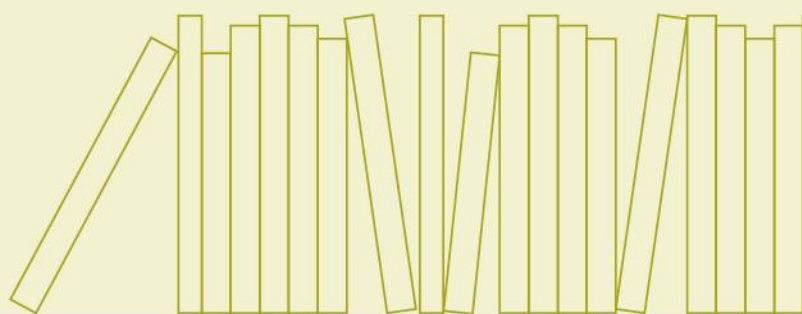


Economic Commission for Latin America and the Caribbean

**ECLAC SUBREGIONAL HEADQUARTERS  
FOR THE CARIBBEAN**



# **Evaluation report of the workshop on Leaving No One Behind in the Caribbean: building resilience through universal social protection**



UNITED NATIONS

**ECLAC**





Economic Commission for Latin America and the Caribbean  
Subregional Headquarters for the Caribbean

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Workshop on Leaving No One Behind in the Caribbean:  
building resilience through universal social protection

Virtual workshop, 6–7 October 2020

LIMITED  
LC/CAR/2020/8  
7 December 2020  
ORIGINAL: ENGLISH

## **EVALUATION REPORT OF THE WORKSHOP ON LEAVING NO ONE BEHIND IN THE CARIBBEAN: BUILDING RESILIENCE THROUGH UNIVERSAL SOCIAL PROTECTION**

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## A. INTRODUCTION

1. The 2030 Agenda for Sustainable Development is firm in its commitment to leave no one behind, recognizing the role of social inclusion and equality as fundamental pillars. Although the elimination of all forms of inequality had been included as an objective in previous instruments, such as the Declaration on Social Progress and Development and the Copenhagen Declaration, it is a central focus in the 2030 Agenda, which dedicates one goal to reducing inequalities (SDG 10) and specifies targets to cover the areas of poverty and inequality, nutrition and food security, health, education, gender equality, access to water and sanitation, access to affordable energy, full and productive employment and decent work, the construction of sustainable and inclusive cities, and peace, justice and solid institutions for development (SDGs 1, 2, 3, 4, 5, 6, 7, 8, 11 and 16). For the Caribbean subregion, the efforts to promote equality should entail new strategic alliances that may tackle poverty and address longstanding discriminatory practices in access to resources, (such as land natural and financial resources, and income), housing, infrastructure and services (such as education, health and basic urban services).
2. Based on the 2030 Agenda, and with the objective of deepening the implementation of its social pillar in the region, a Regional Agenda for Inclusive Social Development (RAISD) for Latin America and the Caribbean was approved by the Ministers and High Authorities of social development during the Third Session of the Regional Conference on Social Development in October 2019, stating the need to promote a new generation of social policies anchored in a rights- and equality-based approach and guided by the principle of universalism that is sensitive to differences; to strengthen the social institutional framework, including countries' capacity to invest in social matters; to provide sufficient, guaranteed resources for social policies; and to bolster multilateral action. The axes of the agreed Agenda are: universal and comprehensive social protection systems; policies for social and labour inclusion; a strengthened social institutional framework; and regional cooperation and integration to advance towards inclusive social development and to achieve sustainable development.
3. In the aftermath of the COVID-19 crisis, Caribbean countries are presented with a unique window of opportunity for green, just and human-centred recovery strategies to be put in place. The challenge now is to build back better with integrated recovery packages, combining universal social protection with climate action and economic recovery.
4. The workshop on "Leaving No One Behind in the Caribbean: Building resilience through universal social protection," targeted policymakers and senior social development officers, was jointly organized by the United Nations Economic Commission for Latin America and the Caribbean (ECLAC), the International Labour Organization (ILO), the United Nations Human Settlements Programme (UN-Habitat) and the Caribbean Catastrophe Risk Insurance Facility Segregated Portfolio Company (CCRIF SPC), leveraging the different partners' respective technical areas of expertise. The workshop was held virtually on Zoom from 6 to 7 October 2020 and had 90 attendees, of which 59 were participants and 31 were representatives of participating organizations.
5. Feedback was collected from the participants using Google Form pre- and post-workshop surveys and the results are presented in this evaluation report.

## **B. GENERAL INFORMATION**

### **1. Place and date of the training course**

6. The two-day workshop entitled “Leaving No One Behind in the Caribbean: building resilience through universal social protection” was held from 6 to 7 October 2020 on the virtual platform Zoom.

### **2. Attendance**

7. The workshop was attended by a cross-section of high-level policymakers and social development specialists from the Ministries of Social Development and equivalent institutions of the Caribbean Development and Cooperation Committee (CDCC) member States, namely from Antigua and Barbuda, Barbados, Belize, Dominica, Grenada, Guyana, Jamaica, Saint Lucia, Saint Vincent and the Grenadines, Suriname, and Trinidad and Tobago; and associate members: Anguilla, British Virgin Islands, Cayman Islands, Curaçao, Montserrat and Sint Maarten.

8. Representatives of social security institutions and civil society organizations were also present including women, young people, indigenous peoples, and persons with disabilities, as well as the private sector, trade union organizations, research, academia, and youth organizations. Representatives from the Caribbean Disaster Emergency Management Agency (CDEMA), the Organisation of Eastern Caribbean States (OECS), the Climate Resilience Execution Agency for Dominica (CREAD), the Caribbean Employers Confederation, and officials of the United Nations System also participated. The full list of participants is annexed to the report.

### **3. Objectives and structure of the workshop**





9. This workshop had the following objectives:

- Strengthen the understanding of policymakers of the participating countries on universal and comprehensive social protection systems and its components.
- Facilitate the exchange of knowledge and best practices among countries of the subregion to enable a shared understanding of inclusive social development within the 2030 Agenda and the SDGs.
- Promote the design and implementation of socially-inclusive recovery measures in the context of the COVID-19 pandemic.
- Encourage action on the Regional Agenda for Inclusive Social Development (RAISD) in the Caribbean subregion.

10. The workshop was conducted over two sessions. The first session on the Emerging Tools and Strategies for Leaving No One Behind (LNOB) included a moderated panel interview that introduced the situation of social protection in the Caribbean and recent efforts in the context of COVID-19 emergency response and a breakout session that further discussed this topic. During the first day, social protection systems were also discussed, including institutional arrangements, financing, risk insurance, and case studies through interactive plenary presentations and case study panel interviews.

11. The second session had plenary presentations for planning for resilience in the Caribbean, including the Regional Agenda for Inclusive Social Development (RAISD). Breakout sessions on the implementation of RAISD in the Caribbean followed, where participants discussed key elements of this regional agenda.

12. The arc of the workshop followed four key points:

Why?	What?	How?	What's next?
			
Review	Case Studies	Country Stories	Next Steps

1. **Why is there a need to act?** The workshop kicked off with a look at the current situation on social protection in the Caribbean and possible futures if action is not taken.
2. **What could be done?** Case studies were presented, discussed and analyzed to surface best practices from different approaches to social protection.
3. **What are some pathways for taking action?** Stories were shared from countries who have implemented USP policies.
4. **What are some specific things participants want to do next?** Participants defined what are needed to enable the next steps in their projects and organizations. E.g. learn more from another country, assess feasibility, test an intervention.

#### 4. Pre-workshop needs assessment

13. Specific requests were presented by countries in the pre-workshop survey as potential areas of their interest to be explored during the workshop. 60 per cent of the respondents said their country has undergone some kind of Social Protection System Review (e.g., SPSR, etc.) in recent years and the same respondents had received technical assistance on this topic. However, only 40 per cent said they applied a specific methodology to review one or more branches of social protection. Respondents all agreed that no work has been done to improve inter-operability between ministries to strengthen universal social protection at the national level. 60 per cent of the respondents said that there were efforts to align and leverage budgets and financing in support of social protection systems. The pre-workshop needs assessment highlighted the following key areas of interest:

- System integration across ministries. Tools for centralized beneficiary systems.
- Methodologies for poverty calculation. Accurate targeting to reach those in need while not creating a dependency state.
- Financing and strategic approaches to adopt in implementation of new policies, programmes and processes within social development organizations already challenged with limited fiscal space. Social protection budget analysis and justification.
- Role of research, data and analysis towards robust policies formulation in ensuring 'No One is Left Behind in the Caribbean'. Monitoring and evaluation measures that can be implemented.
- Best practices. Expressed interest in learning from countries that are implementing strong social protection systems and to benefit from their experiences.

14. Other key areas of interest included:

- Utilization of technology and education in providing online access to support education for the vulnerable during the global pandemic environment and at the same time, focus on other areas such as technical and vocational education in a creative manner outside of the conventional style.



- Building resilient housing and investment on financing schemes targeting the vulnerable, with special emphasis on persons living with disability.
- Development of a sound socioeconomic platform in support of infrastructural development and capacity building initiatives for persons living with disabilities.

15. Participants also suggested the following questions:

- How do we address multigenerational poverty so that the needs of the indigent and vulnerable segment of the population are met and improved?
- How do countries strike a balance in managing scarce resources amidst a pandemic and close the poverty gap?
- How feasible is poverty reduction by 2030 in light of the global economic fall out?
- How can Caribbean countries build resiliency to combat future economic shocks?
- How to achieve gender equality for inclusive child and gender-sensitive social protection systems?
- How to create social entrepreneurship, that is engendering social capital to address social inequalities?

### **C. SUMMARY OF KEY OUTCOMES OF THE TRAINING COURSE**

16. The following topics were covered during the two-day workshop: (1) Emerging tools and strategies for Leaving No One Behind; (2) Social protection systems: institutional arrangements, financing, risk insurance and case studies; (3) Planning for resilience in the Caribbean and its implementation in the Caribbean. Over the two-day training course, participants joined moderated panel discussions, presentations of case studies, and breakout groups. Moderated panel discussions offered valuable insights from policy experts in the region. Case study highlights from representatives of select countries also presented examples of their social protection initiatives.

17. A Community of practice platform was created where the materials used and presented during the workshop aiming to promote the continuation of the discussions and exchange of knowledge after the workshop: <https://comunidades.cepal.org/desarrollosocial/en/groups/leaving-no-one-behind-caribbean>.

18. During the session entitled ‘Emerging tools and strategies for Leaving No One Behind’, the moderated panel interview included: Dr. Grace-Ann Cornwall, Head of Social Development Unit, Organisation of Eastern Caribbean States (OECS), and Ms. Collette Robinson, Director, Social Protection and Gender, Planning Institute of Jamaica (PIOJ). Participants formed breakout groups based on their topic of interest, which offered the opportunity to meet and work together in answering key questions concerning social protection floors and what is needed for its effective implementation in the region.

