos internos, por ejemplo, el cardíaco o el diabético, se encuentran impedidas de desarrollar su vida con total plenitud.



Discapacidad Intelectual o del desarrollo

Trastorno caracterizado por un déficit en la capacidad intelectual y funcional. Se trata de una deficiencia en la capacidad del individuo para adaptarse a las actividades cotidianas del entorno social y de las habilidades necesarias para vivir en forma autónoma.



Discapacidad Psicosocial

Una persona con discapacidad psicosocial puede tener deficiencias o trastornos del comportamiento, del razonamiento, y de los estados de ánimo, que afectan su capacidad de juicio crítico sobre sí misma, y sobre los demás.

- 1.3 Two of the main causes of the vulnerability of migrants with disabilities include barriers in accessing the labor market to generate income, and the difficulty of obtaining certification of their disability in order to receive urban and social services such as health care.
- 1.4 **Labor market barriers.** One of the primary needs of migrants is the need to earn income. Among migrant groups, it is estimated that persons with disabilities in both Argentina and Chile may have an unemployment rate of nearly 70%.^{8, 9} In addition, the COVID-19 pandemic hit the most vulnerable people even harder: according to an online survey conducted by Incluyeme.com, the employment rate of persons with disabilities fell nearly 11% from February to July 2020, compared to a 6% reduction for people with no disabilities. Despite the existence of specific programs to support persons with disabilities in employment matters (e.g. employability quotas or hiring incentives), in most cases migrants with disabilities are unaware of the existence of these opportunities or how to access them. As for companies, many of them are unaware of existing opportunities and the

⁸ <https://www.senadis.gob.cl/descarga/i/1607/documento#:~:text=entregados%20por%20el%20Ministerio%20de,78%2C1%25%20est%C3%A1%20inactivo.>

⁹ [http://www.consensosalud.com.ar/en-argentina-solo-una-de-cada-3-personas-con-discapacidad-consigue-trabajo/.](http://www.consensosalud.com.ar/en-argentina-solo-una-de-cada-3-personas-con-discapacidad-consigue-trabajo/)

advantages of being able to use the talent of migrant and local persons with disabilities on their work teams. Lastly, public employment initiatives for migrants do not have the knowledge or specific tools to facilitate access to migrants with disabilities.

- 1.5 **Difficulties obtaining disability certification.** Official certification of a disability is extremely important for the social and economic inclusion of persons with disabilities since it enables them to obtain benefits and rights, depending on the country, such as access to the job market through employability quotas in the public and private sector, free public transportation passes, access to free medical treatment, etc. However, disability certification is adversely affected in the case of migrants since they usually do not know how and where to start taking the steps to obtain this disability certification or the benefits of obtaining it. Furthermore, as part of the contingency actions implemented to address the COVID-19 pandemic, public offices that support persons with disabilities in Argentina and Chile temporarily suspended or curtailed their normal operations, which led to greater uncertainty regarding the timeframes associated with issuing new disability certificates and credentials.
- 1.6 **Direct beneficiaries.** It is estimated that 320 persons with disabilities, including Venezuelan migrants and the local population,¹⁰ who will access employment and generate income in companies (200 people) and with digital platforms (100), as well as those who will obtain an official disability certificate (20) will be the main beneficiaries of the project. In addition, complementary beneficiaries will include approximately 10,000 people¹¹ who will benefit from all or part of the following activities of this project: Bootcamp trainings, massive open online courses (MOOCs), job orientation sessions, a benefits program offered by digital platform partners, and the development of employment guidelines. The beneficiaries will primarily be located in the metropolitan areas of Buenos Aires and Santiago de Chile, but the project is also expected to reach people in the metropolitan areas of Rosario, Córdoba, and Mendoza (Argentina), and Antofagasta, Concepción, Viña del Mar, and Valparaíso (Chile).
- 1.7 Given the scarcity or lack of information on the migrant population with disabilities, there are no statistics that could help profile the target population, but even one specific case may be illustrative to understand the vulnerabilities faced by these people. A specific example we can mention is the case of a young disabled Venezuelan migrant who was born in the city of Maracaibo, Venezuela, and has lived in Argentina since 2016. When she was 16 years old, around the time she was graduating from high school, she was diagnosed with bilateral hearing loss. Immediately after completing her studies in psychology she migrated to Buenos Aires. As the daughter of two professionals who had studied in Argentina and having family members she could live with in that country, she had high hopes for the professional job opportunities she would have. However, the reality was harder than she expected. In an experience she describes as a 'shock,' she had to deal with countless bureaucratic formalities that impeded her social integration and

¹⁰ The best practices of the IDB Migration Unit recommend that at least 30% of the project's beneficiaries belong to the host community to prevent potential problems of rejection by the local population.

¹¹ The number of beneficiaries per activity is estimated as follows: Bootcamp trainings (500), people registered in MOOCs (2,000), participants in job orientation sessions (500), and people who have received employability guides for employers and persons with disabilities (7,000).

job placement. Multiple barriers ultimately led her to give up on having her degree in psychology recognized, and one of the biggest problems she encountered was obtaining her disability card. Information was scarce and hard to find. Immigration paperwork was also an obstacle from the start. Although she knew that it would be easier in Argentina than other countries in the region to regularize her administrative status, during the months it took to obtain her first identity document she was unemployed. Her experience in finding a job was extremely difficult. At the beginning, the jobs she was qualified to apply for with no experience were related to customer service and telephone sales, areas that would be hard for her because of her disability. She faced discrimination and had very difficult experiences. After years of unstable jobs and perseverance, was finally able to get a job she felt comfortable in. This project seeks to shed light on and help the thousands of people with stories like hers.

