



DRAFT

Stakeholder Engagement Plan

**Social Protection for Increased Resilience and
Opportunity Project**

September 2022

List of Acronyms

ALMPs	Active Labour Market Programs
CDEMA	Caribbean Disaster Emergency Management Agency
CERC	Contingent Emergency Response Component
CFW	Central Food Warehouse
ES	Employment Services
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
GM	Grievance Mechanism
GOJ	Government of Jamaica
JCPD	Jamaica Council for Persons with Disabilities
JHDINA	Jamaica Household Damage, Impact and Needs Assessment
JSIF	Jamaica Social Investment Fund
LMIS	Labour Market Information System
MEGJC	Ministry of Economic Growth and Job Creation
MLSS	Ministry of Labour and Social Security
MOFPS	Ministry of Finance and the Public Service
NET	National Education Trust
NPRPC	National Poverty Reduction Programme Committee
NSPC	National Social Protection Committee
PATH	Programme of Advancement Through Health and Education
PDO	Project Development Objective
PIOJ	Planning Institute of Jamaica
SEP	Stakeholder Engagement Plan
SP	Social Protection
SPIRO	Social Protection for Increased Resilience and Opportunity Project
SPIS	Social Protection Information System
UI	Unemployment Insurance

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1 Introduction

This document represents the Stakeholder Engagement Plan (SEP) for the Social Protection for Increased Resilience and Opportunity (SPIRO) Project financed by the World Bank. The SEP establishes the timing and methods of project information dissemination, stakeholder engagement and grievance management for the project. It aims to ensure that stakeholder engagement is done in a timely and meaningful way by utilizing appropriate communication, which will facilitate the development of strong, constructive relationships with all stakeholders who are impacted by, have special interests in or may in some way influence the project.

Effective stakeholder engagement ensures that there is two-way communication between project implementers and project stakeholders and that the views of stakeholders are incorporated into the project design. This is integral to the successful management of the project's environmental and social risks and the overall successful implementation of the project.

The implementation of this SEP is the responsibility of the Ministry of Labour and Social Security (MLSS) being the executing entity for the Project. The scope of the SEP is proportionate to the nature and scale of the project's potential risks and impacts. The SEP is a living document and will be updated, as necessary, throughout the project's life cycle.

1.1 Policy Requirements

Under the World Bank's Environmental and Social Framework (ESF), ESS10- Stakeholder Engagement and Information Disclosure, the borrower is required to engage with stakeholders as an integral part of the project's environmental and social assessment along with the project design and implementation. The nature, scope and frequency of the engagement should be proportionate to the nature and scale of the project. Consultations with stakeholders must be meaningful and be based on stakeholder identification, analysis, plans to engage stakeholders, disclosure of information, actual consultations and reporting back to stakeholders. There must be a documented record of all stakeholder engagement activities, which includes the description of stakeholders consulted, a summary of feedback received and a brief explanation of how the feedback was incorporated in the project or the reasons why it was not.

ESS10 also provides that the borrower must have a project-level grievance mechanism (GM) to respond to concerns and grievances from project stakeholders in a timely manner. The GM should include different media through which grievances can be submitted and should be publicly disclosed and available. A grievance record or log must be maintained by the project as a database.

1.2 Objectives of the Stakeholder Engagement Plan

The specific objectives of the SEP are:

1. To build and maintain a constructive relationship with stakeholders.
2. To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account throughout the project cycle.
3. To promote and provide means for effective and inclusive engagement with stakeholders throughout the project life cycle on issues that could potentially affect them
4. To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.

2 Project Description

Jamaica's Social Protection System is well-established, has contributed to improving equity, opportunity, and resilience, and the Government has set ambitious goals in its national development agenda to continue advancing social protection. Jamaica's SP system is anchored in the 2014 Social Protection Strategy (SP Strategy) and guided by long-term development objectives and poverty reduction goals set out in the Vision 2030 Jamaica - National Development Plan (Vision 2030) and the National Policy on Poverty and National Poverty Reduction Programme. While Jamaica's SP system has solid foundations which the government leveraged to respond to the COVID-19 crisis, the crisis also underscored the SP system structural challenges and limitations. The main challenges of the Jamaican Social Protection System are: (i) a lack of interventions to effectively protect against key risks, such as unemployment; (ii) limited capacity to close gaps and bridge jobseekers, especially vulnerable ones, to labor markets; and (iii) rudimentary delivery systems and limited institutional capacity to adapt to changing needs and respond to shocks, including climate related shocks. The SPIRO project aims to help the Government of Jamaica (GOJ) address the constraints of the SP system and help build its resiliency, opportunity and adaptive capacity. Additionally, under the Project, there will be continuous capacity building and evidenced-based policy planning for sustainable development.

2.1 Project Development Objectives

The Project development objective is to expand the coverage of social insurance and employment services in Jamaica and improve the ability of its social protection system to respond to shocks.