19. Below are some of the topics and emerging solutions that were discussed:

- The pandemic has highlighted the importance of promoting a longer-term coherent sustainable development agenda instead of isolated interventions, recognizing the risk associated with the tourism sector, and to make conscientious efforts to diversify the economy, for example, in the area of agriculture.
- Using indigenous knowledge (e.g. in partnership with pharmaceutical companies, or in agriculture)
- Investing in food security through greater attention to agriculture, leading to reduced food imports and more self-sustaining communities in the post-COVID situation.
- Fixing gaps in registration in the delivery of benefits and services.
- Reducing the unbanked population through national identification systems and social registers.
- Using technologies to widen access and reach. The gaps and challenges posed by the lack of access to some of these technologies are also considerations that need to be taken into account.

20. During the session entitled “Social Protection Systems: Institutional Arrangements, Financing, Risk Insurance and Case Studies,” the panel included Mr. Simone Cecchini, Senior Social Affairs Officer, Officer-in-Charge of the Social Development Division, ECLAC; Mr. Ariel Pino, Social Protection and Occupational Safety and Health Specialist, ILO Decent Work Team and Office for the Caribbean and Ms. Elizabeth Emanuel, Technical Assistance Manager, CCRIF SPC. The case studies included cases from Saint Lucia, Belize and Antigua and Barbuda.

21. Different challenges in implementing social protection during the pandemic surfaced. One seemingly common hurdle is the lack of human resources in implementing programmes. Access and reach for social protection have also become a challenge due to closed borders, workers being laid off or underpaid, and financial constraints. There has been a decline in funds for financing social contributions due to COVID-19 and some monthly benefits under social protection schemes have already expired.

22. As a response, countries in the Caribbean have implemented social assistance programmes. Governments have taken a bigger picture approach with a push for appropriate national policies and programmes. Under this, countries have worked towards transitioning to national health insurance and universal social protection.

23. Some of the solutions that surfaced during the discussion were:

- Assistance programmes for food and renewed economic relief.
- Sixth-month moratorium on loans and mortgages.
- Push for appropriate national policies and programmes.
- Unemployment protection.
- Active labour market and social insurance, monthly stipend and basic income security.
- Mobile payment systems, technology to process payment of benefits and an application to manage the processing of claims.
- Comprehensive conversation with the government and the financial sector.
- Social protection funding from both the government and private sector donors.

24. During the first session, the key takeaways were:

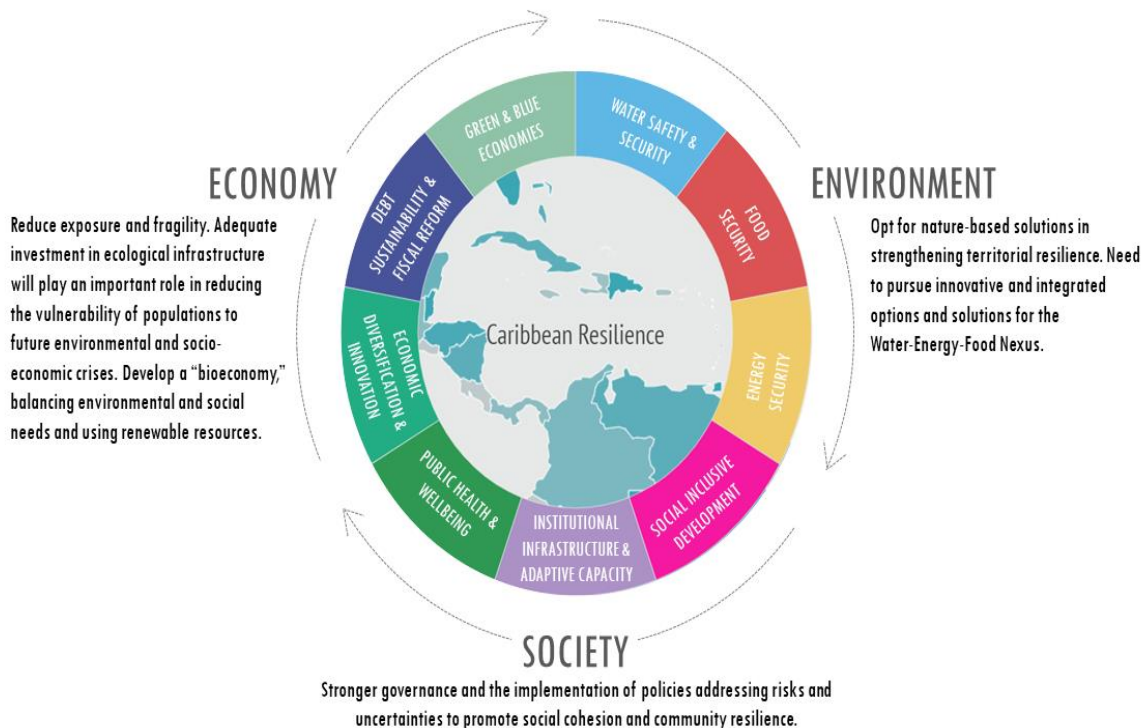
- There is a need to address structural and cultural limitations and gaps in reach and scope both at the level of policy and strategy formulation and the level of implementation of agile and adaptive social and economic instruments to reduce social inequality and achieve greater inclusiveness.
- Discussions centred on strengthening social protection systems for the benefit of all citizens and the wider economy by embedding greater resilience and shock responsiveness in respect of institutional arrangements, and or financing mechanisms.
- It is important to examine some of the innovations that have materialized in response to the COVID-19 crisis and apply emerging lessons as countries work to strengthen the institutional framework for shock responsive social protection in the Caribbean.

25. On the second day, the session had a plenary on Planning for Resilience in the Caribbean and breakout sessions on the Implementation of RAISD in the Caribbean. Speakers included Mr. Rodrigo Martinez, Senior Social Affairs Officer of ECLAC Social Development Division; Ms. Andrea Grovesnor, Deputy Executive Director of CDEMA; Ms. Francine Baron, CEO of CREAD and Mr. Emrah Engindeniz, Programme Management Officer of UN-Habitat.

26. During the session, participants discussed the integration of the different SDGs and targets that are tied together in the 2030 agenda for the Caribbean subregion. Social protection efforts should address long-standing and discriminatory practices in access to resources, such as natural resources, financial resources and income, affordable housing, infrastructure and services, such as education, health and other basic services. The elements reinforce each other to promote resilience and a balanced approach to all pillars of sustainable development.

**FIGURE 1**  
**INTEGRATED SUSTAINABLE DEVELOPMENT PLANNING ELEMENTS**

## INTEGRATED **SUSTAINABLE** DEVELOPMENT PLANNING TO ADDRESS EXPOSURE AND VULNERABILITY



27. In answering the question of how to achieve these objectives of the agenda 2030, the speakers and participants agreed that it is important for an integrated approach and coherent, cross-sectoral policymaking support. In this regard, disaggregated data was highlighted as key to evidence-based policymaking — there is a need to identify very well those who are left behind and the circumstances that prevent their full participation in the benefits of development.

28. Participants were then separated in breakout groups based on their interest in the following topics: (1) building universal and comprehensive social protection systems, (2) policies to promote social and labour inclusion, (3) a strengthened social institutional framework, and (4) regional cooperation and integration.

29. As part of the workshop, the Regional Agenda for Inclusive Social Development (RAISD) was presented to the participants. The main objective of the agenda is to support the implementation of the social dimension of the 2030 Agenda for Sustainable Development in the region, specifically in the areas linked to the mandates of the Ministry of Social Development and equivalent entities in countries.

30. The four main axes to this agenda that participants discussed in breakout rooms are:

### **1. Universal and comprehensive social protection systems**

During the discussion on universal and comprehensive social protection systems, participants focused on identifying the most critical challenges for this axis. They have identified two key areas to work on. First, data must guide policymaking – data for evidence-based policymaking. Who is being affected? Who needs help? Who needs to get involved to address these challenges?

Second, collecting the data and having sufficient knowledge must foster strong intersectoral collaboration. Getting different sectors involved and having frameworks to coordinate this collaboration is instrumental for universal and comprehensive social protection systems. As one participant put it, all hands need to be on deck when talking about social inclusion and Leaving No One Behind.

### **2. Policies to promote social and labour inclusion**

In the breakout room for policies to promote social and labour inclusion, participants established there must be an intersectional approach in identifying the needs of working populations right now, as well as the need for a socially accountable response to policymaking and public implementation. In order to accurately identify and develop policies in the Caribbean region, governments need to engage their stakeholder. This includes government agencies, non-government agencies or key populations themselves and the private sector.

Promoting such a multisectoral approach also leaves room for social innovation and social enterprises to address the needs of the key populations, in collaboration with government partners. Governments and stakeholders need capacity building to reach these goals. Furthermore, it will ensure that the delivery of any policy and project resulting from this research is done accurately and over a period of time so that the impacts and areas for improvement can be assessed.

### **3. A strengthened social institutional framework**

Participants in the breakout room for strengthened social institutional framework highlighted that there is a need to move away from the mindset that social protection is only for the impoverished population. Building on the theme from the previous day, participants reiterated that social protection is for everyone. Breaking down the silos and integrating the different sectors and partnerships can help to build a stronger social institutional framework.

The group also stressed on a more forward and out-of-the-box thinking, moving away from a reactive mindset when it comes to institutional policy. Finally, COVID-19 presents an opportunity for everyone to look at where they currently are and review previous policies to establish how to build a stronger social institutional framework.

### **4. Regional cooperation and integration**

The final breakout group discussion tackled the existing frameworks that enable regional cooperation, and whether the legislations that are currently active in the Caribbean countries are enough to be addressing social protection problems as a region, not just as individual countries.

A key point for the discussion was to envisage enhanced social protection measures in the Caribbean subregion over the next five to ten years. It was agreed that what is needed is a change in perspective on how best to work in the interest of vulnerable populations, promoting a more inclusive approach over the longer-term.

The participants also addressed the issue of data. It was acknowledged that the data are usually old and outdated; that there is need for a new framework to facilitate the conduct of more current research on the Caribbean. The group also advocated for leaders and country representatives of the Caribbean subregion to raise their collective voices in the interest of social protection issues during appropriate regional and global forums.

With the updated information and data, governments might then find it possible to identify common solutions to address the challenges facing the subregion as a whole. For this to be achieved, broad consultation and cooperation among new stakeholders, including youth, would be desirable.

31. Below are the summary insights from the discussions:

- Importance of data that may guide evidence-based policymaking.
- Stronger intersectoral collaboration.
- Intersectional approach in identifying the needs of working populations.
- Socially accountable response to policymaking and public implementation.
- Stakeholder engagement that includes government agencies, non-government agencies or key populations and the private sector.
- Room for social innovation and social enterprises to address the needs of the key populations
- Governments and stakeholders need capacity building to reach these goals.
- Shift to a more inclusive mindset, breaking down the silos for a stronger social institutional framework.
- A more forward-looking and out-of-the-box thinking, moving away from a reactive mindset in terms of institutional policy.
- Review previous policies to establish how to build a stronger social institutional framework.
- More inclusive approaches in a longer-term scope (50 years) for the region and its governments.
- Consideration of a new framework to facilitate more current research in the Caribbean.
- Leaders communicate as a region whenever they address social protection issues during global and regional events.
- Extensive cooperation talks with new stakeholders, for example, to involve the youth and other groups.