- 1.8 **Indirect beneficiaries.** The indirect beneficiaries of the project include the families of migrants with disabilities, who will benefit from having family members that will actively contribute to the household's income. Given the scarcity of information on this issue, the international organizations that are working on the regional migration crisis (e.g. UNHCR, IOM), national public institutions, and nongovernmental organizations (NGOs) will also indirectly benefit from the project since they will be able to get important new tools for their work in terms of the statistics, knowledge products, and lessons generated by this project that are specifically focused on the employability of migrants with disabilities. Lastly, the project will indirectly benefit civil society as a whole in Argentina and Chile, by capitalizing on the talents and skills of these populations and promoting the inclusion of this group of people, which will generate economic and social growth in both countries.

II. THE INNOVATION PROPOSAL

A. Description of the project

- 2.1 The objective of the project is to promote the training, social/workforce inclusion, and labor protection of the Venezuelan migrant and local populations with disabilities in Argentina and Chile.
- 2.2 To achieve this objective, the project will support two of the main challenges faced by migrants and locals in the host community with disabilities: accessing the job market in order to generate income, and obtaining disability certification in order to access urban and social services (e.g. health programs, transportation benefits, etc.). Access to the job market will be supported in two ways: promoting their employability in companies and facilitating income generation through on-demand digital platforms. In addition, to encourage their placement in quality jobs, and considering the limitations currently faced by platform employees, the project will pilot test novel WorkerTech solutions¹² aimed at meeting the needs of workers with disabilities who work in that environment. Examples of types of these services are included in the description section of Component IV.

¹² The WorkerTech concept encompasses a set of digital services that are emerging to offer unconventional types of employment to workers (jobs through on-demand job platforms, informal, temporary, part-time workers or those in multipartite employment relationships) benefits, services, and access to systems that protect and/or defend their rights.

- 2.3 The proposed intervention model includes: (i) an in-depth diagnostic assessment of the needs, capacities, and barriers faced by migrant and local persons with disabilities in terms of employability and access to services, as well as possible solutions in the WorkerTech ecosystem; (ii) the building of skills to enhance the employability of persons with disabilities; (iii) the provision of employability services in companies and support for career paths on platforms (including support for obtaining disability certification); (iv) the pilot testing of innovative solutions in the WorkerTech ecosystem to provide benefits and protections for persons with disabilities; and (v) the generation and management of knowledge and lessons learned that will help cast light on persons with disabilities, particularly migrants, and include them in the public and social agenda.
- 2.4 **Innovation.** The first innovative aspect of the project is its focus. Although public, private, multilateral, and civil society organizations consider protection of the Venezuelan migrant population a priority, the reality is that there are few experiences or initiatives focused on specifically helping migrants with some type of disability. Besides innovating in terms of the employment focus, the project proposes an innovative approach to the employability problem faced by persons with disabilities. The intervention model complements the more traditional approach of employability services in companies, with an approach that takes into account new ways of earning income through on-demand digital work platforms, particularly the possibility of generating income on platforms that serve as intermediaries for the delivery of virtual services, including unskilled labor (e.g. data entry, product nomenclature, labeling of photos, etc.), and jobs that require a higher level of qualification (e.g. design, translation, programming). Given the limitations of these new employment modalities in the area of social protections and benefits for workers, the project will be the first ever to pilot test the development of WorkerTech services focused specifically on persons with disabilities, with a special focus on migrants, so as to be able to improve the level of labor protection for people who choose this career path. The implementation of this project is supported by Incluyeme.com, the largest job portal for persons with disabilities in Latin America, which has been recognized by and won awards from organizations such as MIT,¹³ Expo Dubai,¹⁴ and Ashoka for its innovative approach with high social impact.
- 2.5 **Component I: Diagnostic assessment of the current situation of migrants with disabilities.** The objective of this component is to understand the current economic and social situation of migrants with disabilities in order to adapt the project interventions to the actual circumstances of this population. Given the lack of current information on the target population, this component will be essential to set the stage for the work to be done in the area of skill-building and employability.
- 2.6 The project will conduct a diagnostic assessment through surveys, interviews, and round tables with public and private actors, which will produce information and data on the characteristics, and economic, employment, and social needs of Venezuelan migrants with disabilities. This assessment will address the needs of beneficiaries in Chile and Argentina separately, since these countries have different labor markets and legislation. This work will be done by an external consultant, contracted and supervised by the executing agency. The people

¹³ <https://www.mitinclusiveinnovation.com/winners/incluyeme/>.

¹⁴ <https://www.expo2020dubai.com/es/programmes/expo-live/global-innovators/incluyeme>.

interviewed and surveyed will be volunteer participants contacted through Incluyeme.com and contacts provided by NGOs that partner with the executing agency and are associated with the migrant topic.

- 2.7 The project includes the use of on-demand virtual work platforms as a possible career path for generating income. For this reason, a second diagnostic assessment will be conducted on the quantity, characteristics, needs, and abilities of freelance workers with disabilities (migrant and local) who currently provide services through on-demand digital work platforms (e.g. Upwork, Freelancer, Workana). This assessment will be conducted through surveys and interviews with workers, which will require the collaboration of on-demand virtual work platforms. This work will be done by an external consultant, contracted and supervised by the executing agency. The [Workana](#) platform has confirmed its participation in the project (as agreed in a memorandum of understanding signed by Workana and Incluyeme.com), and other platforms will be actively pursued to help expand the project's scope.
- 2.8 Once the main needs of workers with disabilities who work through on-demand digital work platforms are assessed, the existing supply of services offered in the WorkerTech ecosystem that could address these needs will be mapped.¹⁵ This will help identify opportunities for developing new WorkerTech services based on the identification of critical elements and partners present in both countries. The mapping of the supply of services and opportunities will be done in both Argentina and Chile, as well as in other countries, so that the possibility of supporting pilot projects that would adapt successful models in other geographic parts of the world could be considered.
- 2.9 Finally, a *Mystery Shopper*¹⁶ study will be conducted (under the responsibility of the partner, contracted with counterpart funds, to be completed during the first year of project execution), which will seek to identify the difficulties and barriers faced by persons with disabilities (migrants and local population) when they try to find a job or access urban and social services (e.g. financial services, housing, etc.). The *Mystery Shopper* inquiry is relevant since it is not possible to achieve the economic inclusion of migrants and persons with disabilities without addressing aspects such as their financial inclusion or access to housing. The *Mystery Shopper* study will