The SP system's ability to improve resilience will be strengthened through: i) expanding the risks covered under social insurance by establishing a national UI program; ii) increasing the system's ability to respond to shocks through developing a social protection information system (SPIS); and iii) capacity building on adaptive social protection. There will also be policy formulation and programmer definition to address SP gaps.

The system will increase economic opportunities for beneficiaries through strengthening labour market services (including linkages for UI recipients), information systems and coordination, and data intelligence.

2.2 Project Components

The project consists of the following five components.

(1) Enhanced Resilience through UI; (2) Increased Opportunity through Integrated Employment Services; (3) Strengthened Systems and Capacity for Resilience; (4) Project Management; and (5) Contingency Emergency Response Component (CERC).

Component 1: Enhanced Resilience through Unemployment Insurance (UI)1

This component supports the establishment and implementation of a UI scheme in Jamaica. UI aims to provide protection against the risk of job loss caused by idiosyncratic (individual or household-specific) and covariate shocks (e.g., climate-related, such as hurricanes), increasing the risks covered by the MLSS-NIS. This intervention increases resilience, including climate change, serves as a safety net for workers and their families, and acts as an automatic stabilizer of aggregate demand in times of crisis. The benefits of

the UI have been well-documented, including positive impacts on poverty and food insecurity reduction, improvements in physical and mental health, improvements in educational outcomes of the children of the UI beneficiaries, and even significant reductions in crime (through the reductions in liquidity constraints and psychological stress). The main activities supported through this component are:

Subcomponent 1.1: Support for the development of the UI framework. UI in Jamaica is a new intervention that will operate as an integral component of the social security system under the NIS, closely linked with labour market interventions. As such, there are multiple changes needed to the current social security framework and development of other missing elements. This subcomponent supports the development and implementation of the policy, regulatory, institutional, and operational framework of the UI scheme. The development of the UI framework will include adaptive social protection considerations, such as the development of protocols for emergency situations, including climate induced and natural disasters.

Subcomponent 1.2: Support for the establishment and implementation of the UI. This subcomponent supports UI delivery systems, including communication mechanisms to increase awareness and sensitization around the new social protection intervention; adjustments of the information systems of the NIS to register UI contributions, process benefit claims, and check job search (or training) requirements; implementation capacity in key roles (e.g., UI programme manager); and technical assistance to ensure adequate implementation, such as yearly actuarial assessments, audits, and evaluations. To document the short- and medium-term causal effects of the UI on key labour market outcomes, the Bank and the MLSS teams are aiming to conduct an impact evaluation, exploiting NIS administrative data. This evidence will be used to monitor and inform Project implementation, evaluate final Project performance during the closing evaluation.

Component 2: Increased Opportunity through Integrated Employment Services

This component supports the strengthening of Employment Services (ES) for vulnerable jobseekers, including UI beneficiaries. The component is closely linked to Component 1, as it will support ES linked to receipt of UI benefits. However, ES will also be available and targeted to other vulnerable groups, including jobseekers currently in informal jobs and unemployed workers not eligible for UI, youth, women, and persons with disabilities. The main activities of this component are:

Subcomponent 2.1: Strengthening the delivery of employment services. This subcomponent aims to enhance MLSS's ES to facilitate reemployment and improve job matches for vulnerable jobseekers, including UI beneficiaries and other vulnerable groups. ES to be strengthened include labour market intelligence, job matching, career and skills guidance, and programme referrals. First, this subcomponent will finance an assessment of ES business processes for each type of service. This assessment would identify gaps and opportunities resulting in revised standard operating procedures (SOPs). These SOPs would consider the needs of the UI system, which will require that the business process assessment takes a comprehensive view of ES organizational structure and management. Capacity building on the updated procedures is also included under this subcomponent. Second, this subcomponent will support activities to expand the provision of ES beyond the Kingston Metropolitan Area (KMA), including expansion in human and other resources (e.g., minor refurbishment of existing office space and office equipment, excludes new construction works) to support service provision in additional locations. The increased capacity would allow for more outreach to and engagement of jobseekers and employers, including vulnerable workers and SMEs, to inform them about the ES available, boost awareness, improve jobseeker and vacancy registration, and increase participation in job fairs.

Subcomponent 2.2: Enhancing Jamaica's Labour Market Information System (LMIS). This subcomponent will support enhancements to the LMIS to integrate and manage ES via a single platform. This platform will be tailored to the needs of different internal and external users, and be accessible to people with disabilities, and facilitate the offline and online provision of services (e.g., online provision of job counselling, video interviewing, etc.). The LMIS would be interoperable with key MLSS-internal stakeholders and others beyond MLSS. First, this subcomponent supports an assessment of the existing LMIS's IT system and capacity (closely linked to the business process assessment in Subcomponent 2.1), defining desired changes (including the updated SOP). Potential upgrades to the LMIS include: (i) improving the user experience for people with disabilities, (ii) improving data processing in general and expanding the labour market information (LMI) available in the Skills Bank (see Subcomponent 2.3) in particular, (iii) developing a job matching algorithm, (iv) enhancing profiling of jobseekers, and (v) introducing user engagement tools like social media-type networking functions. This upgrade to the LMIS would also include the creation of a pilot platform for matching informal service workers to jobs. Platforms of this type have been shown to increase the revenue and profits of informal self-employed workers and to be a potential channel for addressing occupational segregation by gender. The LMIS assessment would result in the technical design document for the integrated LMIS platform. Second, this subcomponent will finance the development of the IT software systems underlying the platform based on the design document. Third, the subcomponent would support capacity building related to use of the updated LMIS. Finally, the subcomponent would finance IT hardware to ensure that staff in Kingston and satellite offices are able to connect to the platform efficiently.