## **D. SUMMARY OF EVALUATIONS**

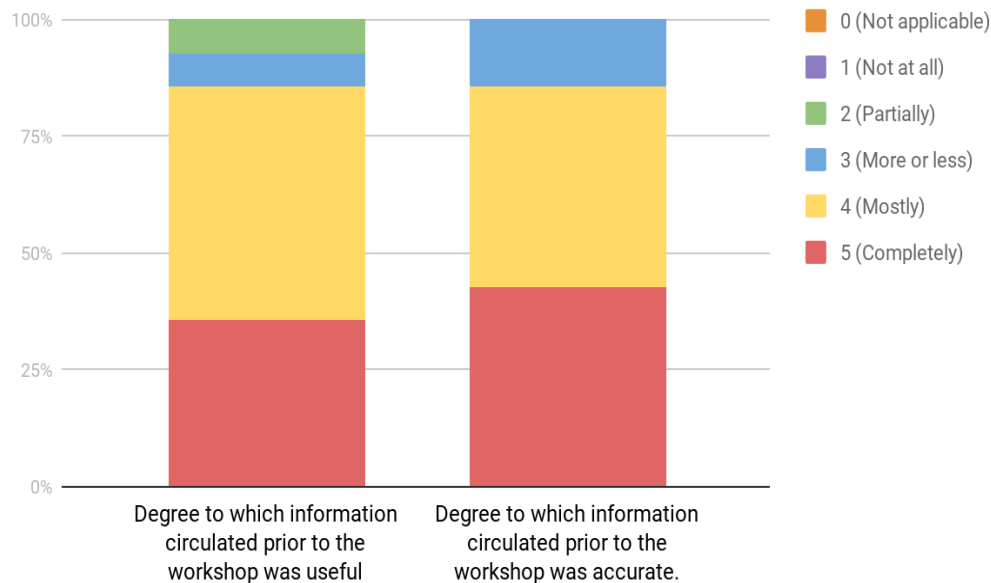
32. An evaluation form was provided to participants to obtain feedback on the workshop. This section of the report outlines the summaries of their responses.

33. In total, 59 participants attended the workshop. 14 participants completed the post-training survey, of which 10 are females (71.4 per cent), 3 are males (21.4 per cent) and 1 other (7.1 per cent). Regarding professional affiliation, 42.9 per cent work for the central/national government, 28.6 per cent for an international/regional organization, and 7.1 per cent each for the state/provincial government, for local government/authorities, for youth organizations, and for “other”.

## 1. Content, delivery and trainers

34. On a 5-point Likert scale ranging from completely useful to not at all useful, 35.7 per cent of respondents found the information circulated prior to the workshop completely useful, 50 per cent found it mostly useful, 7.1 per cent found it more or less useful, and 7.1 per cent found it partially useful. Regarding the accuracy of the information circulated prior to the workshop, 42.9 per cent found it completely accurate, 42.9 per cent found it mostly accurate, and 14.3 per cent found it more or less accurate. Overall, participants found the information shared prior to the workshop to be useful and accurate.

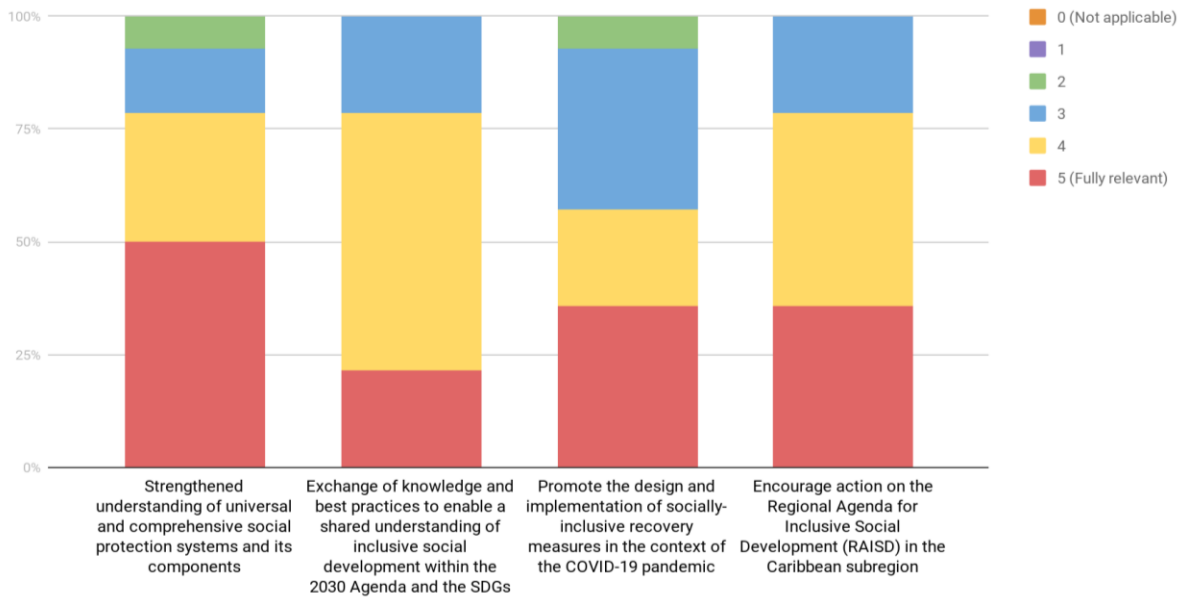
**FIGURE 2**  
**PARTICIPANTS' FEEDBACK ON PRE-WORKSHOP INFORMATION**



35. Respondents rated the workshop's objectives according to their relevance to their needs. For the first objective "*Strengthened understanding of universal and comprehensive social protection systems and its components*", 50 per cent of respondents felt it was fully relevant, 28.6 per cent felt it was mostly relevant, 14.3 per cent felt it was more or less relevant, and 7.1 per cent felt that it was partially relevant. For the second objective "*Exchange of knowledge and best practices to enable a shared understanding of inclusive social development within the 2030 Agenda and the SDGs*", 21.1 per cent felt that it was fully relevant, 57.1 per cent felt it was mostly relevant, and 21.4 per cent felt that it was more or less relevant.

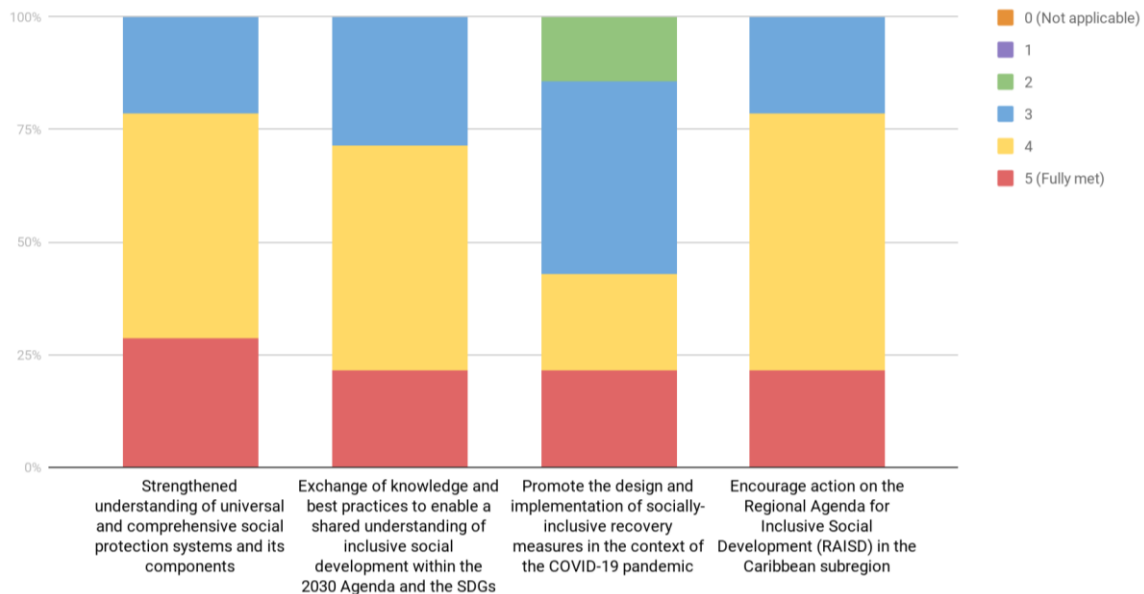
36. For the third objective "*Promote the design and implementation of socially-inclusive recovery measures in the context of the COVID-19 pandemic*", 35.7 per cent felt that it was fully relevant, 21.4 per cent mostly relevant, 35.7 per cent more or less relevant, and 7.1 per cent partially relevant. For the last objective was "*Encourage action on the Regional Agenda for Inclusive Social Development (RAISD) in the Caribbean subregion*", 35.7 per cent felt it was fully relevant, 42.9 per cent mostly relevant, and 21.4 per cent more or less relevant.

**FIGURE 3**  
**PARTICIPANT'S FEEDBACK ON RELEVANCE OF OBJECTIVES TO LEARNING NEEDS**



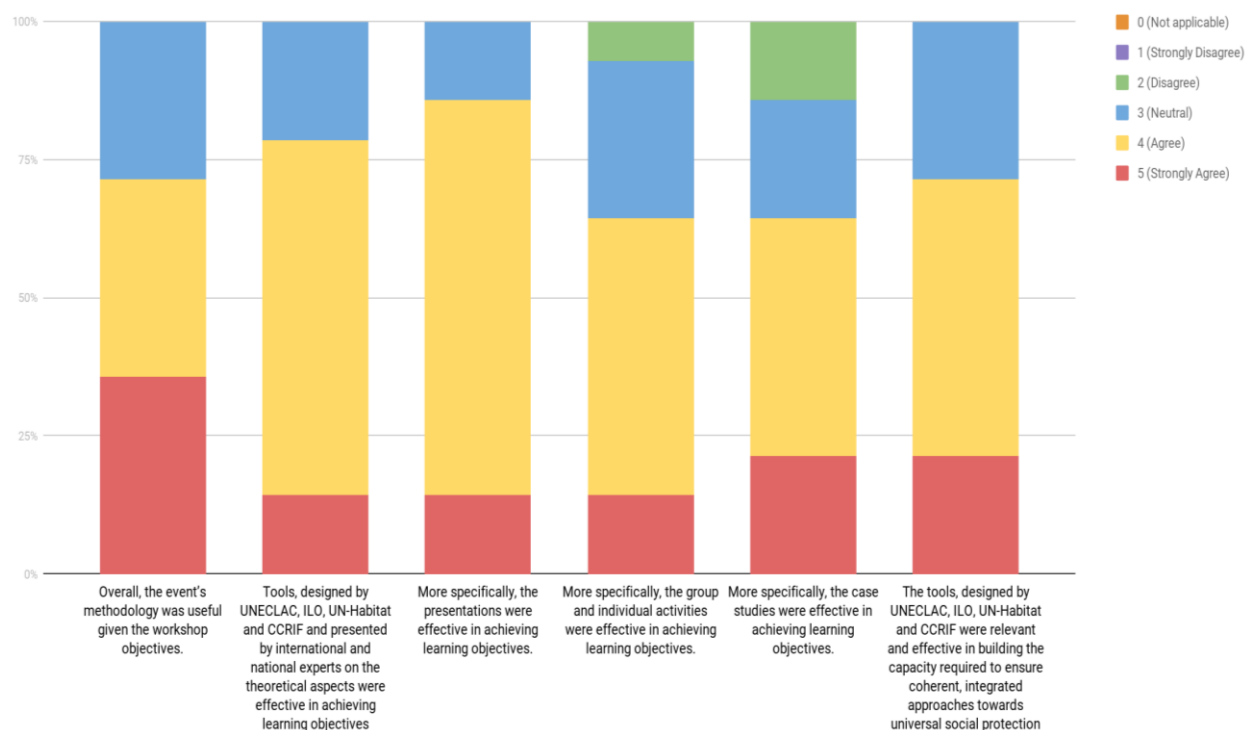
37. Respondents also rated the extent to which they felt they met the learning objective. For the first objective, 28.6 per cent of respondents felt that they fully met it, 50 per cent mostly met it, and 21.4 per cent more or less met the first objective. For the second objective, 21.4 per cent fully met it, 50 per cent mostly met it, and 28.6 per cent more or less met it. For the third objective, 21.4 per cent fully met it, 21.4 per cent mostly met it, 42.9 per cent more or less met it, and 14.3 per cent partially met it. For the fourth and final objective, 21.4 per cent fully met it, 57.1 per cent mostly met it, and 21.4 per cent more or less met it.

