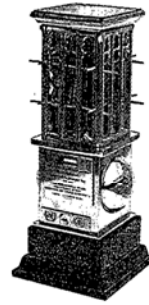**DUBAI INTERNATIONAL AWARD FOR BEST PRACTICES**
to Improve the Living Environment

جــائـزة دبـي الــدولـيــة لأفــضـل المــمـارســات
فـي مجال تحسين ظروف المعيشة

Certificate

شـــهـــادة

This is to certify that the City of Dubai,
United Arab Emirates, has awarded

تـشـهـد مـديـنـة دبـي،
الإمـارات الـعـربـيـة الـمـتـحـدة، بـأن

Trust for the Americas

the Dubai International Award for Best
Practices to Improve the Living Environment
7th Cycle - for its Best Practice entitled

قـد حـازت عـلـى جـائـزة دبـي الـدولـية
لأفضل الممارسات في مجال تحسين ظروف
المعيشة - الـدورة الـسـابـعـة- و ذلـك عن

Partnership in Opportunities for Employment Through Technology in the Americas (POETA)

United Nations
الأمـم المـتحـدة
UNITED NATIONS

بلدية دبي
DUBAI MUNICIPALITY

المـوئـل
UN-HABITAT

Hamdan Bin Rashid Al Maktoum
Deputy Ruler of Dubai
Minister of Finance
Chairman of Dubai Municipality

حـمـدان بـن راشـد آل مكتوم
نائب حاكم دبي
وزير المالية
رئيس بلدية دبي

Issued October 2008

Diploma

For excellence in the use of information technology

POETA

In the Education Category
The Stockholm Challenge 2008

STOCKHOLM CHALLENGE

Chairman of Stockholm Challenge

MDG-1: Eradicate Extreme Poverty and Hunger
MDG target 1.B: Achieve full and productive employment and decent work for all, including women and young people

CONSTRAINT:
Lack of ICT and Other Skills Development Opportunities for Vulnerable Populations
Deficiencies in ICT and job-readiness skills among vulnerable populations, constraining their ability to find and maintain productive employment

The Partnership in Opportunities for Employment through Technology in the Americas (POETA) programme, implemented throughout **Latin America and the Caribbean**,[20] aims to reduce poverty among vulnerable groups, particularly people with disabilities, at-risk youth and displaced populations, by imparting the skills and tools needed to find and maintain productive employment.

RESULTS:
- 62 ICT and training centres were established.;
- 27,269 people throughout Latin America and the Caribbean received direct ICT and job-readiness training;
- 79,434 people indirectly benefited from POETA services through training and technology facilitated and POETA centres during non-traditional hours;
- 4,626 people found employment;
- POETA is reducing poverty in Latin America and the Caribbean by making sure marginalized populations have the skills needed for productive employment and the social tools necessary for meaningful social inclusion. As a result of this programme, many individuals and their families have obtained critical social and job skills which improve intrapersonal relationships and facilitate labour inclusion and reduction of poverty.

KEY ELEMENTS OF SUCCESS:
- The partnership between the public and private sector, academic institutions and national governments has made the programme successful and sustainable. Over 100 public and private sectors partners are contributing their time, experience, and resources to the implementation of this programme.
- POETA uses a bottom-up approach to development through partnering with local organizations that take ownership of training and responding to local needs.

LESSONS LEARNED:
- POETA's initial focus centred on training and increasing employment opportunities for vulnerable populations. As the programme's implementation continued, it became apparent that training and empowering participants would not result in effective development if all sectors were not involved. The private sector needed to be sensitized about the benefits of hiring these groups and governments needed to support inclusion. As a result, training and knowledge-sharing activities were developed with these sectors to ensure lasting results.

BACKGROUND INFORMATION:
Vulnerable communities, including people with disabilities, at-risk youth and displaced populations, often lack the skills necessary to find employment and to escape poverty. In Latin America and the Caribbean, these three groups face significant challenges to achieving full and productive employment.

Also troubling is the large number of disabled people in Latin America, which, according to a report from the Inter-American Development, stands at more than 50 million, 70 percent of whom are unemployed. When disabled people have no access to education and employment, they must depend on family members. The opportunity cost and economic burden for parents who have to quit their jobs in order to take care of their disabled children is high.

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20 Antigua & Barbuda, Argentina, Colombia, Costa Rica, Dominica, the Dominican Republic, Ecuador, El Salvador, Grenada, Guatemala, Honduras, Mexico, Panamá, Peru, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, and Venezuela

The MDG target of eradicating poverty will not be achieved in the region if these vulnerable communities continue to experience high levels of unemployment and poverty. Recognizing this problem and the capacity of information and communication technologies (ICTs) to provide valuable job-ready skills and avenues for productive employment and self development, the Trust designed the POETA programme. POETA facilitates social and economic inclusion among these populations by using ICT to facilitate labour inclusion. The programme ensures that these communities, which are particularly susceptible to unemployment and poverty, receive the tools necessary to find employment and the income needed for decent living. The Trust has been able to solicit both public and private sector support to POETA. This programme's budget is $6,722,950, with in-kind contributions valued at $5,161,975.