¹⁵ There is an emerging market of new ventures in WorkerTech services, primarily in the United States and Europe, that is starting to innovate in this area. Examples include companies that offer time-limited insurance or insurance based on actual activity or pay-as-you-go models (Zego, Slice, Dinghy, SafetyWing, Stride), partnering and collective representation platforms that bring workers together on an ad hoc basis based on specific needs (Coworker, Fair Crowd Work, Organise, Tech Workers, Coalition), financial services adapted to the needs of independent workers that support the estimation and payment of taxes, real-time charges, or budget management (Coconut, Joust, Mastercard, SimplyPaid, Multiply, Even, Hurdlr), volunteer flexible savings options for retirement and pensions (Nest, HonestDollar, Betterment), portable benefits platforms (The Black Car Fund, Portify, Trupo, Qwil) and portable reputation platforms (mydigitalbackpack, Traity, Deemly, Credly), and training and certification services adapted to the needs of independent and platform workers (Mindflash, edX, Jolt, Peers, KungFu). The development of the ecosystem in Latin America is just beginning, although there are a few examples such as the financial services, insurance, and administrative tasks offered by Heru in Mexico or Zolvers in Argentina, all types of training such as the one offered by Quinto Impacto (programming) in Argentina or Jelp (training of home service technicians) in Mexico, and representation and collective action tools such as AppSindical in Argentina or Acua in Chile.

¹⁶ A *mystery shopper* is a specialist used by companies to evaluate and assess the quality of customer service. Mystery shoppers act like regular clients who make a purchase or use a service and then deliver a report on what their experience was like.

use local and migrant persons with disabilities as researchers in order to shed light on and understand the barriers experienced by this population and serve as important input for the development of specific initiatives by employers, public institutions, and civil society organizations.

- 2.10 The primary expected outcomes of this component include: (i) a complete diagnostic assessment of the needs of migrants with disabilities in Chile and Argentina; (ii) mapping of disabled freelancers working through on-demand digital work platforms; (iii) a diagnostic needs assessment of WorkerTech freelancers with disabilities; and (iv) the design of a Mystery Shopper system based on existing practices in the industry.
- 2.11 **Component II: Training.** The objective of this component is to train the beneficiaries and build their skills to increase their chances of finding a job and generating income. The training courses will be offered through Incluyeme.com's online training platform. The courses will be developed and taught by partners of the executing agency, such as the Universidad Tecnológica Nacional [Nacional Technology University] in Argentina and the company Accenture. The content of this training will be informed by the results of the diagnostic assessments conducted in Component I. Content may be added to the curriculum if specific needs are identified by the beneficiaries and the partner companies.
- 2.12 The courses will be offered in two modalities: MOOCs and bootcamps (an intensive course that combines prerecorded material and live classes for up to 30 students per cohort). The MOOCs will be developed based on the content and experiences gained in the bootcamp trainings. The focus will be on content that develops general skills, such as remote work tools or user support, with unlimited spots and unrestricted access. The MOOC modality seeks to expand the scope of the training activities, by reaching a larger base of beneficiaries through the use of the e-learning platform www.capacitacioninclusiva.com. The bootcamps will focus on specific technical skills in high demand in the labor market that facilitate access to employment in companies as well as the generation of income through on-demand virtual work platforms. Examples of these skills include graphic design, software testing, or full stack development. There will also be training on soft skills (communication, problem-solving, conflict resolution) to ensure the employability of every person that participates in the training opportunities. The job orientation sessions described in Component III will help identify bootcamp participants, although there will be spots for people with the required profile who have not taken these sessions. Although there is little evidence of the impact of training programs in terms of employment for persons with disabilities, there are studies¹⁷ indicating that similar trainings have positively impacted employability and the income levels of the people who participated in them, which underscores the importance of the activities to be carried out in this component.

¹⁷ Nuri, M. R. P., M. T. Hoque, S. M. Waldron, and M.M.K. Akand. (2012). Impact assessment of a vocational training program for persons with disabilities in Bangladesh. *Disability, CBR & Inclusive Development*, 23(3), 76-89.

Flannery, K. B., P. Yovanoff, M. R. Benz, and M.M. Kato. (2008). Improving employment outcomes of individuals with disabilities through short-term postsecondary training. *Career Development for Exceptional Individuals*, 31(1), 26-36.