**FIGURE 4**  
**PARTICIPANTS' FEEDBACK ON FULFILMENT OF LEARNING OBJECTIVES**



38. Overall, participants felt that the objectives were relevant to them and that they were able to meet the objectives to an extent. However, the ratings for the extent to which they met the objectives are lower than the relevance of the objectives.

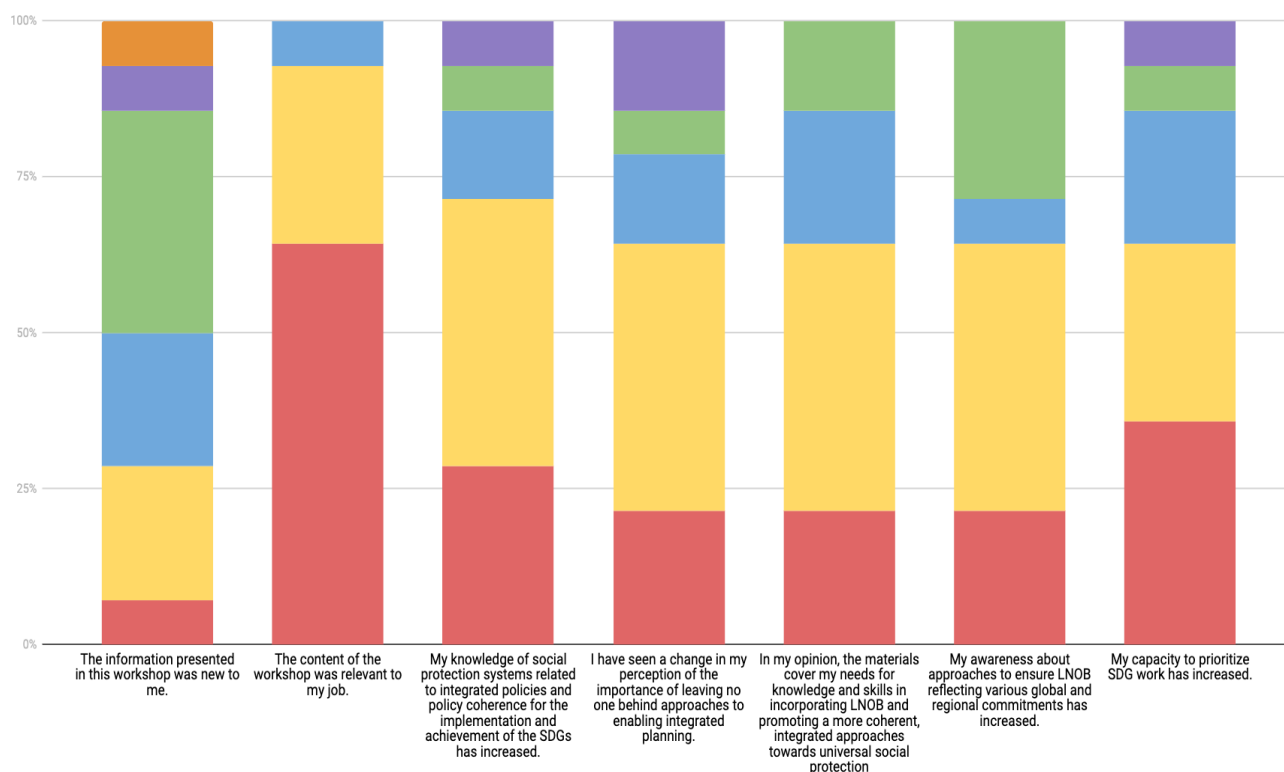
**FIGURE 5**  
**PARTICIPANTS' FEEDBACK ON THE WORKSHOP METHODOLOGY**



39. Respondents were asked about the methodology used and tools presented in the workshop. 35.7 per cent of respondents strongly agreed that the methodology of the workshop was useful given the workshop's objectives, 35.7 per cent agreed, and 28.6 per cent were neutral. 14.3 per cent of respondents strongly agreed that the tools designed and presented by international and national experts were effective in achieving the learning objectives, 64.3 per cent agreed, and 21.4 per cent were neutral. 14.3 per cent of respondents strongly agreed that the presentations were effective in achieving the learning objectives, 71.4 per cent agreed, and 14.3 per cent were neutral. 14.3 per cent of respondents strongly agreed that the group and individual activities were effective in achieving the learning objectives, 50 per cent agreed, 28.6 per cent were neutral, and 7.1 per cent disagreed. 21.4 per cent of respondents strongly agreed that the case studies were effective in achieving the learning objectives, 42.9 per cent agreed, 21.4 per cent were neutral, 14.3 per cent disagreed. 21.4 per cent of respondents strongly agreed that the tools were relevant and effective in building the capacity required to ensure coherent integrated approaches towards universal protection, while 50 per cent agreed, and 28.6 per cent were neutral.



**FIGURE 6**  
**PARTICIPANT'S FEEDBACK ON THE IMPACT ON THEIR KNOWLEDGE AND WORK**

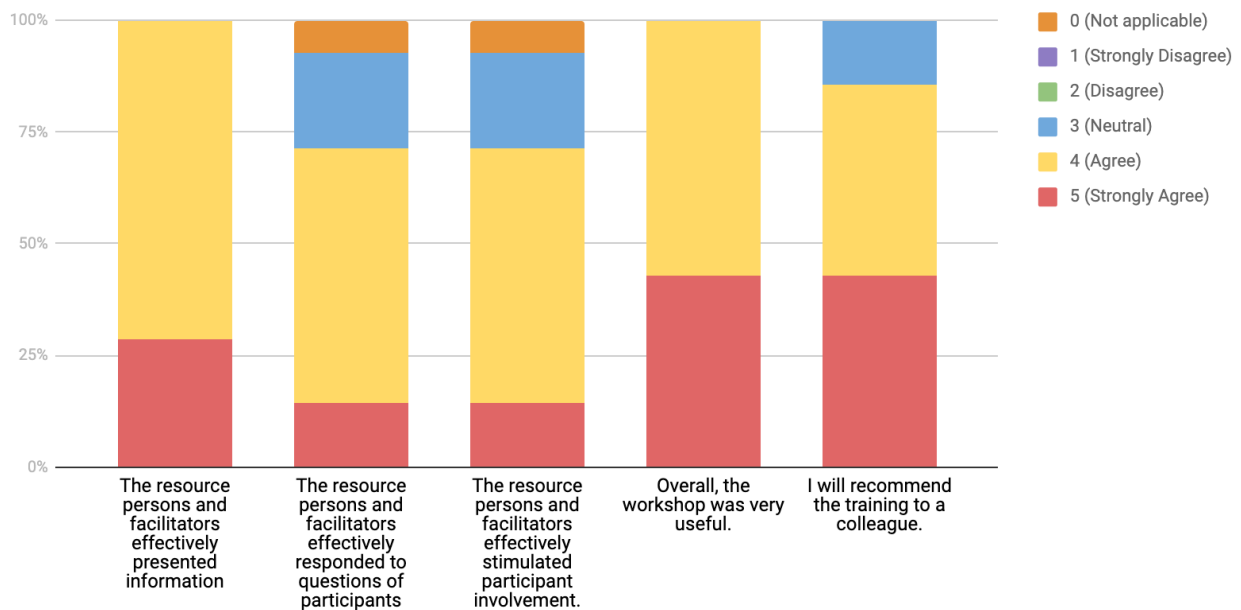


40. Respondents were also asked about the impact of the workshop on their knowledge and work. 7.1 per cent of participants strongly agreed that the information presented in the workshop was new to them, 21.4 per cent agreed, 21.4 per cent were neutral, 35.7 per cent disagreed, 7.1 per cent strongly disagreed, and 7.1 per cent responded that the question was not applicable to them. 64.3 per cent of participants strongly agreed that the content of the workshop was relevant to their jobs, 28.6 per cent agreed, and 7.1 per cent were neutral. 28.6 per cent of participants strongly agreed that their knowledge of social protection systems related to integrated policies and policy coherence for the implementation and achievement of the SDGs increased, 42.9 per cent agreed, 14.3 per cent were neutral, 7.1 per cent disagreed, and 7.1 per cent strongly disagreed. 21.4 per cent of respondents strongly agreed that they saw a change in their perception of the importance of Leaving No One Behind approaches to enabling integrated planning, 42.9 per cent agreed, 14.3 per cent were neutral, 7.1 per cent disagreed, and 14.3 per cent strongly disagreed.

41. 21.4 per cent strongly agreed that the materials covered their needs for knowledge and skills in incorporating LNOB and promoting more coherent, integrated approaches towards universal social protection, 42.9 per cent agreed, 21.4 per cent were neutral, and 14.3 per cent disagreed. 21.4 per cent strongly agreed that their awareness about approaches to ensure LNOB reflecting various global and regional commitments increased after the workshop, 42.9 per cent agreed, 7.1 per cent were neutral, and 28.6 per cent disagreed. 35.8 per cent strongly agreed that their capacity to prioritize SDG work increased, 28.6 per cent agreed, 21.4 per cent were neutral, 7.1 per cent disagreed, and 7.1 per cent strongly disagreed.

42. Participants mostly felt that the methodology used and tools presented were useful and effective. However, the impact to the participants could be further improved, particularly regarding presenting new information to increase their knowledge on the topics discussed.