Subcomponent 2.3: Strategic activities towards the improvement of labour market outcomes. This subcomponent supports collection, analysis, and dissemination of labour market data that will feed into the labour market intelligence function of MLSS's ES and inform both these services and ALMPs in Jamaica more generally. The result will be the creation of an LMI hub in the LMIS. First, this subcomponent will support the creation of LMI tools, potentially including an occupational employment and vacancy (firm-level) survey, a skills and tasks survey, collection and analysis of job postings, and critical occupations lists. The selected tools would focus on obtaining detailed information about jobs across regions for different subgroups, including women, people with disabilities, and vulnerable populations, and about green jobs to facilitate the transition to a low carbon economy. Capacity building would be built into the creation of these tools to promote continued use in the future. Second, the subcomponent will finance a jobs and ALMP strategy. The strategy would focus in part on identifying opportunities to expand formal jobs, including green jobs and to address job constraints that are beyond the scope of this project (i.e., demand side constraints). Third, this subcomponent will finance the development of a whole-of-government inventory of ALMPs and complementary SP interventions to facilitate referrals. The subcomponent will target the establishment of partnerships with key programmes training providers, and training courses in priority areas, including programmes designed to facilitate women's employment, workers displaced due to climate change, and connect workers to green jobs. The partnerships may include private sector firms such as job search agencies and training institutions and public sector agencies providing training and ES in addition to other nongovernmental and labour groups. Given existing collaboration, HEART/NSTA Trust will be a key partner. The subcomponent will finance activities such as meetings, workshops and events that facilitate partnerships and any technological upgrades that may be required to the LMIS to facilitate interlinkages between MLSS and other institutions. Finally, the subcomponent will support monitoring and evaluation of ES through evaluations using administrative data, tracer studies of beneficiaries, and an impact evaluation, among others. These evaluations would include analysis of the differential effects of ES by sex. The engagement of the private sector is an essential cross-cutting element of this subcomponent. Modes of engagement with the private sector will include consultation on and participation in the development of labour market information tools and collaboration on the

development of the Jobs and ALMP strategy, as well as partnerships (e.g. MOUs) to share labour market data like vacancies.

Component 3: Strengthened Systems and Capacity to Support Resilience Building

This component aims to support modernization efforts and capacity building to increase the adaptive capacity of the Social Protection System. This component will support the development and implementation of system-wide information systems, replacing rudimentary, manual, and inefficient procedures; technical assistance to modernize key programs and processes and collect the evidence needed for continuous improvement; and capacity building of MLSS and key SP stakeholders.

Subcomponent 3.1: Development and implementation of an Integrated Social Protection Information System (SPIS). The current SP system lacks modern and interoperable management information systems. The MLSS's vision for the SPIS is a modular system for social assistance programmes, which would all be unified with a central intake system as a single-entry point to all their services and an advanced case management function. The system would function as a single registry and allow identification of coverage and beneficiary overlap (to identify potential duplications and reduce inclusion errors due to data limitations). A modular and interoperable approach would allow for gradual SPIS development and replacement of existing program-level MISs, such as PATH's Beneficiary Management Information System. Other programme modules would include case work, the Rehabilitation Programme, Steps-to-Work, linkages to ALMPs and other non-MLSS programmes and services, electronic payments, and a monitoring and evaluation module, among others. The SPIS could become a multi-sector, multi-agency system, but would be launched initially incorporating a few key social assistance programmes and services in MLSS. In anticipation of it becoming a multi-sector system, and would be scalable to incorporate the planned national identification number (NIN). The current Tax Registration Number (TRN) would be used as a unique identifier until the launch of the NIN. For those with existing TRN, this number will also be used for their NIN, indicating a relatively easy migration. The SPIS would be a separate system, but fully interoperable with the LMIS, including monitoring of beneficiaries receiving services managed through the LMIS, cross-checks, and referrals to ES. The SPIS would also include functionality for collecting real time beneficiary feedback, including through the incorporation of a grievance and redress management module and introduction of a system to be able to collect something akin to a net promoter score. This subcomponent supports IT hardware and software needs and implementation support for the reengineered processes.