- 2.13 The project will also train the employees of companies and on-demand digital platforms to increase the likelihood of them contracting migrants and local persons with disabilities. This work will be based on, first, the network of more than 500 companies that are currently part of Incluyeme.com. Strategic partnerships will also be formed with on-demand digital work platforms that include participation in employee awareness-raising and training activities.¹⁸ Specifically, 10 training sessions will be offered to employees of the companies that collaborate with Incluyeme.com through webinars and a session targeting the employees of on-demand virtual work platforms. The objective of these activities is to create greater understanding among these employees about the conditions of migrants and persons with disabilities, which will facilitate their inclusion in the workforce. The subjects covered by the trainings will include information on disability in general followed by specific opportunities for contracting migrants with disabilities.
- 2.14 The primary expected outcomes of this component include: (i) conducting of eight bootcamps to benefit 500 trained persons with disabilities (350 migrant persons with disabilities and 150 persons with disabilities from local communities); (ii) the development of five MOOCs aimed at reaching 2,000 registered persons with disabilities; (iii) 4,000 participants from partner companies trained in the inclusion of persons with disabilities in the workforce; and (iv) 30 collaborators in digital platform partners trained to provide support to persons with disabilities.
- 2.15 **Component III: Employability and income generation.** The objective of this component is to promote employability through social/workforce orientation of the target population, job placement with companies, and facilitating the visibility of persons with disabilities in on-demand digital work platforms.
- 2.16 The project's job orientation sessions will be virtually taught by the recruitment teams of Incluyeme.com. These sessions will provide basic information to a broad spectrum of beneficiaries with the objective of improving the skills and abilities of candidates to enhance their resumes, conduct job searches, interview well, etc. The sessions will include a maximum of 40 attendees per session. These sessions will emphasize topics such as the certification of disabilities for migrants. This issue is critical since it enables these individuals to access better job opportunities and reasonable accommodations to facilitate their inclusion. One workshop will cover the transfer of knowledge on best practices for preparing their resume or revising it, and making suggestions for improvement.
- 2.17 At the same time, the project will promote speed dates between beneficiaries and company recruiters, many of which are long-time clients of Incluyeme.com, so that they can share their job profiles with potential employers, in order to promote their job placement and generate equal opportunities to access any position available at the company. Upon request, Incluyeme.com will also give individualized assistance to any beneficiaries that need help in areas related to improving their resume, guidance on which type of training would facilitate their inclusion in the workforce, or recommendations for job interviews, etc.

¹⁸ To date a cooperation agreement has been signed with the Workana platform (largest on-demand virtual work portal in the region) and more platforms will be actively pursued as potential partners in the project in order to increase its impact.

- 2.18 In regard to the generation of income through on-demand digital work platforms, the project will support the creation of profiles for beneficiaries during their first few projects with these web platforms, and users will receive ongoing support. Workana, the largest on-demand virtual job placement portal in the region, has agreed to create a special package of benefits for the project's beneficiaries. Some of the benefits included in this package are greater visibility of their profiles, the reduction or elimination of the fees associated with use of the platform, or the certification of skills at no cost. Better visibility of profiles and the possibility of applying for more projects will increase their potential to earn income through the platform. Given that one of the principal barriers to entry to these platforms is successfully completing the first few projects in order to create more visibility and build a good reputation, these benefits may be of great value in facilitating the job placement of the target population. To expand the scope of the project, other on-demand digital work platforms will be actively pursued as potential partners.
- 2.19 The primary expected outcomes of this component include: (i) 12 speed dating sessions completed; (ii) 500 persons with disabilities participate in job orientation sessions (350 migrants with disabilities and 150 persons with disabilities from local communities); and (iii) a pilot program of benefits for persons with disabilities offered by digital platforms partners.
- 2.20 **Component IV: Pilot testing of WorkerTech services.** The objective of this component is to pilot test WorkerTech services that could meet the principal needs of disabled workers (migrants and the local population) who earn income through on-demand digital work platforms. A few examples of WorkerTech services (mainly in Europe and the United States) include companies that offer time-limited insurance policies or insurance based on actual activity or pay-as-you-go models, partnering and collective representation platforms that bring workers together on an ad hoc basis and are based on specific needs. They also offer financial services adapted to the needs of independent workers that support the estimation and payment of taxes, real-time charges, or the management of budgets, flexible voluntary savings options for retirement and pensions, portable benefits and reputation platforms, and training and certification services adapted to the needs of independent workers and the platforms. The development of this ecosystem in Latin America is just beginning, but there are a few successful examples such as financial services, insurance, or administrative benefits offered by Heru in Mexico or Zolvers in Argentina, all types of training such as the course offered by Quinto Impacto (programming) in Argentina or Jelp (training of home service specialists) in Mexico, as well as representation and collective action tools such as AppSindical in Argentina or Acua in Chile.
- 2.21 The WorkerTech services to be piloted under this component will address the needs identified in the diagnostic assessment of freelance workers, migrants, and locals with disabilities that was conducted in Component I. The pilot testing of solutions aims to demonstrate with a group of beneficiaries the opportunities, limitations, and risks of these solutions in order to create better knowledge about how they work in practice and contribute to their sustainability, if they are successful. The WorkerTech solutions to be supported will be developed by different service providers such as startups, companies, nonprofit organizations,