**FIGURE 7**  
**PARTICIPANTS' FEEDBACK ON RESOURCE PERSONS AND FACILITATORS**

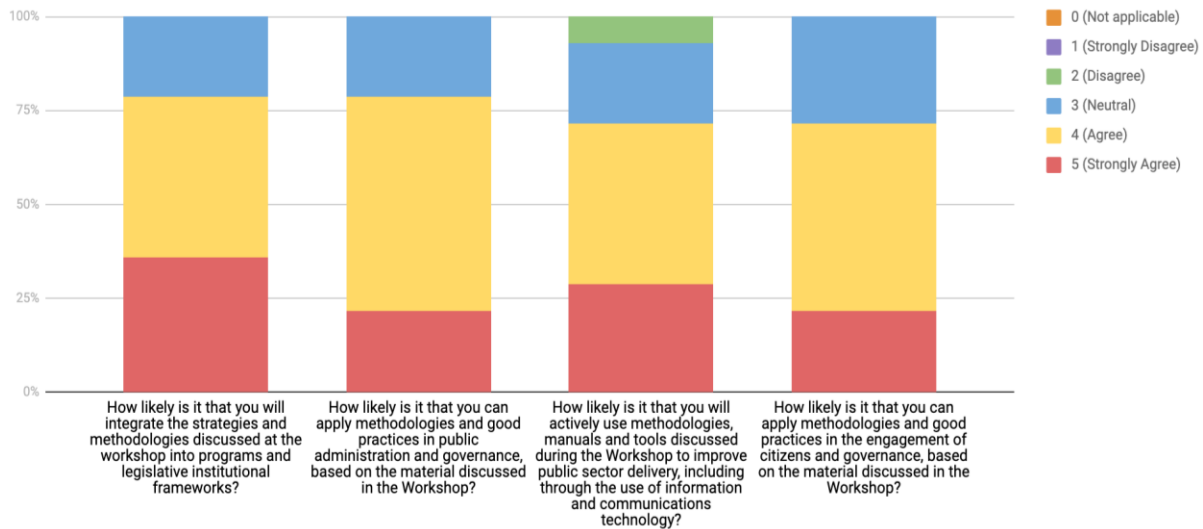


43. Respondents were also asked about the resource persons and facilitators leading the workshop. 28.6 per cent of respondents strongly agreed that the resource persons and facilitators effectively presented information, while the remaining 71.4 per cent agreed. 14.3 per cent of participants strongly agreed that the resource persons and facilitators effectively responded to the participants' questions, 57.1 per cent agreed, 21.4 per cent were neutral, and 7.1 per cent responded that the statement was not applicable. 14.3 per cent of participants strongly agreed that the resource persons and facilitators effectively stimulated participant involvement, 57.1 per cent agreed, 21.4 per cent were neutral, and 7.1 per cent responded that the statement was not applicable.

44. All participants felt that the workshop was very useful, with 42.9 per cent strongly agreeing and the remaining 57.1 per cent agreeing. 42.9 per cent also strongly agreed that they would recommend the training to a colleague, 42.9 per cent agreed, and 14.3 per cent were neutral.

45. Overall, participants found the workshop to be useful and worth recommending. Participants were also satisfied with the performance of the resource persons and facilitators.

**FIGURE 8**  
**PARTICIPANTS' FEEDBACK ON USEFULNESS OF LEARNINGS**



46. Respondents also rated the usefulness of their learnings in their work moving forward. 35.7 per cent strongly agreed that they are likely to integrate the strategies and methodologies discussed at the workshop into programs and legislative institutional frameworks, 42.9 per cent agreed, and 21.4 per cent were neutral. 21.4 per cent strongly agreed that they are likely to apply methodologies and good practices in public administration and governance based on the material discussed in the workshop, 57.1 per cent agreed, and 21.4 per cent were neutral. 28.6 per cent strongly agreed that they were likely to actively use the methodologies, manuals, and tools discussed during the workshop to improve public sector delivery, including through the use of information and communications technology; 42.9 per cent agreed; 21.4 per cent were neutral; and 7.1 per cent disagreed. 21.4 per cent strongly agreed that they are likely to apply the methodologies and good practices in the engagement of citizens and governance based on the material discussed in the workshop, 50 per cent agreed, and 28.6 per cent were neutral.

## 2. Responses and comments to open-ended questions

47. Participants found the content useful. However, participants had very differing answers as to which part they found the most useful, which indicates that different respondents benefited most from differing sections of the workshop. This is supported by their response when asked which was the least useful part of the workshop, where almost all responded “none”. However, they did highlight the learnings in the breakout sessions as being the most useful.

*What concepts, tools or examples have you found particularly useful?*

- All of the above
  - “All aspects were very insightful and useful.”
  - “All were useful.”
- Universalism
  - “Universality concept.”
  - “Spreading the concept of universalism in social protection.”
- CDEMA
  - “Resilience pillars in the CDEMA presentation.”
  - “The Comprehensive Disaster Management of CDEMA.”

- CCRIF SPC
  - “Insurance perspective.”
  - “The idea of enabling financial resilience at an individual level.”
  - “The CCRIF SPC is a not-for-profit social enterprise functioning at the regional level and provides job insurance for informal workers. The idea that social enterprises can function at this high capacity is inspirational and something we should aspire to in addressing the needs of our people.”
- RAISD
  - “Definitely, knowing more about the RAISD.”
  - “Lines of action for the RAISD.”
- Others
  - “Cases studies.”
  - “Comprehensive and integrated social protection systems that are adaptive to emerging needs and responsive to shocks.”
  - “Increased use of technology to facilitate collaboration.”

*What was the best/most useful element of the workshop you attended?*

- Breakout sessions
  - “Breakout session of the second day.”
  - “The country experience.”
  - “Breakout sessions.”
  - “The breakout rooms.”
  - “Being able to share experiences with colleagues and learn about their experiences within the breakout groups; recognizing similarities.”
  - “The breakout rooms with sharing experiences.”
  - “The breakout room on Policies to promote social and labour inclusion was my best experience since I'm interested in policymaking. It was a great experience discussing the learning axis and brainstorming policy and project solutions.”
- All
  - “All sessions were useful.”
  - “Hard to decide as all were so timely and relevant.”
- Others
  - “The CDEMA and the CCRIF SPC presentations were really powerful.”
  - “Planning for resilience.”
  - “The bringing together of different organisation and at different levels.”
  - “Definitely, seeing the presentation on RAISD.”

*What was the least useful element of the workshop you attended?*

- None
  - “All sessions were useful.”
  - “Enjoyed the whole workshop.”
  - “There were all useful sessions. Totally appreciated being a participant.”
- Others
  - “Presentation by UN-Habitat.”
  - “Discussion on insurance mechanisms.”
  - “The insurance companies' presentations, I think there is conflict of interest there.”

48. Many participants recommended having a longer workshop to give more time for the different activities. In terms of capacity-building activities, participants shared that they would like to see more on a wide array of topics such as integrated social protection systems, mobilizing financing, health, climate change, et cetera. Most participants also saw a need for advisory services and a follow-up national workshop on Leaving No One Behind and universal social protection systems in their countries.

*What would you improve or what was missing?*

- Time
  - Engagement was short. More time required for deeper exploration of the topics.
  - More time for interrogation of country case studies.
  - Duration of the workshop could be longer, as info shared was helpful.
  - Additional time for plenary discussions.
  - Timelines, there was not enough time to process the information and interact.
  - More time.
  - I would dedicate more time. Probably 3 half days because the dialogue was very rich and useful. The limited time did not leave much room for deeper discussion.
- Content
  - “A stronger focus on improving the efficiency of existing social protection programmes.”
  - “A country case that is successful to date in implementing Universal Social Protection or at least successful in moving in that direction.”
  - “Actionable Plan that could immediately be put into motion.”
  - “Producing a policy ‘simulation’.”
  - “More open space discussions and more diffusion to youth organizations.”

*Comments and suggestions on improving the training and the process (preparation and workshop flow).*

- Time
  - “Maybe there was too much presented in the short time. Assimilation was difficult. The same material over three days might be better.”
  - “Longer sessions are need; receipt of materials before the workshop.”
  - “One additional day with more time for workshop discussions on tools.”
  - “More time... allow for some time for lags and technological issues. Caution presenters. Example the indigenous representative calling on his ancestors.”
  - “Time management and reducing the amount of discussion questions in breakout rooms.”
  - “Longer sessions are needed.”
- Pre-workshop materials
  - “Receipt of materials before the workshop.”
  - “Material should be shared beforehand or post training with participants to facilitate information.”
  - “Would be helpful to have some of the PowerPoint presentations if possible, to be forwarded.”
- Others
  - “Determine a measurable objective/result to be assessed at the end of the workshop.”
  - “Presentations from panelists should be more focused.”
  - “Also, the training did not facilitate inclusivity for persons with disabilities, in particular visual or hearing impaired.”
  - “Facilitators need to be mindful of person's learning styles.”
  - “The main issue impacting the training was internet connectivity issues, so I have no other recommendations.”
  - “The preparation and flow were effective.”

*Suggestions on how the organizers can improve the pre-workshop needs assessment questionnaire.*

- None.

*What type of capacity-building activities would you like to see more of from the organizers in the future?*

- Content and topics
  - More case studies.
  - Data Analytics, how to derive practical data from the social assessments.
  - Implementation guides.
  - Specific training on institutional capacity building and mobilizing financing.
  - A regional vision for infrastructural development and a mechanism for sharing educational needs that includes the formation of a plan of action.
  - Similar workshop but more in depth.
  - Capacity-building on specific sub-topics (e.g. climate change, gender equity, homelessness).
  - More on Integrated Social Protection Systems.
  - I would love to see capacity building spaces directly related to health. We can even co-organize them with the International Federation of Medical Students Associations.
  - Regional integration.
- Platform
  - ECLAC could opt to offer a short course via Coursera or other e-learning platforms to make it more accessible.
  - Pointing to where follow-up arrangements can be made.
  - A regional policy platform.

*Do you see a need for advisory services/a follow-up national workshop on LNOB and universal social protection systems in your country?*

- Yes
  - “Certainly. The workshop was really an appetizer.”
  - “This would be interesting for Caribbean countries medical students’ associations.”

## **E. CONCLUSIONS**

49. Overall, the workshop was positively evaluated with participants indicating interest in more and longer workshops in the future. The breakout sessions in particular were noted to be a highlight of the workshop. Respondents of the survey rated the workshop design, overall workshop, and resource persons and facilitators very positively. Many felt that these were effective in helping them accomplish the workshop’s objectives. Participants identified those concepts, tools, and examples that they considered most useful to them, suggesting that the workshop was successful in meeting a range of participants’ expectations.