The Trust for the Americas' POETA programme began as a pilot initiative to train disabled people in Guatemala in 2004 and has expanded to disabled people, at-risk youth, and displaced and demobilized persons in 18 countries. The training for all participants is holistic, designed to give participants the skills for self-development, social inclusion and making a living. Participants are trained in technology skills such as Microsoft Office and website design, as well as job readiness, including resume preparation and small enterprise development. In addition, there is also civic and social education about interpersonal skills, conflict resolution, time management, legal processes, and sexual health.

IMPLEMENTATION PARTNERS:

Trust for the Americas, Organization of American States
59 local partner organizations in 18 countries, including NGOs, government agencies and academic institutions
Donors are from the private sector, such as Microsoft and Cisco Systems, and also include international organizations such as the Inter-American Development Bank and the Canadian International Development Agency, and others (e.g., International Development Research Center)

COMPUTERWORLD

Adaptive technology provides disabled people with technical skills

Trust for the Americas program gives disabled individuals in Latin America a path out of poverty through employment.

Mary K. Pratt

June 4, 2012 (Computerworld)

The Trust for the Americas was witnessing a problem of nearly epidemic proportions: Some 80% to 90% of the 50 million people with disabilities in Latin America were unemployed due to widespread discrimination and limited access to rehabilitation, education and training tailored to their needs. As a result, many disabled individuals were living in poverty.

Those statistics prompted the Trust for the Americas to implement the Partnership in Opportunities for Employment through Technology in the Americas (POETA) Accessible program in 2004.

The nonprofit organization, an affiliate of the Organization of American States, started with a pilot project in Guatemala, where it used Microsoft's Unlimited Potential digital literacy curriculum to train disabled individuals to enter a competitive employment market.

The program has grown over the past eight years, and today it provides dozens of training centers throughout Latin America. Partnerships with public and private sector organizations enable POETA to train people with disabilities and at-risk youth at the centers, and to promote social inclusion through awareness efforts.

The Trust equips each center with up-to-date adaptive technology that enables disabled individuals to take full advantage of the program's curriculum. These resources include voice recognition and screen reader software, adaptive keyboards and mice, electronic pointing devices, sit-and-touch systems, hand wands, and mouth sticks. This range of technologies makes POETA unique among technology training programs, many of which remain limited for individuals with disabilities in Latin America.

The program measures its success based on the number of participants trained in information and communication technology skills and job-readiness skills per quarter, as well as the number of students graduating per term and the number of graduates who have obtained employment. It also considers, among other measures, the impact each center has on the lives of participants and its effect on a community as a whole.

The organization has experienced challenges in reaching its goals, particularly around placing POETA participants in jobs and furthering their education. To address this, the Trust requires its local partners to conduct targeted analyses of the job markets in their communities so the centers can focus their technical skills training programs and curricula to meet local workforce demands.

Since its inception in 2004, POETA has trained more than 70,000 individuals with disabilities, increasing employment and education opportunities for them. It has also partnered with more than 200 businesses and universities and has achieved employment placement rates of up to 30%.

Read more about the 2012 Computerworld Honors Laureates.

Zero Project
For a world without barriers

Innovative Practice 2013

Certificate

The Zero Project is proud to certify, that

POETA

The Trust for the Americas - Organization of American States

was selected as one of 40 Innovative Practices by the Zero Project's selection committee of renowned disability and employment experts.

Exemplary in the areas of innovation, impact, chances of long-term growth and success, and scalability, **POETA** is outstanding in providing a practical solution to improve the situation of those with disabilities.

Jakob von Uexkull
Founder of the
World Future Council

Martin Essl
Founder of the
Essl Foundation

World Future Council

Essl foundation

Certificate

Innovative Practice 2015

THE ZERO PROJECT IS PROUD TO CERTIFY, THAT
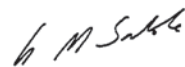
The Trust for the Americas /(OAS)

was selected as one of 50 Innovative Practices and Policies by the Zero Project's selection committee of renowned disability and accessibility experts. Exemplary in the areas of innovation, impact, chances of long-term growth and success, and scalability, **Regional network to promote legal capacity of People with Psychosocial Disabilities** is outstanding in providing a practical solution to improve accessibility for persons with disabilities.

Martin Essl
Founder of the
Essl Foundation

Jakob von Uexkull
Founder of the
World Future Council

Gerry Salole
CEO
European Foundation Centre

Zero Project

con aptitudes sobresalientes. Material de apoyo para el docente".

- De enero a diciembre de 2014, se implementó una fase de prueba a nivel nacional para diseñar el proceso de identificación de alumnos y alumnas con aptitudes sobresalientes en educación preescolar; en total participaron 7,349 alumnos y 7,387 padres y madres de familia de 27 entidades federativas[1].