- and others.¹⁹ The modality for selecting the WorkerTech services to be supported will be defined based on the outcomes of the mapping of the supply of services and opportunities developed in Component I, including alternatives such as forming strategic partnerships with specific service providers identified during the mapping process, or the organization of open calls for proposals to identify and select solutions. The financing of these pilot studies will be split between the project and the service providers, at an estimated financing ratio of 1:1. Some examples of the types of services that could be pilot tested include: time-limited insurance policies or insurance based on actual activity, or pay-as-you-go models, partnering and collective representation platforms that bring workers together on an ad hoc basis and are based on specific needs, financial services adapted to the needs of the target population that support the estimation and payment of taxes, real-time charges, or the management of budgets, flexible voluntary savings options for retirement and pensions, portable benefits and reputation platforms, training and certification services tailored to the needs of the target population, etc.
- 2.22 The principal expected outcomes of this component include: (i) two WorkerTech solutions piloted for persons with disabilities (benefitting both migrants and locals).
- 2.23 **Component V: Knowledge and dissemination.** The objective of this component is to develop innovative knowledge products in the region aimed at identifying and shedding light on the needs of this group of people, putting those issues on the public agenda, and contributing to the inclusion of persons with disabilities. The knowledge products to be developed include: (i) an employability guide for migrants with disabilities in Argentina and Chile, that will guide migrants with disabilities in both countries on how to certify their disability, the applicable legislation in each country, and recommendations regarding their inclusion in the workforce; (ii) a guide for employers designed to answer questions and raise companies' awareness so that they will promote the inclusion of migrants with disabilities on their teams; (iii) a report on the situation of migrants with disabilities in the two countries, based on the diagnostic assessment conducted in Component I, aimed at putting an end to the invisibility currently experienced by migrants with disabilities, and including this group of people on the public agenda so that actions can be taken to provide solutions to their problems; (iv) a report on the barriers persons with disabilities face in accessing services, based on the results of the Mystery Shopper study that could reveal discriminatory situations suffered by the beneficiaries, which could be submitted to public discussion; and (v) a report that identifies the needs of disabled freelancers as well as the existing supply of services and opportunities in the WorkerTech ecosystem to meet these needs, based on the diagnostic assessment and mapping process conducted in Component I, as well as the pilot studies conducted in Component IV, aimed at understanding these types of initiatives for subsequent dissemination throughout the region.
- 2.24 In terms of communication, a specific microsite will be created within Incluyeme.com to disseminate the project and centralize its training and dissemination activities. Video testimonials and other communication materials will also be developed to create narratives and raise awareness about the actual

¹⁹ Footnote 17 lists examples of the types of service providers that currently exist in other parts of the world, primarily Europe and the United States.

situation of the target population to make them more visible and put their problems on the public agenda.

- 2.25 The principal expected outcomes of this component include: (i) two special microsites developed (one for each country); (ii) a report on the situation of migrant persons with disabilities in Chile and Argentina; (iii) a report on the findings of the Mystery Shopper strategy; (iv) two employability guides for employers; (v) two employability guides for migrants with disabilities (one for each country); and (vi) a report with case studies on the WorkerTech services piloted for persons with disabilities (migrants and the local population).

B. Outcomes, measurement, monitoring, and evaluation of the project

- 2.26 The principal expected outcomes of the project include: (i) 200 persons with disabilities who will be employed and will generate incomes in companies; (ii) 100 persons with disabilities who will work and generate income through on-demand digital work platforms; (iii) A successful pilot test of the WorkerTech service that would offer a continuous supply of services by the provider; and (iv) 20 migrants with disabilities that obtain official disability certification. This project will contribute to IDB Lab's key performance indicator (KPI) "Number of new jobs created by companies (disaggregated by gender)".
- 2.27 The monitoring activities carried out by the executing agency will cover four areas (i) employability, (ii) training, (iii) tools to support employability and inclusion; and (iv) dissemination. The following activities will be carried out to monitor employability: (a) periodic, individualized contacts with beneficiaries through phone calls/WhatsApp/email and videocall monitoring interviews; (b) periodic contacts with client companies to determine their level of satisfaction with employees; and (c) quarterly contact with employed individuals. Training courses will be evaluated through reports and evaluations performed by the training partners as well as online satisfaction surveys of beneficiaries during the first month of training and at the end of the course. As in the case of employability, there will be a permanent open communication channel with beneficiaries through WhatsApp, email, and telephone, so that students can provide their direct feedback to Incluyeme.com. As for tools that support employability and inclusion, the microsite, diagnostic assessment, and employability guides will be monitored using instruments such as Google Analytics, analyzing downloads, and visibility on the Internet. Speed dates and round tables will be monitored based on interviews with participants. Lastly, dissemination activities will be monitored using tools such as Google Analytics. Monitoring activities will be carried out with full respect and responsibility for the privacy of the personal data of the people supported by Incluyeme.com, since it could include confidential information.

III. ALIGNMENT WITH THE IDB GROUP, SCALABILITY, AND RISKS

A. Alignment with the IDB Group

- 3.1 This project has been selected within the framework of the [BetterTogether/JuntosEsMejor Challenge](#), a global initiative led by IDB Lab in partnership with the United States Agency for International Development (USAID), which seeks to identify, finance, and scale innovative solutions from all parts of the world to support Venezuelan migrants and their host communities in the region. This challenge has included judges and evaluators from the IDB Group

and USAID (more than 165 specialists) to ensure that the selected proposals are aligned with institutional priorities. The project's progress and results will be shared with USAID and the challenge partners for communications and statistical purposes.