Annex I**List of participants****A. Member States****ANTIGUA AND BARBUDA**

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- Kevin Silston, CEO of Medical Benefits Scheme, email: ksilston@mbs.gov.ag

**BARBADOS**

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- Toni-Ann Mundle, General Member, email: taamundle@gmail.com

#### **Organisation of Eastern Caribbean States (OECS)**

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### **F. Non-governmental organizations**

#### **Caribbean Employers Confederation (CEP)**

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#### **Caribbean Organisation of Indigenous People**

- Ricardo Hernandez, Chief, email: info@santarosafirstpeoples.org; nepuyo@yahoo.com

### **Network of non-governmental organizations of Trinidad and Tobago for the Advancement of Women**

- Hazel Brown, Trustee, email: hazangbrown@gmail.com

### **Public Services International (PSI)**

- Sandra Massiah, Subregional Secretary for the Caribbean, email: sandra.massiah@world-psi.org

### **Trinidad and Tobago Association for Differently Abled Persons (TNT ADAP)**

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Annex II**Programme**

Workshop on Leaving No One Behind in the Caribbean:  
building resilience through universal social protection

Virtual workshop, 6–7 October 2020

**PROGRAMME****Day 1****Session 1: Leaving No One Behind in the Caribbean**

Moderator: Andrew Pollard, Coordinator, Poverty Alleviation and Reduction Programme, Ministry of People Empowerment and Elder Affairs, Barbados

0945 hrs – 1000 hrs      **Registration and welcome**

1000 hrs – 1010 hrs      **Opening and introduction**

- Diane Quarless, Director, ECLAC subregional headquarters for the Caribbean
- Dennis Zulu, Director, ILO Decent Work Team and Office for the Caribbean

1010 hrs – 1100 hrs      **Emerging tools and strategies for Leaving No One Behind**

Facilitator: Catarina Camarinhas, Social Affairs Officer, ECLAC subregional headquarters for the Caribbean

- The socioeconomic impacts of COVID-19 in the Caribbean (Introductory video)
- Ricardo Bharath Hernandez, Chief, Santa Rosa First People's Community
- Dr. Grace-Ann Cornwall, Head of Social Development Unit, Organisation of Eastern Caribbean States (OECS)
- Collette Robinson, Director, Social Protection and Gender, Planning Institute of Jamaica (PIOJ)

Discussion

Break (10 minutes)

- 1100hrs – 1215hrs      **Social protection systems: institutional arrangements, financing, and experiences**
- Simone Cecchini, Senior Social Affairs Officer, Officer-in-Charge of the Social Development Division, ECLAC
  - Ariel Pino, Social Protection and Occupational Safety and Health Specialist, ILO Decent Work Team and Office for the Caribbean
  - Elizabeth Emanuel, Technical Assistance Manager, CCRIF SPC

**Case studies panel debate:**

Facilitator: Ariel Pino, Social Protection and Occupational Safety and Health Specialist, ILO Decent Work Team and Office for the Caribbean

- Desmond Dujon Henry, Deputy Director, National Insurance Corporation, Saint Lucia
- Kendra Butler, Social Protection Officer, Government of Belize
- Almira Henry, Director, Department of Social Policy, Research and Planning, Ministry of Social Transformation and Human Resource Development, Youth and Gender Affairs, Antigua and Barbuda
- Kevin Silston, CEO of Medical Benefits Scheme, Antigua and Barbuda

Discussion

- 1215 hrs – 1230 hrs      **Key take-aways and conclusions from day 1**

## **Day 2**

### **Session 2: Building resilience through universal social protection**

Moderator: Petrona N. Davies, Permanent Secretary, Ministry of Health and Social Development, The British Virgin Islands

- 0945 hrs – 1000 hrs      **Welcome**

- 1000 hrs – 1010 hrs      **Recap of day 1**

- 1010 hrs – 1025 hrs      **The Regional Agenda for Inclusive Social Development (RAISD) and its implementation in the Caribbean**
- Rodrigo Martinez, Senior Social Affairs Officer, ECLAC Social Development Division

Questions and answers

- 1025 hrs – 1050 hrs      **Planning for resilience in the Caribbean**
- Facilitator: Catarina Camarinhas, Social Affairs Officer, ECLAC Caribbean
- Andria Grosvenor, Deputy Executive Director, Caribbean Disaster Emergency Management Agency (CDEMA)
  - Francine Baron, CEO, Climate Resilience Execution Agency of Dominica (CREAD)
  - Emrah Engindeniz, Programme Management Officer, UN-Habitat

1050 hrs –1145 hrs	<b>Break-out sessions on the implementation of RAISD in the Caribbean. Identification of priorities for each axis, in face of COVID-19 and BBB recovery process</b> <ol style="list-style-type: none"> <li>1. Universal and comprehensive social protection systems (facilitators: ECLAC and Antigua and Barbuda)</li> <li>2. Policies to promote social and labour inclusion (facilitators: ILO and Barbados)</li> <li>3. A strengthened social institutional framework (facilitators: ECLAC and CCRIF SPC)</li> <li>4. Regional cooperation and integration (facilitators: ECLAC and CDEMA)</li> </ol>
1145 hrs – 1215 hrs	<b>Debriefing (groups' presentations) and discussion</b>
1215 hrs – 1230 hrs	<b>Closing remarks</b>

Annex III**Needs assessment**

UNECLAC – ILO – UN-Habitat – CCRIF  
 Workshop on Leaving No One Behind in the Caribbean: building  
 resilience through universal social protection

October 2020

**Needs assessment****Part A. Your country's progress on universal social protection**

1. Has your country undergone any kind of Social Protection System Review (e.g., SPSR, etc.)? If yes, please specify.

RESPONSE FIELD

2. Has your country applied any specific methodology to analyse any branch of social protection or received any other technical assistance on this topic (e.g. through ILO, WFP, UNICEF, etc)? If yes, please briefly describe.

RESPONSE FIELD

3. As part of social protection responses, has your country introduced any institutional innovations (e.g., Inter-Ministerial Committee, multi-stakeholder commission including government and non-government actors, etc.) or any other types of change at the institutional level? Please specify.

RESPONSE FIELD

4. Has any work been done to improve inter-operability between ministries to strengthen universal social protection at national level? Please specify.

RESPONSE FIELD

5. If you answered yes to Question 2, have multiple stakeholders been engaged in the analysis or technical assistance? If yes, how did you map the stakeholders? What criteria did you use?

RESPONSE FIELD

6. Has any work been done to align and leverage budgets and financing in support of social protection systems? More specifically in support of greater policy integration and coordination across sectors? (e.g., combining different food security transfers within the social assistance pillar). If yes, please describe.

RESPONSE FIELD

## Part 2. Your expectations from this workshop

7. What would you like this workshop to address when it comes to its central topic: universal social protection systems (e.g., analysis of risks and vulnerabilities across the life-cycle, establishment of an integrated system, specific methodologies for calculating poverty, institutional arrangements, stakeholder engagement, etc.). Please specify.

RESPONSE FIELD

8. What would you like this workshop to address when it comes to any related topics (e.g. financing, M&E supporting systems, etc.)?

RESPONSE FIELD

9. Are there any specific knowledge, skills and competences that you hope will be strengthened during this workshop? If yes, please describe.

RESPONSE FIELD

10. Please feel free to list any additional expectations vis-à-vis this workshop (e.g., learning from other countries, etc.).

RESPONSE FIELD

## Part 3. Innovations

11. Would you like to share with other countries a specific innovative practice that your country has implemented to promote social protection in support to LNOB in your country? Please provide a short description.



## Annex IV

## Participant feedback questionnaire

**Event:** Workshop on Leaving No One Behind in the Caribbean: building resilience through universal social protection

**Date(s):** 6-7 October 2020

We value your feedback. Please answer the following questions and add comments at the end to elaborate or suggest ways for improvement. If a question does not apply, please tick “not applicable”. If you have any questions or need clarity, please ask the UNECLAC representative. This questionnaire is **anonymous**; please do not include your name.

**Thank you!**

**1. Please tick the sector in which you work.**

Central/national government	<input type="radio"/>
State/provincial government	<input type="radio"/>
Local government/authorities	<input type="radio"/>
International/regional organization	<input type="radio"/>

Nongovernmental organization	<input type="radio"/>
Private sector	<input type="radio"/>
Academia	<input type="radio"/>
Other (specify):	<input type="radio"/>

## 2. Gender

	Male	Female	Other
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. Please indicate your country.**

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**4. Please rate the degree to which information circulated *prior* to the workshop was ...**

[illegible]

**5. Please rate the overall objectives of the event according to “relevance to your needs” and “extent to which you think you met learning objective”.**

[illegible]

[illegible]

**6. Please rate the following statements using the numerical scale from strongly agree (5) to strongly disagree (1).**

[illegible]

**7. Please rate the following statements using the numerical scale from strongly agree (5) to strongly disagree (1).**

[illegible]



**11. Comments and suggestions on improving the training and the process (preparation and workshop flow).**

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**12. Suggestions on how the organizers can improve the pre-workshop needs assessment questionnaire.**

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**13. What was the best/most useful element of the workshop you attended?**

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**14. What was the least useful element of the workshop you attended?**

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**15. What type of capacity building activities would you like to see more of from the organizers in the future?**

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**16. Do you see a need for advisory services/a follow-up national workshop on LNOB and Universal Social Protection Systems in your country?**

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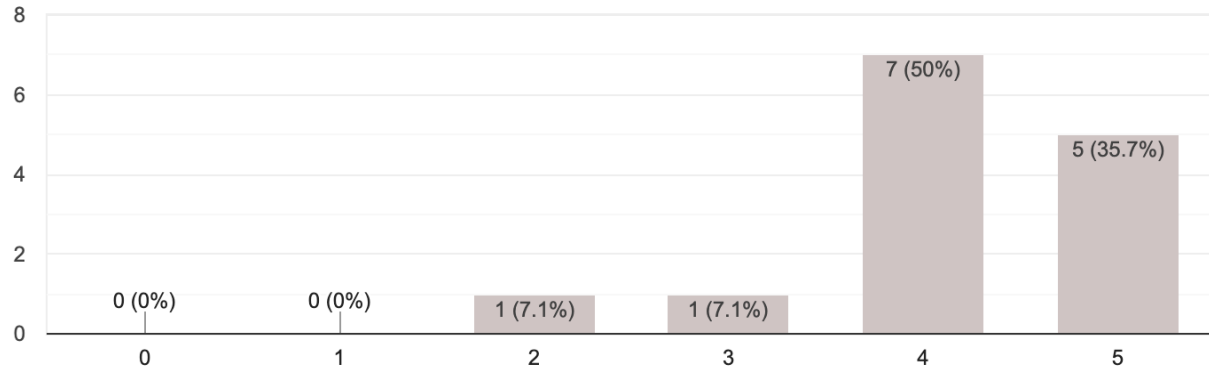
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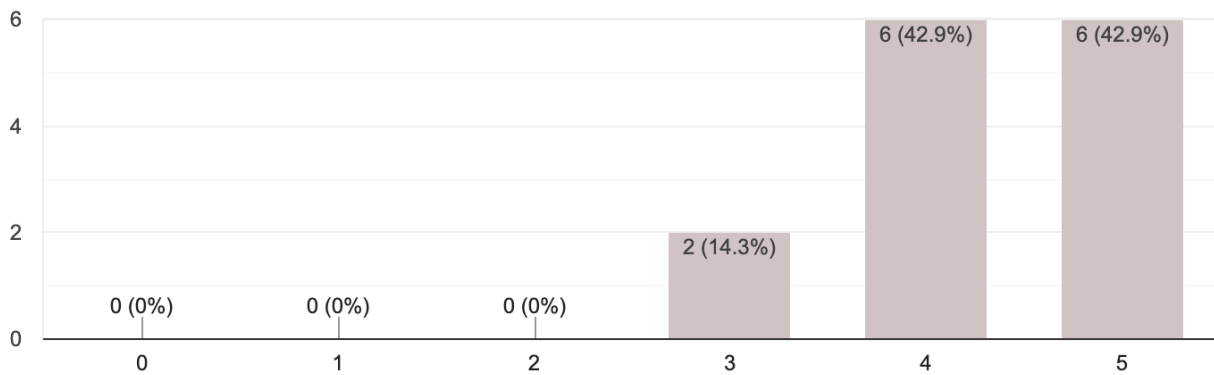
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Annex V**Responses to feedback questionnaire****1. Please rate the degree to which information circulated prior to the workshop was:**

- useful.