- En la búsqueda de la vinculación de la alfabetización con los procesos productivos, en Guerrero se dio continuidad al modelo en comunidades con presencia de poblaciones indígena y mestiza hispanohablante, con el apoyo y contribución de la Comisión Nacional para el Desarrollo de los Pueblos Indígenas y la Presidencia Municipal de Zitlala, Guerrero, en donde 94 educandos que iniciaron el 4 de abril de 2014, continúan su proceso educativo.

- Se elaboró un programa de trabajo con el Instituto Veracruzano de Educación de Adultos y la Fundación Mexicana para el Desarrollo Rural, con el propósito de incorporar a los educandos que participan en los proyectos productivos de la Fundación, a los servicios educativos para adultos que ofrece el INEA.

Centros de Atención para Estudiantes con Discapacidad

- En educación media superior, entre diciembre de 2012 y agosto de 2015, el número de Centros de Atención para Estudiantes con Discapacidad se incrementó de 46 a 200, en los cuales 13,854 jóvenes cursaron bachillerato.

- Mediante el Programa de Oportunidades para el Empleo a través de la Tecnología en las Américas (POETA) se proporcionó acceso y capacitación en el uso de las Tecnologías de la Información y Comunicación (TIC), a personas de 15 años y más que padecen algún tipo de discapacidad y marginación social. Al 31 de agosto de 2015 se cuenta con 47 aulas POETA, que atienden a una matrícula de 7,447 estudiantes, 83% más que al inicio de la administración, las cuales están equipadas con pizarrones electrónicos, videos, proyectores, computadoras con acceso a *Internet*, *mouse trackball*,

intellikey, multifuncional y terminales inteligentes Ncomputin, así como *software* de reconocimiento de voz, entre otros.

- En educación superior, las Universidades Tecnológicas y Politécnicas realizaron adecuaciones para que las personas con discapacidad tengan acceso a todos los espacios, esto se ve reflejado en rampas para minusválidos, además de la adecuación y priorización de servicios sanitarios para discapacitados. En edificios académicos se instalaron elevadores.

- En el ciclo escolar 2014-2015 se autorizaron 13 edificios académicos para Universidades Tecnológicas y 12 para Universidades Politécnicas con las adecuaciones para discapacitados, así como cinco edificios para laboratorios y talleres de Universidades Tecnológicas y seis de Universidades Politécnicas, con los elementos necesarios para personas con discapacidad.

- La Universidad Tecnológica Santa Catarina en Nuevo León, consolidó la Red de Atención Incluyente a Personas con Discapacidad, la integran las universidades: Tecnológica Santa Catarina, Tecnológica Tamaulipas Norte, Tecnológica Ciudad Juárez, Tecnológica Chihuahua y la Tecnológica de la Laguna, las cuales atendieron una matrícula en el ciclo escolar 2014-2015 de 1,143 alumnos, lo que representó un incremento de 156.9% en relación a los 445 alumnos del ciclo escolar anterior.

- En enero de 2014 inició la operación del Programa Atención a Personas con Discapacidad en las Instituciones Públicas de Educación Superior, para apoyar a la población estudiantil en condición de vulnerabilidad y/o discapacidad a través del financiamiento de proyectos institucionales que faciliten la inclusión de estos estudiantes en la vida académica. Mediante la convocatoria se aprobaron 33 proyectos que entraron en operación en julio de 2014. La evaluación de los nuevos proyectos se realizó en julio de 2015.

En materia de **adecuación de infraestructura física educativa, para integrar a los niños con discapacidad al proceso de enseñanza-aprendizaje**, en 2014 con una inversión de 392.1 millones de pesos se atendieron 2,241 planteles educativos en beneficio de 210,819 alumnos, mediante conceptos de trabajo identificados con la adaptación de instalaciones escolares, para lograr el libre acceso de los niños con algún tipo de discapacidad motriz. Al terminar el mes de agosto de 2015 se atendieron 984 de los 2,217 programados para el mismo año.

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[1] Aguascalientes, Baja California, Baja California Sur, Campeche, Coahuila, Colima, Chiapas, Chihuahua, Durango, Guerrero, Hidalgo, Jalisco, México, Michoacán, Morelos, Nayarit, Nuevo León, Puebla, Querétaro, Quintana Roo, San Luis Potosí, Sinaloa, Tabasco, Tlaxcala, Veracruz, Yucatán y Zacatecas.
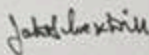
Certificate

Innovative Practice 2016

The Trust for the Americas

was selected as one of 98 Innovative Practices and Policies by the Zero Project's selection committee of renowned disability and accessibility experts. Exemplary in the areas of innovation, impact, chances of long-term growth and success, and scalability, **A million-user online platform is strengthening Latin American DPOs** is outstanding in providing a practical solution to improve accessibility for persons with disabilities.

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Zero Project