- 3.2 The project was designed in coordination with the **Gender and Diversity Division of the Social Sector**, aligning it with the IDB Group's Diversity Action Plan. This project was designed jointly with the **IDB Migration Unit (SCL/MIG)** to align it with the focus on working with migrant populations and existing operations. The project is consistent with the Migration Unit's objectives aimed at implementing a comprehensive agenda to transform migration challenges into inclusive development opportunities for the countries of Latin America and the Caribbean, using financial and nonfinancial instruments, leveraging investments, and scaling innovative solutions that contribute to the successful integration of migrants into their host communities.
- 3.3 The project will contribute to the **IDB Country Strategy with Argentina 2016-2019 (document GN-2870)** as it is specifically aligned with the strategic objective of improving the employability of the population, thereby contributing to the expected outcome of adapting skills and abilities to labor market demands. It is also aligned with the **IDB Country Strategy with Chile 2019-2022 (document GN-2946)**, which includes the priority of reducing social challenges and improving the quality of life of people living in urban areas.
- 3.4 The project is also aligned with the United Nations **Sustainable Development Goals (SDGs)**. Out of the total of 17 SDGs, we found 11 explicit mentions of persons with disabilities. Furthermore, the concept of disability is indirectly mentioned on numerous occasions in expressions such as "for all," "persons in vulnerability," or "universal access." However, in terms of the SDGs, this project is aligned with (i) SDG 8 – Decent work and economic growth, especially target 8.5 by promoting the quality employment of persons with disabilities, as well as target 8.8 by promoting the labor protection of migrants; and (ii) SDG 10 – Reduced inequalities, target 10.2, to empower and promote the economic inclusion of all, irrespective of origin.
- 3.5 The project is also aligned with the **Convention on the Rights of Persons with Disabilities (CRPD)**, an international human rights instrument of the United Nations intended to protect the rights and dignity of persons with disabilities in the world. This Convention advocates for the obligation to promote, protect, and ensure the full realization of the human rights of persons with disabilities and ensure that they are equal before and under the law.

B. Scalability

- 3.6 The project has a high potential to be scaled in other regions in Argentina and Chile, as well as in countries in the region. This will be key given the magnitude of the problem, the lack of current solutions or initiatives that target this group of beneficiaries, the actors involved in this issue, as well as the scope and presence of Incluyeme.com in the region.
- 3.7 Through implementation of this project, Incluyeme.com will be able to test a comprehensive model for helping a population of migrants with disabilities, something that has never been systematically done before by any organization on this scale. Incluyeme.com's plan is to produce in-depth knowledge about this

group, develop appropriate tools to reach this population, and create key partnerships to bring this experience to more people in more countries. Incluyeme.com is a sustainable social enterprise (B corporation) whose business model focuses on providing forms of workforce and economic inclusion for persons with disabilities and has the largest workforce database of persons with disabilities in Latin America, with a direct or indirect presence in nine countries in the region. Thanks to the project, Incluyeme.com will be able to increase the number of persons with disabilities it reaches, which will have a positive impact on the company's social and financial outcomes. Taking into account ECLAC's estimate²⁰ that 12% of the region's population has a disability, and DESA's²¹ estimate that the migrant population in Latin America and the Caribbean totals nearly 15 million people, the population of migrants with disabilities and future beneficiaries in the region may be around 1.7 million people.

- 3.8 Since Incluyeme.com has a regional presence, the model tested in Argentina and Chile will serve as a lesson for expanding the intervention into other countries with a large number of migrants, such as Mexico, Peru, and Colombia. At this scale, Incluyeme.com will have the support of its 500 client companies, including major firms such as Walmart, IBM, and Accenture. Incluyeme.com will be able to offer these clients greater value by including not only persons with disabilities but also the migrant and refugee population, which is a commitment present in the diversity policies of many of these companies. Other actors such as UNHCR, IOM, or even the IDB could support the expansion of these services in the future. Lastly, the executing agency will work with public actors in Argentina and Chile to ensure the institutionalization of assistance programs for this group of beneficiaries.
- 3.9 In seeking to build upon the activities described in this section, during the implementation of the project Incluyeme.com will work on forming relationships with the regional heads of the strategic partners (such as multinationals, cooperation agencies, etc.) so that the project will serve as a laboratory for future interventions throughout the region. At the same time, the tools to be developed (microsite, employability guides, etc.) will be designed so that they can be adapted to different local contexts in the region.

C. Project and institutional risks

- 3.10 **Little knowledge about the target population.** Since this is the first project in Latin America and the Caribbean that focuses on migrants with disabilities, there is very little knowledge and experience in the region (and in the case of Incluyeme.com) on how to specifically work with this population group. To reduce the learning curve and have a better understanding of this group, Incluyeme.com will jointly create the different programs with migrant communities and will conduct a "user's journey" (design thinking technique) to better understand the idiosyncrasies and characteristics of the target population.
- 3.11 **Information asymmetry on the skills of the target population.** Migrants have valuable education and skills to offer employers. In particular, a large percentage of Venezuelan migrants in Argentina and Chile are known for having a high level of education and training; and in some cases they have skills for which there is an unmet demand in local industry (e.g. ICTs, nursing, medicine, etc.). However, the

²⁰ <https://www.cepal.org/notes/74/Titulares2.html>.

²¹ <https://www.un.org/en/development/desa/population/migration/data/estimates2/estimates19.asp>.

lack of information on Venezuelan migrants makes it difficult to determine what skills and knowledge they actually have. To mitigate the effects of this information asymmetry, one of the project's first actions will be to assess capacities and map the supply of skills and existing demand.