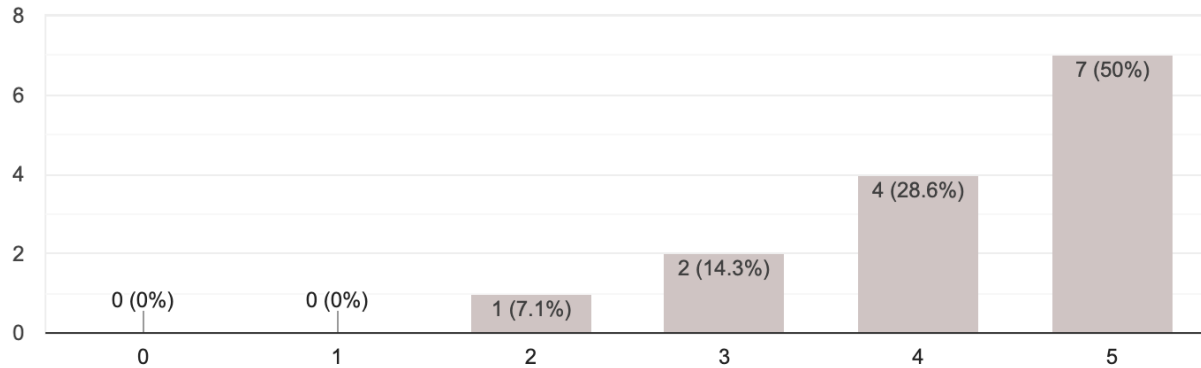


- accurate.

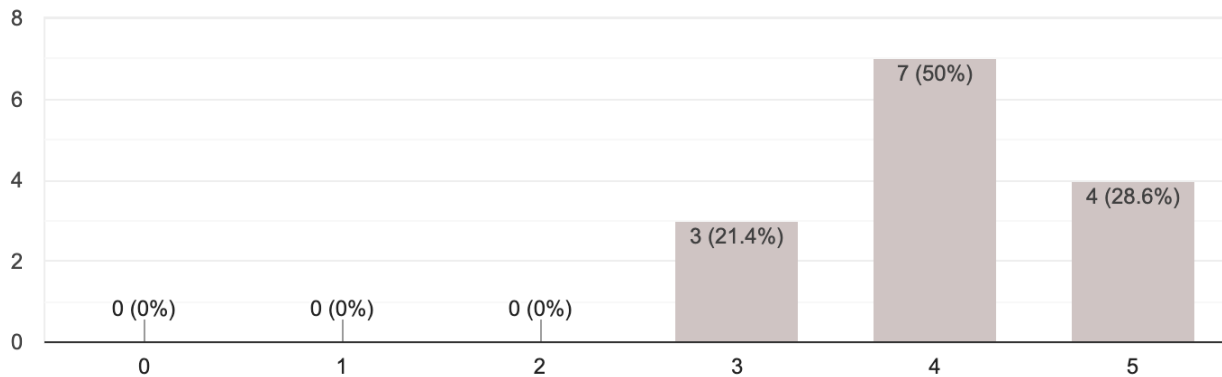


**2. Please rate the overall objectives of the event according to “relevance to your needs” and “extent to which you think you met the learning objective.”**

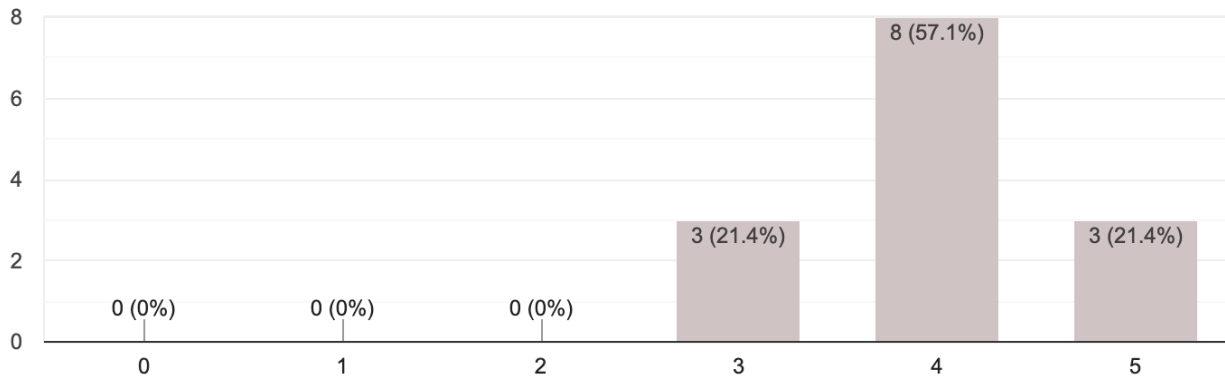
- Strengthened understanding of universal and comprehensive social protection systems and its components.



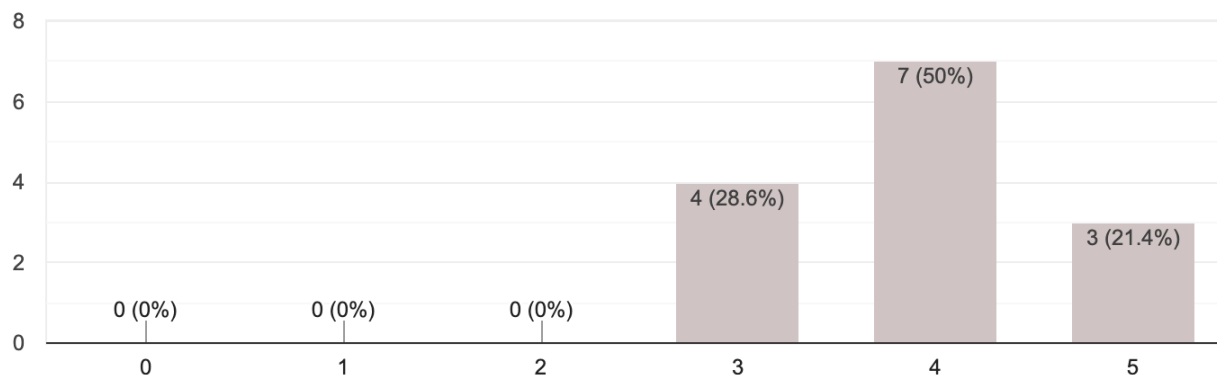
- Strengthened understanding of universal and comprehensive social protection systems and its components.



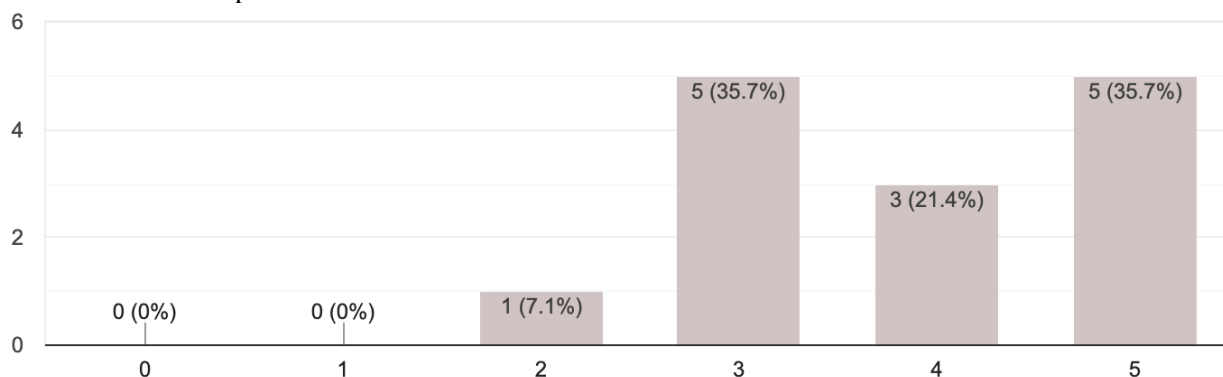
- Exchange of knowledge and best practices to enable a shared understanding of inclusive social development within the 2030 Agenda and the SDGs.



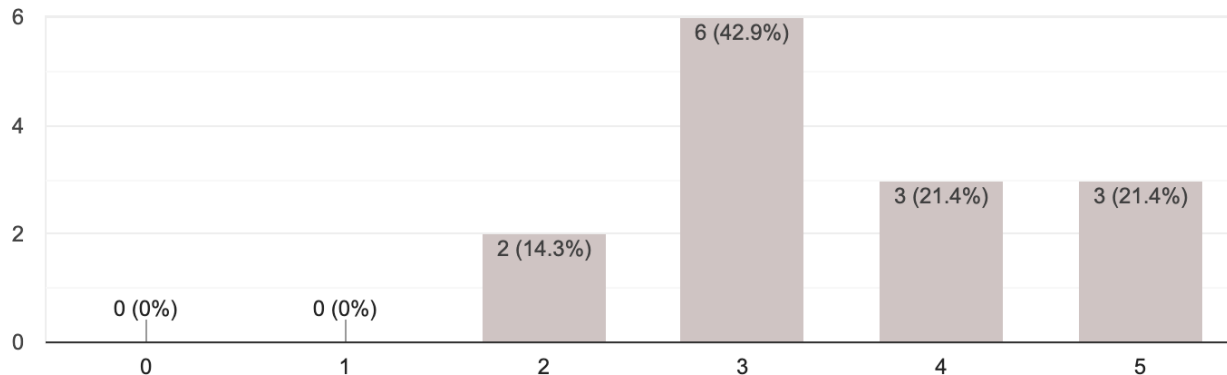
- Exchange of knowledge and best practices to enable a shared understanding of inclusive social development within the 2030 Agenda and the SDGs.



- Promote the design and implementation of socially-inclusive recovery measures in the context of the COVID-19 pandemic.

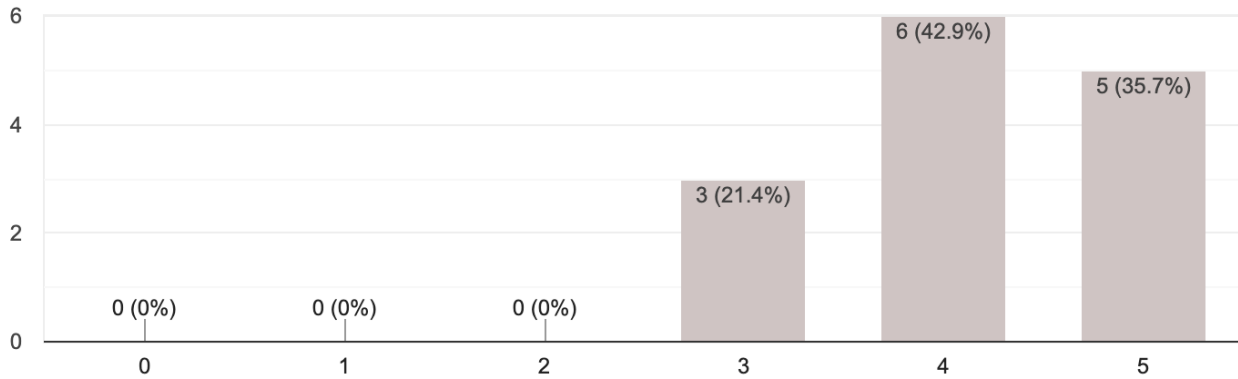


- Promote the design and implementation of socially-inclusive recovery measures in the context of the COVID-19 pandemic.