Subcomponent 3.2: Establishment of IT solutions for Adaptive Social Protection and climate resilience. MLSS plays a critical role in disaster response, including the responsibility of post-disaster assessment at the household level, provision of in-kind and cash benefits to affected populations and leads the sub-committee for shelter, welfare and emergency clearance, among others. IT systems are required for hosting the post-disaster assessment form, the Jamaica Household Damage, Impact and Needs Assessment (JHDINA). This subcomponent supports an assessment of the robustness of the current technological solution for the JHDINA. The activities under this subcomponent will increase resilience and efficiency in the delivery of SP measures in the events of climate disasters.

Subcomponent 3.3: Social Protection research and diagnostic studies. The technical assistance activities supported under this subcomponent are focused on closing key knowledge gaps and addressing recommendations from the National Social Protection Committee (NSPC). Some of the envisioned studies include an assessment on social work across the public sector, gender studies (including economic empowerment, resilience of households, and female unemployment), studies to provide inputs for the improvements of PATH (e.g., optimal benefit level, revision of the targeting mechanism, review of co-

responsibilities, assessment of a complementary psychosocial intervention and improvements on adaptive capacity) and others. These studies are illustrative, and others will be considered, including the ones that arise from the deliberations of the NSPC. While MLSS is the only implementing agency, the Planning Institute of Jamaica (PIOJ) is the technical lead of this subcomponent and will coordinate closely with MLSS in the implementation of the corresponding activities.

Subcomponent 3.4: Capacity building in social protection. This subcomponent includes capacity-building activities for an enhanced implementation, including MLSS and PIOJ staff; institutional strengthening of key SP stakeholders, including the NSPC and the National Poverty Reduction Programme Committee (NPRPC); and knowledge exchange activities.

Component 4: Project Management. This component will cover essential PIU positions for project management, including project manager, environmental and social specialist, procurement and FM specialists, IT specialist, and audits. It would also include administrative and technology support to implement the project and other operational costs.

Component 5: Contingency Emergency Response Component (CERC). This component would have a zero-fund allocation and would be able to provide rapid access to Bank financing for the social protection response towards immediate recovery needs during a crisis or emergency. It would be executed by MLSS. The operational manual for this CERC will specifically reference activities related to addressing the food and fuel crisis, such as emergency cash transfers or increases to the UI reserve fund for benefit payment should unemployment rise sharply.

2.3 Project Environmental and Social Risks

The Project is expected to have a positive impact on vulnerable groups – informal and unemployed workers as well as women, persons with disabilities and young people - and likely no negative social risks and impacts. However, there is the potential for exclusion of vulnerable people if: (i) communication and outreach strategies are inadequately implemented or, (ii) the project does not properly address existing patterns and forms of exclusion (as it is intended to do), that can cause unequal distribution of project benefits. The project will not finance physical works and thus there will be no land acquisition and/or economic displacement impacts as a result of land purchase or restriction to land use. Labour-related risks are limited in scope and low in nature involving direct and contracted workers as well as Government officials.

As Component 3, will finance the development and implementation of an integrated social protection information system and support IT hardware and software needs, it will require procurement of related equipment (computers, monitors, tablets, servers, etc.). Therefore, a potential source of environmental risk may be the generation and disposal of electronic waste (e-waste). Existing Government e-waste policies will be adapted under the project to address this. In addition, minor refurbishment of existing office space could take place which could be managed by good construction practices.

3 Previous Stakeholder Engagement Activities

Over the years, the Social Protection Agenda, development of policies and programmes have been guided by Stakeholder Engagements at the level of the National Social Protection Committee. The Committee is responsible for advising the government on policy and programme development for SP, and for the

coordination and monitoring of an effective social protection network, in order to ensure that close collaboration, cooperation and integration is maintained. Representatives of this Committee are from MDAs, the financial sector and non-governmental organizations. Smaller sub-committees and working groups have been organized around key social protection issues to inform key policy decisions on social protection. The Committees namely: Human Resources Development; Income Security; Social Transfers, Social Services and Infrastructure; Extreme (Food) Poverty; Economic Empowerment and Infrastructure Development; Psychosocial and Human Capital Development serve as multi-functional forums on social protection issues and reports back into the larger NSPC.

Some of the Social Protection issues deliberated on and in some instances resulting in new policies and programmes are as follows:

- i. Interrupting cyclical transmission of poverty
- ii. Financial inclusion strategies for people with disabilities and the elderly
- iii. Social housing mapping and solutions
- iv. Adaptive social protection
- v. Social Pension for the elderly
- vi. Responses to crises and emerging vulnerabilities
- vii. Active labour market programmes for youth and women
- viii. Social Registries
- ix. SP systems at Municipal levels
- x. Digital economies in SP
- xi. Active and productive ageing
- xii. Enhancing social security in informal sector
- xiii. Disability in Development

Sustainable Development Goals 1, 2, 8 7 & 10 are strategically aligned to the implementation of this Project. The National 2030 Agenda Oversight Committee was established to monitor the implantation of the SDGs. The Committee’s membership is drawn from government, nongovernment, civil society, youth, academia and interest groups, reflecting the whole-of-society approach that is adopted to implementing the SDGs. It provides a platform that ensures inclusion in the representation of interests and issues of these stakeholders in implementing the SDGs.