- 3.12 **Xenophobic and nationalistic tendencies.** The economic crisis caused by the COVID-19 pandemic could exacerbate xenophobic and nationalistic tendencies, which could lead to less support and willingness to work with Venezuelan migrants. Through the Social Listening Observatory of the IDB Migration Unit, in 2020 it was found that the predominant conversations on Twitter regarding migration (in the seven countries studied²²) mostly reflected prejudice against migrants. So far this year, prejudice was found in 65% of all tweets captured in the analysis. Between February and December 2020 conversations on Twitter in Chile regarding migration focused on comments about xenophobia and crime. Argentina is known as being the country with the highest percentage of comments in the category of general insults, which accounts for 25% of the conversation on social media. To mitigate this risk, with the support of the IDB Migration Unit and the USAID counterpart, as well as private corporate leaders (such as Adidas, IBM, Banco Santander), the project will continuously work on shedding light on the problems faced by the target population, creating awareness about the need for a more inclusive society and the resulting advantages for the economic and social growth of both countries. Round tables with the public and private sector will be organized to begin an effective dialog and build rapport.
- 3.13 **Restrictions due to COVID-19-related lockdown measures.** In an effort to control the health crisis, the countries have adopted lockdown measures which could limit the possibility of mobilizing participants to implement the activities. In addition, both the beneficiaries and the rest of the population are exposed to health risks and should follow the recommendations of the health authorities in each country. Moreover, performing bureaucratic procedures, such as both regularizing migration status and certifying disabilities, may entail delays or difficulties moving forward or in their completion due to the inability to complete onsite bureaucratic procedures and the potential lack of continuity of activities in certain state administrative areas due to the pandemic. To mitigate the effects of this potential situation, the project calls for implementing most of the activities online through partnerships with entities allied with the project, or, when permitted or warranted, through in-person events where the necessary health and social distancing measures are taken. Since March 2020 Incluyeme.com has been successfully developing training and activities in this virtual format, with high attendance, reaching its targets.

IV. INSTRUMENT AND BUDGET PROPOSAL

- 4.1 The project's total cost is US\$820,000, with US\$410,000 (50%) contributed by IDB Lab and US\$410,000 (50%) by the counterpart*
(* includes contributions of US\$120,000 from the Swiss Agency for Development and Cooperation; US\$50,000 from Workana; US\$60,000 from WorkerTech companies; and US\$180,000 from Incluyeme.com).

²² Argentina, Chile, Colombia, Costa Rica, Ecuador, Panama, and Peru.

- 4.2 The instrument to be used is nonreimbursable technical cooperation funding since the project seeks to build a new space to support migrant and local persons with disabilities, among private and civil society actors. Given its innovative approach and the high value of the experience gained, an exploratory mechanism such as nonreimbursable technical cooperation funding from IDB Lab is appropriate.
- 4.3 Retroactive recognition of counterpart funds. Any expenses financed with counterpart funds prior to the approval of the project will be retroactively recognized pursuant to the provisions set out in the itemized budget, up to a maximum amount of US\$40,000 starting 1 March 2021.

| Category | IDB Lab | Counterpart | TOTAL |
|--|----------------|----------------|----------------|
| Component I: Diagnostic assessment | 34,000 | 23,000 | 57,000 |
| Component II: Training | 133,500 | 185,300 | 318,800 |
| Component III: Employability and income generation | 0 | 99,000 | 99,000 |
| Component IV: Pilot testing of WorkerTech services | 110,000 | 60,000 | 170,000 |
| Component V: Knowledge and dissemination | 61,500 | 4,500 | 66,000 |
| Administration | 71,000 | 31,000 | 102,000 |
| Evaluation | 0 | 7,200 | 7,200 |
| TOTAL | 410,000 | 410,000 | 820,000 |
| % of financing | 50.0% | 50.0% | 100% |

V. EXECUTING AGENCY AND IMPLEMENTATION STRUCTURE

A. Description of the executing agency

- 5.1 [Incluyeme.com Inc.](https://www.incluyeme.com) will be the executing agency for this project and will sign an agreement with the Bank. Incluyeme.com is a B corporation devoted to social impact engaged in the social and workforce inclusion of persons with disabilities in seven countries in the region. It has the largest database of persons with disabilities in Latin America (more than 200,000 registered users), and a placement and employability level on par with job websites for persons without disabilities. In connection with the IDB Lab project "Development of the Sharing Economy in Cities as a Tool to Promote Social Inclusion, Entrepreneurship, and Innovation" (ATN/ME-15911-AR), Incluyeme.com is successfully conducting the first pilot study aimed at supporting the career path development of persons with disabilities who provide services through Uber and other digital platforms offering on-demand, in-person services.

- 5.2 In 2014, Incluyeme.com was recognized by Ashoka and New Ventures Mexico as one of 10 startups having the greatest social impact in Latin America,²³ and in 2018 MIT²⁴ recognized it as one of the top three Latin American organizations that innovatively used technology to solve social problems. Also in 2018, it was selected as a Global Social Innovator by Expo Live²⁵ in Dubai. Incluyeme.com has experience in working with more than 500 companies in various types of industries. Companies such as SAP, Unilever, Boehringer Ingelheim, HSBC, Accenture, IBM, Medtronic, PWC, Adidas, Equifax, DuPont, Santander, Securitas, and more trust Incluyeme.com, which has trained more than 8,000 executives of these companies on the topic of the social and workforce inclusion of persons with disabilities. Gabriel Marcolongo, CEO and Founder of Incluyeme.com was recognized as a Young Global Leader by the World Economic Forum in 2020²⁶ and by Forbes in 2019²⁷ as one of its 30 most promising entrepreneurs. Incluyeme.com has a diverse, multidisciplinary team that combines passion for what it does with experience in both disability and management.
- 5.3 After a comprehensive evaluation process, Incluyeme.com was selected as one of the winning applicants of the BetterTogether/JuntosEsMejor Challenge, which received nearly 1,300 applications from all over the world. In addition, in the framework of project ATN/ME-15911-AR, a call was opened for “Digital platforms in response to COVID-19” with the objective of identifying and promoting innovative solutions for the platform economy aimed at mitigating the economic and social impacts caused by COVID-19 on platform users and workers, as well as the communities where they operate, seeking to improve the potential for workers to earn income. Incluyeme.com presented an initiative that was selected in the framework of this call, aimed at improving the employability of persons with disabilities with digital platforms for the transportation of passengers, through the training of platform managers and workers with disabilities, as well as promoting the adjustment of the services, the processes to improve accessibility, and the potential to generate income. This experience yielded valuable lessons learned for Incluyeme.com with respect to the profound challenges faced by many disabled migrants working with these platforms in terms of financial resilience and access to technology and essential services. At the same time, the initiative provided a better understanding of the opportunities and challenges that earning an income through digital platforms entails for persons with disabilities. All this knowledge has been relevant for the design of this project.
- 5.4 Incluyeme.com is also a unique partner to implement a project like this since: (i) it is the leading organization that has worked with the largest workforce database of persons with disabilities in the region; (ii) it has experience working with the Bank and the migrant population, (iii) it has a multidisciplinary team with knowledge and experience in employability, technology, and migration, and has a presence in eight countries; (iv) it has its own training platform designed for persons with

²³ <https://pulsosocial.com/2014/08/29/innovacion-y-rentabilidad-los-10-mejores-emprendimientos-sociales-de-america-latina/>.

²⁴ <https://www.mitinclusiveinnovation.com/winners/incluyeme/>.

²⁵ <https://www.expo2020dubai.com/en/programmes/expo-live/global-innovators/incluyeme>.

²⁶ <https://www.weforum.org/agenda/2020/03/ygl-wef-young-global-leaders/>.

²⁷ <https://www.forbesargentina.com/liderazgo/30-promesas-forbes-2019-emprendedores-estan-construyendo-futuro-n1324>.

disabilities (www.capacitacioninclusiva.com); and (v) it has experience in the implementation of activities that are critical to the project's proposed work plan, such as training, job placement with companies, recruitment, building strategic partnerships, and the creation of educational content.

- 5.5 The project will be supported by the [Workana](#) digital platform, the largest on-demand virtual job placement portal in the region.²⁸ Workana's participation is essential since it will facilitate access to migrants with disabilities who provide virtual services through its platform, in terms of assessment activities and the pilot testing of WorkerTech solutions focused on the needs of persons with disabilities. During the execution of the project, other on-demand digital work platforms that could be added will be actively pursued in order to increase the base of workers able to participate in the project.
- 5.6 The Swiss Agency for Development and Cooperation (SDC) will contribute counterpart cash resources to the project (which will be received, administered, and executed directly by Inluyeme.com) to be used to finance activities related to supporting the development of the career paths of migrants with disabilities who provide digital services through on-demand digital platforms.

B. Implementation structure and arrangements

- 5.7 Inluyeme.com will set up an execution unit and will have the structure required to execute the project activities and efficiently and effectively manage its resources. Inluyeme.com will also be responsible for submitting status reports on the implementation of the project. Details on the structure of the execution unit and progress report requirements can be found in Annex V of the technical files for this operation.
- 5.8 Inluyeme.com will be the executing agency responsible for this technical cooperation project in both Argentina and Chile. Furthermore, Inluyeme.com will enter into specific agreements with different organizations to carry out certain activities. To support the implementation of the activities focused on the career paths of freelance workers, Inluyeme.com has signed an agreement with Workana, thereby establishing its commitment to participate in the project, to promote it among the users of its platform and provide certain benefits to the project's target population. Various training activities will be supported by the educational institutions Instituto Madero in Argentina, Universidad Tecnológica Nacional in Argentina, and Universidad Andrés Bello in Chile, as well as the company Accenture. Several civil society organizations with a close relationship with the Venezuelan migrant population will participate in promoting the project among that population: Asoven (Argentina and Chile), Servicio Jesuita a Migrantes (Argentina and Chile), Coalición por Venezuela (Argentina), and Asociación Civil Uvenar (Argentina). Lastly, the project will receive support from Argentina's Ministry of Labor and the Sociedad de Fomento Fabril (Sofofa), the largest trade association in Chile, to organize round tables with the private sector.

²⁸ It currently has four million workers registered in Latin America and the Caribbean, generates US\$1.2 million in virtual services each month, and has an approximate market share of 75% in Argentina.

VI. COMPLIANCE WITH MILESTONES AND SPECIAL FIDUCIARY ARRANGEMENTS

- 6.1 **Results-based disbursements and fiduciary arrangements.** The executing agency will agree to IDB Lab's standard arrangements on results-based disbursements, and the Bank's procurement²⁹ and financial management policies³⁰ set out in Annexes V and VI.

VII. ACCESS TO INFORMATION AND INTELLECTUAL PROPERTY**

- 7.1 **Access to information.** The information contained in this document is classified as public upon approval by virtue of the Bank's Access to Information Policy.³¹
- 7.2 **Intellectual property.** The project will be carried out using the know-how and methodologies previously developed by the executing agency or coexecuting agency, which will remain the property thereof. All works and results obtained in connection with the project will be the intellectual property of the executing agency. The executing agency will grant a nonexclusive free license for noncommercial purposes to the Bank in order to use, copy, distribute, reproduce, exhibit, and publicly execute any work or result stemming from the project. The Bank may disseminate, reproduce, and publish any information associated with the project and include the executing agency's name and logo in such information.
- 7.3 Notwithstanding the foregoing, agreements will be drawn up in connection with the project with startups, companies, agencies, and institutions to pilot test the WorkerTech services intended for the target population. There may be situations in which the solutions to be developed and tested warrant remaining the intellectual property of the third parties involved in the development of these ideas. Such cases will be discussed and agreed upon in writing with the Bank. It is also possible that the WorkerTech services to be tested include intellectual property elements that had been previously developed by those third parties, in which case written agreements will also be drawn up with the Bank.

²⁹ Link to [Policies for the Procurement of Goods and Works Financed by the IDB.](#)

³⁰ Link to [Financial Management Guidelines for IDB-financed Projects.](#)

³¹ <https://www.iadb.org/en/access-information/home>.