The Government conducted a Voluntary National Review of the 2030 Agenda and the Sustainable Development Goals (SDGs) over the period December 2021 to June 2022 with preparation for these meetings commencing as early as June 2021. The review assessed local-level alignment with the SDGs generally and identified recommendations for strengthening localization. The review also examined the extent of awareness of the SDGs amongst local authorities, identified the key stakeholders in localization and the mechanisms that exist for coordination that translates national strategies at the local level and whether there is an enabling environment for local authorities to be involved in SDG planning and implementation.

The organizations participating in the review are outlined below:

Row Labels	Count of Organisation
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Community Development Committee	47
Development Area Committee	2
Library	21
NGO	18
Service Club	4
Service Provider	27
Sports Club	1
Youth Group	44
School	2
Parish Development Committee	1
Grand Total	167

Some key points that can be utilized in the design of this project are:

- i. The Inter-Agency Network is a good example of a multi-level, multi-agency mechanism to support programme implementation.
- ii. Develop an enabling environment to facilitate the involvement of local authorities in the planning, implementation and monitoring. This can be done through increasing awareness and buy-in at the local level among communities and employment of effective communication strategies.
- iii. Work with stakeholders at relevant levels to implement communications strategies. This can include: Increased engagement of citizens and communities to promote ownership and participation.

With respect to proposed unemployment insurance; a technical committee with representatives from the public, private sectors and trade unions has been formed in order to guide the development of the unemployment insurance and provide technical input to the conduct of a UI feasibility study. The following organizations/groups (Jamaica Employers' Federation, Jamaica Confederation of trade Unions, the Jamaica Household Workers Association) were consulted with on the feasibility of UI and their comments and recommendations were incorporated in the study document.

With respect to Component 3 on the integrated systems, a technical working group comprising stakeholders from several government entities including the Ministry of Labour and Social Security, Ministry of Health, Ministry of Education, Youth and Information, Planning Institute of Jamaica, Office of the Prime Minister and the Cabinet Office, E-GOV and NIDS, considered integrating personal identification and social assistance systems nationally. These meetings were facilitated at the World Bank's country office in Kingston with input via videoconferences from the World Bank team in Washington. Initially, the working group deliberated on an integrated social protection system to centralize access to varied social protection programmes across government agencies and reduce duplication of services. It was decided that it was more prudent to upgrade the existing systems within ministries before building out the technology to an inter-ministerial platform. Given that the largest social assistance programmes reside

within the MLSS, the technical working group recommended that the MLSS automate the social protection programmes within its authority. The Jamaica Social Protection System Project later modified to the Social Protection for Increased Resilience and Opportunity Project emerged from the aforementioned discussions ensuing within the Technical Working Group.

Consultations with Potential Beneficiaries

Since the project components are still being finalized, efforts will be made to have at least one consultation with potential beneficiaries within a month of the Project appraisal. Additionally, stakeholder consultations will be conducted periodically during the project life cycle.

4 Stakeholder Identification and Analysis

The Social Protection for Increased Resilience and Opportunity Project (P178582) will be implemented by the Project Unit within the MLSS. As required by standard 10 of the Environmental and Social Framework the Project Unit will conduct activities prior to and during the implementation of the Project in order to facilitate meaningful dialogue and provide information disclosure to individuals/groups that will or may be affected by the project as well as groups/individuals that may have an interest in the project. The SPIRO Project is now in the design phase and the stakeholders within the immediate contemplation of the Project Unit have been identified in Table below.

These are stakeholders who will either be directly or indirectly impacted by the project

4.1 Project Affected Parties

Table 4.1 – Projected Affected Parties

Stakeholder Group	Description	Possible Impact
PATH Beneficiary Families	Persons within families registered on PATH	Will benefit from more efficient application and delivery of benefits.
Non-PATH Clients and the Public	Any person who wishes to access MLSS services	Will benefit from more efficient application and delivery of benefits.
Unemployment Insurance Beneficiaries	Jamaican formal sector employees who have lost employment	May receive financial benefits that will help reduce some of their risks especially during times when job losses due to climate-related events
Vulnerable/Disadvantaged Groups	Youth, women, persons with disabilities	Will be able to access additional services as a result of the project.

4.2 Other Interested Parties

These are stakeholders who have an interest in the project activities or outcomes.

Table 4.1: Other interested parties

Interested Parties	Interest
PIMSEC - Unit within the Ministry of Finance and the Public Service with oversight of Projects within Government entities	Project Approval
NSPC National Social Protection Committee chaired by the Planning Institute of Jamaica which monitors the implementation of Jamaica’s Social Protection Strategy and deliberates on social protection policies NPRPC National Poverty Reduction Policy Committee chaired by the PIOJ coordinates poverty reduction at the National Level	They will provide policy advice towards project implementation.
Government Ministries and Agencies not directly involved in the project, including, but not limited to, Ministry of Education and Youth (MOEY), Ministry of Health, Bureau of Gender Affairs, Office of Disaster Preparedness and Emergency Management (ODPEM) PIOJ, Ministry of Economic Growth and Job Creation (MEGJC), HEART Trust/NTA, Jamaica Council for Persons with Disabilities (JCPD) National Council for Senior Citizens.	All will have an interest in the success of the project as it will influence their ability to provide their services and/or supplement the services they provide.
Political Representatives Elected representatives of the people, more specifically Members of Parliament and Councilors	Point of reference for their constituents who may benefit from project.
Local businesses	Will have better labour market information available to them.
Academia/ Research- UWI, UTECH etc.	Access to better data. Can potentially provide capacity building, training and research.
Media	Avenue through which project information can be disseminated to the public.
NGOs and CSOs who provide services to vulnerable groups and society in general, Abilities Foundation	Interested in the benefits that will be received by their target groups/members.
Community organizations/ leaders	Points of reference for community members who may benefit from project. Can also help identify project beneficiaries.
General public	Information will be useful for their understanding of GOJ’s efforts to improve Social Protection.

4.3 Vulnerable/Disadvantaged Groups

These are stakeholders who, by virtue of their circumstances are considered to face challenges in participation or in accessing project information, activities and or benefits. There are a variety of vulnerable groups relevant to the project. These include unemployed workers, informal workers, youth transitioning into the labour market, women, senior citizens, and people with disabilities. In order to

ensure that they are consulted about the project and its benefits, special considerations must be taken into account for them. These may include, inter alia, hosting separate consultations for some groups, working through NGOs and CSOs or community representatives to identify and mobilize members of vulnerable groups to participate in meetings and consultations, host in person consultations for those who may not have access to technology or may be unable to use it effectively and use venues for in-person consultations that have access for persons with disabilities.

4.4 Summary of Stakeholder Needs

Table 4.2: Stakeholder needs

Stakeholder	Array of preferred means of Communications	Consultation Considerations
Project Affected Parties		
Programme of Advancement Through Health and Education (PATH) Beneficiaries	Meetings, Social Media, Infomercials,, text messaging, whatsapp	Material available in local vernacular. Meeting times when children at school, child care Provision of transportation and meals.
Non-PATH MLSS Beneficiaries	Meetings, Social Media, Infomercials, WhatsApp, Radio	Material available in local vernacular. Meeting times when children at school, child care, provision of transportation and meals
Unemployment Insurance Potential Beneficiaries	Meetings, Social Media, Infomercials, Radio	Material available in local vernacular. Meeting times when children at school, child care, provision of transportation
Vulnerable/Disadvantaged Groups	Meetings, Social Media, Radio, TV	Material available in braille Sign language interpreters Venues with universal access Special meeting times Childcare Separate meetings Provision of transportation Have meetings in venues close to homes Provide refreshments
Other Interested Parties		
Cabinet	Reports	Cabinet notes/submissions on Project status
Government Ministries and Agencies not directly involved in the project	Emails, Reports	Annual reports
Political Representatives	Meetings, Emails, WhatsApp	Regular updates on project so they can update their constituents Clear information provided

Stakeholder	Array of preferred means of Communications	Consultation Considerations
Local businesses	Press Releases, Social media, Radio, TV	Can have access to labour market data
Academia/ Research- UWI, UTECH etc.	Meetings, Reports Social media, Radio, TV	Meetings (as needed) Annual reports Can have access to improved data for research purposes
Media	Press releases, press conferences	Clear information provided
NGOs and CSOs who provide services to vulnerable groups and society in general	Meetings. Emails, Reports	Regular updates on progress of project so they can update membership
Community organizations/ leaders	Meetings, WhatsApp, Email	Regular updates on project progress so they can update members of community who will benefit as well as identify potential beneficiaries and any vulnerable groups that may have been omitted. Information in local vernacular Clear information provided
General public	Press releases, Social media, TV, Radio	Information in local vernacular Clear information provided

5 Stakeholder Engagement Programme

The project will utilize a multi-stakeholder engagement process that will be conducted throughout the project's life cycle. Stakeholder engagement will be done using both public consultation and information disclosure throughout preparation and implementation.

5.1 Proposed Strategy for Information Disclosure

Different methods will be used to disclose information to project stakeholders. The information will be disclosed to allow stakeholders to understand the project's risks and impacts and potential opportunities for their inclusion. Information will be disclosed on the websites of the Ministry of Labour and Social Security, PIOJ, and the World Bank, on social media and in local offices in a manner that is accessible and culturally appropriate, considering the needs of any vulnerable groups (Table 5.1). Information disclosure as per Table 5.1. is the responsibility of MLSS.

Table 5.1: Strategy for information disclosure

Project Stage	Information to be disclosed	Method proposed	Timetable: Locations /dates	Target Stakeholders
Preparation, prior to effectiveness	<ul style="list-style-type: none"> - Unemployment Insurance criteria and benefits - Employment Services available - Labour Market Information - Grievance mechanisms available to make complaints Welfare Programmes – criteria and benefits. <p>Temporary GRM until the GRM is developed after effectiveness as part of the SEP finalization.</p>	<p>ESCP, draft SEP with its grievance mechanism (GM), draft Labour Management Procedures with workers’ GM through Government website and during consultations</p>	<p>After Project approval by GOJ</p>	All
	<p>GM for project workers</p>			<p>All, but particularly relevant to MLSS staff and other project workers.</p>

Project Stage	Information to be disclosed	Method proposed	Timetable: Locations /dates	Target Stakeholders
		Labour Management Procedures with workers' GM through Government website and during consultations	After Project approval by GOJ	
Implementation	Grievance Mechanism	Final SEP through Government Website and media.	On government approval of the document	all
	Stakeholder engagement planned activities			
	Procedures applied to project workers and GRM for workers	Final LMP through Government Website and media.		
	Project-related information (progress, activities etc). Semi-annual reporting of activities.	Government website, media, focus groups, social media, and other channels use by the MLSS to reach the unemployed and job seekers.	Continuous during project implementation	

5.2 Proposed Strategy for Consultations

Consultations, in English, will take place through different channels and are not restricted to in person gatherings. They can take place through virtual means (platforms like Zoom or Teams, for instance as well as WhatsApp messaging, direct phone calls or the completion of surveys. The in-person meetings/focus groups will ensure that proper COVID-19 transmission prevention protocols are adhered to, in line with national guidelines. Please refer to

Table 5.2. The implementation of the consultation strategy is the responsibility of the MLSS.

Table 5.2: Strategy for stakeholder consultations

Project stage	Purpose of engagement activity	Method used	Timetable	Target Stakeholders
Pre-project	Consult project	Disclose instruments at MLSS	After government	All- special focus on

Project stage	Purpose of engagement activity	Method used	Timetable	Target Stakeholders
	activities	websites and provide a channel to receive feedback. Virtual or in-person consultations with dedicated meetings with representatives of vulnerable groups.	approval of project during project preparation	integrating the views of representatives of vulnerable groups
	Consult on design of the Unemployment Insurance (UI) system	Technical Committee on UI	During project preparation	Jamaica Employer's Federation, Household Workers Association, Jamaica Confederation of Trade Unions, Government MDAs, PIOJ
Implementation				
	Consult on the implementation of the UI	Small focus groups Satisfaction surveys	Within 6 months of the implementation of the UI and thereafter throughout project implementation	All, but with special focus on vulnerable groups and recipients of UI
	Consultation on access to Welfare & Employment Services	Focus group discussions Interviews with key stakeholders Surveys-	Every six months to evaluate and get feedback.	Vulnerable group - Youth, students, PWDs, welfare beneficiaries, women, employers

5.3 Proposed Strategy to Incorporate the Views of Vulnerable/Disadvantaged Groups

The project will ensure that all the vulnerable groups are participating in consultative processes and that their voices are not ignored. This may require specific meetings with some of the above identified vulnerable groups, in addition to general consultations. Further, it is important to rely on other consultation methods as well, which do not require physical participation in meetings, such as social media, SMS, or radio broadcasting, where feasible, to ensure that groups that cannot physically be present at meetings can participate. Consultation with various NGOs /CBOs/FBOs representing vulnerable groups/individuals on the best method to engage their constituents.

In view of promoting gender equality, it will be important to engage these interests throughout the project life cycle. The project will also make every effort to ensure that consultations are accessible to persons

with disabilities. This may include, inter alia, ensuring that meetings are held in venues with universal access, providing sign language interpreters and providing project information in braille.

5.4 Stakeholder Feedback

Feedback from stakeholders will be solicited during preparation and implementation. For meetings/focus groups (whether virtual or in person), comments will be recorded through meeting minutes. Additionally, the MLSS will be responsible for receiving and recording any queries, concerns or complaints against the project. Comments and decisions made will be collated and reported back to stakeholders once the final decision on the course of action related to the comments has been made. Records will also be maintained on the methods used to inform stakeholders on dates and/or locations where they can gather project information and provide feedback.

In addition, stakeholders will be allowed to file complaints about the project through the Grievance Mechanism (GM) detailed in Section 0.

5.5 Timelines

The project will be implemented from March 2023 until June 2028. The stakeholder consultations shall be conducted throughout the project lifecycle. Information disclosure and consultations during project implementation will include regular visits and meetings.

Table 5.3: Project timeline

Project Stage	Timeline/Date
Preparation/Design	Q2 2022- Q1 2023
Negotiations	Q1 2023
Implementation	Q2 2023- Q2 2028
Closure	Q2 2028

5.6 Resources and Responsibilities for Implementing Stakeholder Engagement Activities

5.6.1 Roles and Responsibilities

Implementation and monitoring of the SEP and the other ESF instruments will be the responsibility of the Ministry of Labour and Social Security (MLSS). For this, the MLSS will engage one Environmental and Social Specialist (ESS) (within three months of project effectiveness) as part of the PIU. The ESS and the Project Manager/Coordinator will be directly responsible for informing staff from the various entities involved in project implementation of all the procedures included in the SEP. The ESS will work with the Social Marketing and Monitoring and Evaluation Units of the MLSS towards the implementation of the SEP. Prior to the engagement of the ESS, the Social Marketing Unit will be responsible for engagement activities under the project. Further, the ESS will be responsible for tracking and recording the implementation of the SEP and its GM.

Table 5.4: Roles and responsibilities for stakeholder engagement

Role/Position Title	Responsibilities
Project Manager/Coordinator	<ul style="list-style-type: none"> Manage and implement the Stakeholder Engagement Plan (SEP) Dissemination of project information

Role/Position Title	Responsibilities
Environmental and Social Specialist	<ul style="list-style-type: none"> • Collaborate with the Social Marketing and Planning/Research Units towards implementation of SEP • Interface with stakeholders and respond to comments or questions about the project or consultation process. • Provide contact information if stakeholders have questions or comments about the project or consultation process. • Document any interactions with external stakeholders. • Maintain database, records for SEP • Coordinating public meetings, consultations, focus groups etc. • Makes sure the SEP is being adhered to and followed correctly. • Raise awareness of the SEP among PIU staff, employees contracted firms and relevant external stakeholders. • Manage and monitor the project GM • Report on SEP and GM implementation to MLSS and prepare inputs for regular reporting to WB.
Procurement & Financial Management	<ul style="list-style-type: none"> • Procurement and payment for goods and services required to conduct stakeholder engagements
Planning, Research & Monitoring	<ul style="list-style-type: none"> • Assist with data collection/ analysis, development of instruments for the Stakeholder consultations
Communication	<ul style="list-style-type: none"> • Assist with the social marketing, public education of the SEP

5.6.2 Contact Information for Stakeholder Engagement

The focal point for the Stakeholder engagement actions will be the MLSS PIU supported by the Financial, Communication & Planning Research Units within the MLSS.

Project Manager – MLSS, 14 National Heroes Circle, Kingston 4, (876) 922-8007

Corporate Planner – 1F North Street, Kingston (876) 967-5484

Procurement & Financial Managers - MLSS, 14 National Heroes Circle, Kingston 4, (876) 922-8007

Communications Manager– 1F North Street, Kingston (876) 967-5484

5.6.3 Resources for Stakeholder Engagement

Budgetary resources that will be dedicated for the implementation of the SEP, including the GM are indicated below:

Table 5.5: Indicative budget for stakeholder engagement activities

#	Item	Amount (\$USD)
1	GM implementation	15,000
3	Consultations	40,000
4	Information Production and Dissemination	20,000
	Total (\$USD)	75,000

6. Grievance Mechanism

The Grievance mechanism for the Project will seek to utilize existing systems and procedures internal and external to the MLSS depending on the aggrieved and the nature of the grievance.

The PATH Grievance Mechanism (GRM) outlined below will be adapted for the SPIRO Project during this design phase. The GRM will be further developed and finalized making it more specific to the SPIRO Project within the effectiveness period for the Project. The GRM for the Project will allow anonymous complaints and will include provisions to receive Sexual Exploitation Assault/Sexual Harassment complaints. The existing GRM for PATH is outlined below:

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Grievance Procedure for Beneficiaries/Clients

PATH Beneficiaries who are dissatisfied with the services of the MLSS have the following options to communicate with the MLSS:

1. Call the 1-888-PATH Toll free line to report a complaints
2. Visit the MLSS Local Parish Office to report complaints (13 Parish offices islandwide).
3. Lodge complaint in writing to the MLSS Head Office , 14 National Heroes Circle, Kingston
4. Attend public education sessions to get information on programmes offered in the MLSS, eligibility requirements and mechanisms to have complaints addressed.
5. Appeals mechanism for PATH Applicants who were determined ineligible for benefits by the Beneficiary Identification System.

Where the resolution of the complaint resides within another Ministry, Department or Agency, the MLSS will document the complaint and refer same to the relevant authority and follow up where applicable.

6.2 Monitoring and Reporting on the GM

The Environmental and Social Specialist will prepare the Monthly and Quarterly Reports on the grievance issues received by the project. Reports on the GM shall be included as part of the project's reporting to the World Bank.

7. Reporting Back to Stakeholders

Results of stakeholder engagements will be reported back to them through bi-annual project reports produced by MLSS. The reporting will include feedback on how stakeholders' concerns are being addressed, and all stakeholders will be reminded of the availability of the GM in case of any issues arising from the reporting.