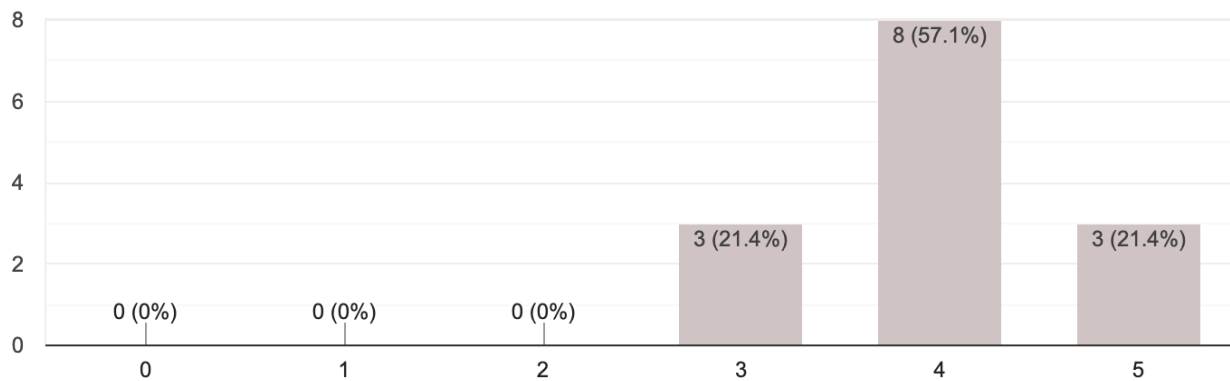




- Encourage action on the Regional Agenda for Inclusive Social Development (RAISD) in the Caribbean subregion.

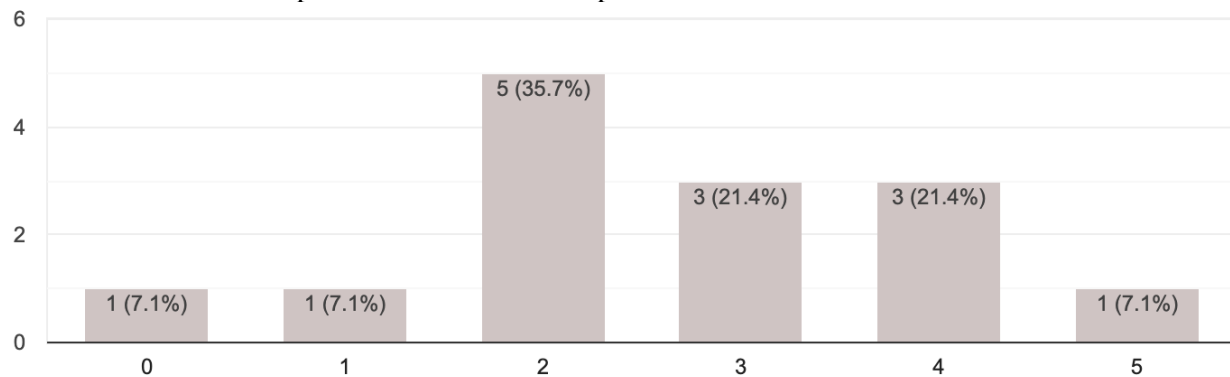


- Encourage action on the Regional Agenda for Inclusive Social Development (RAISD) in the Caribbean subregion.

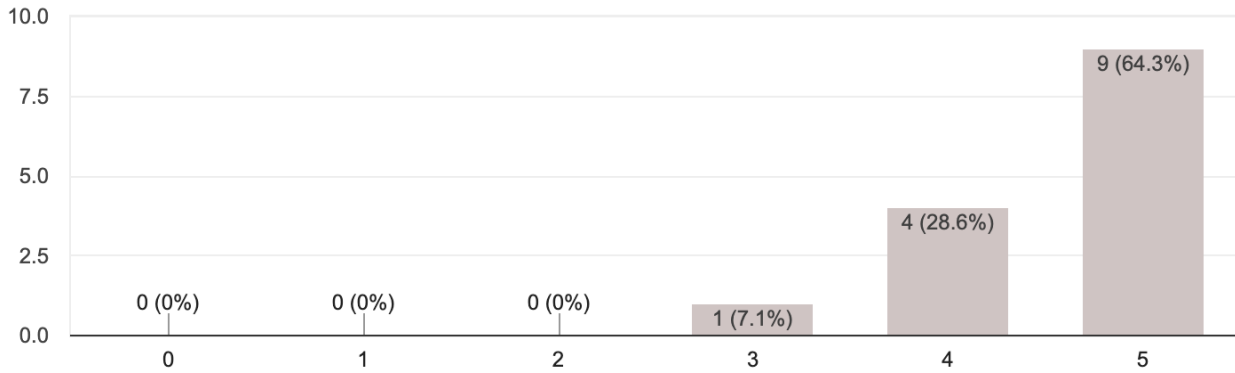


**3. Please rate the following statements using the numerical scale from strongly disagree (1) to strongly agree (5).**

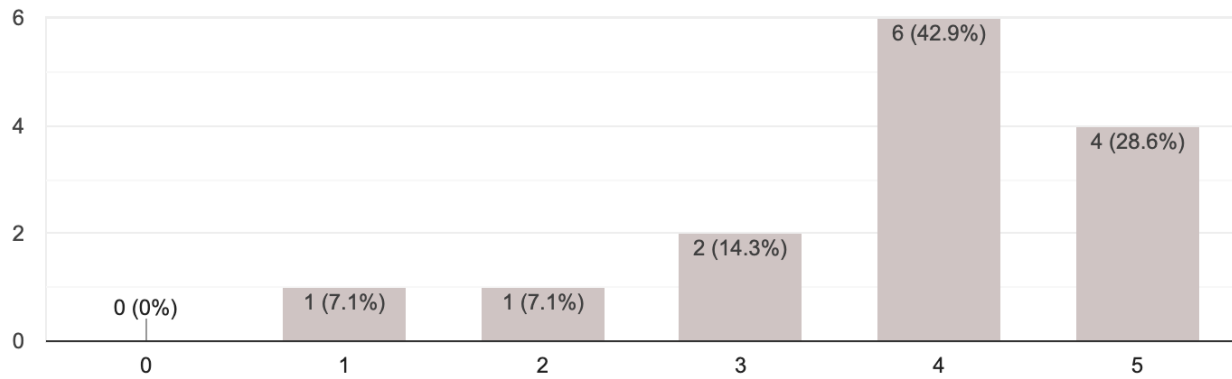
- The information presented in this workshop was new to me.



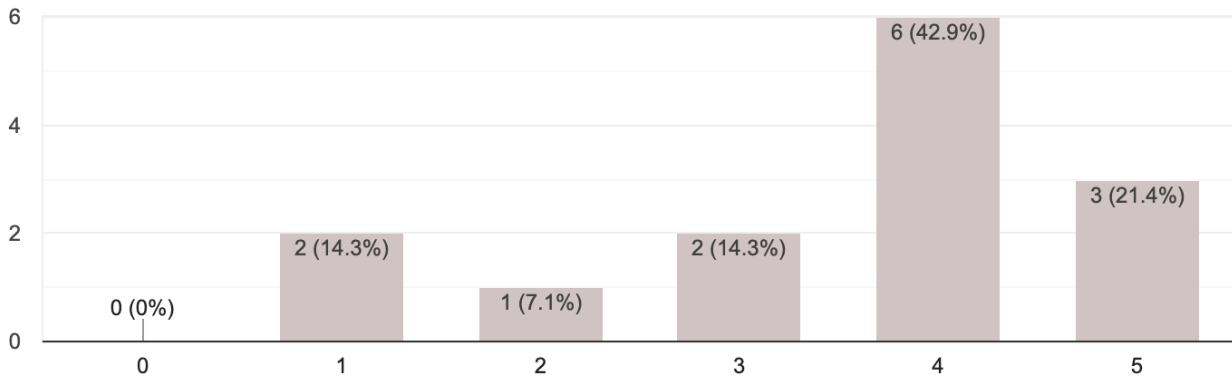
- The content of the workshop was relevant to my job.



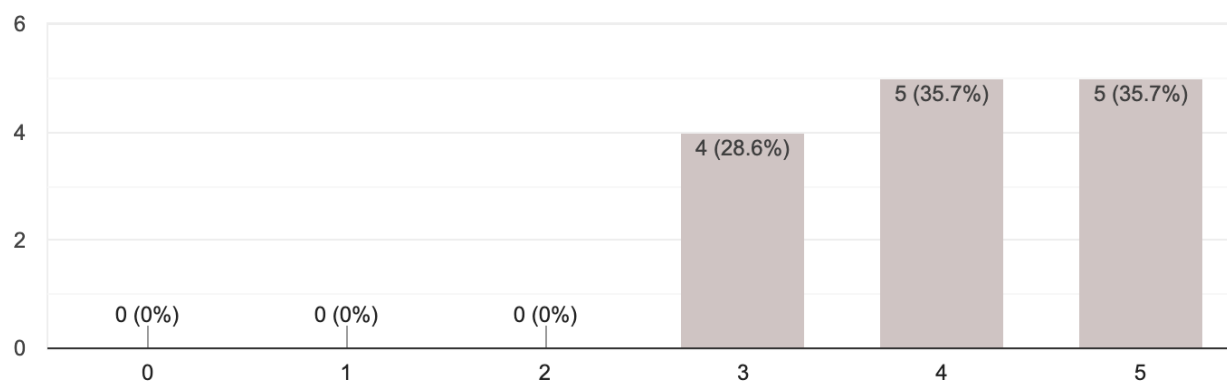
- My knowledge of social protection systems related to integrated policies and policy coherence for the implementation and achievement of the SDGs has increased.



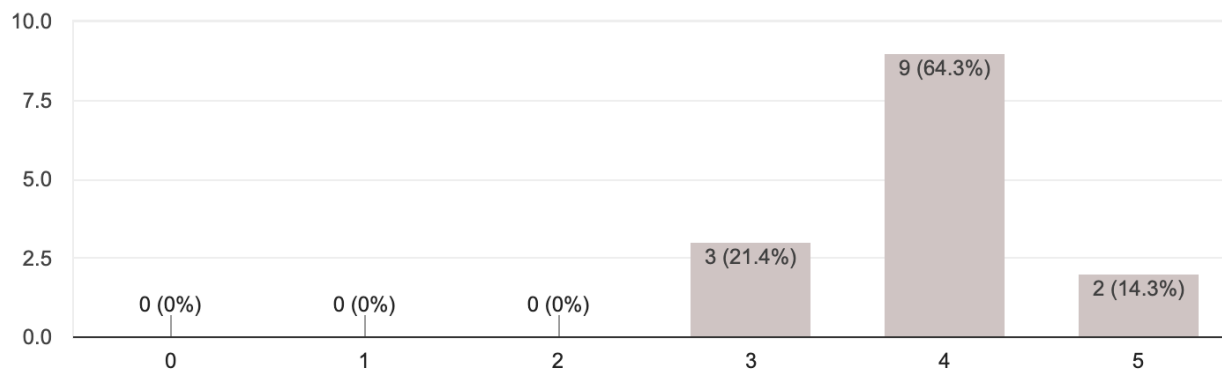
- I have seen a change in my perception of the importance of Leaving No One Behind approaches to enabling integrated planning.



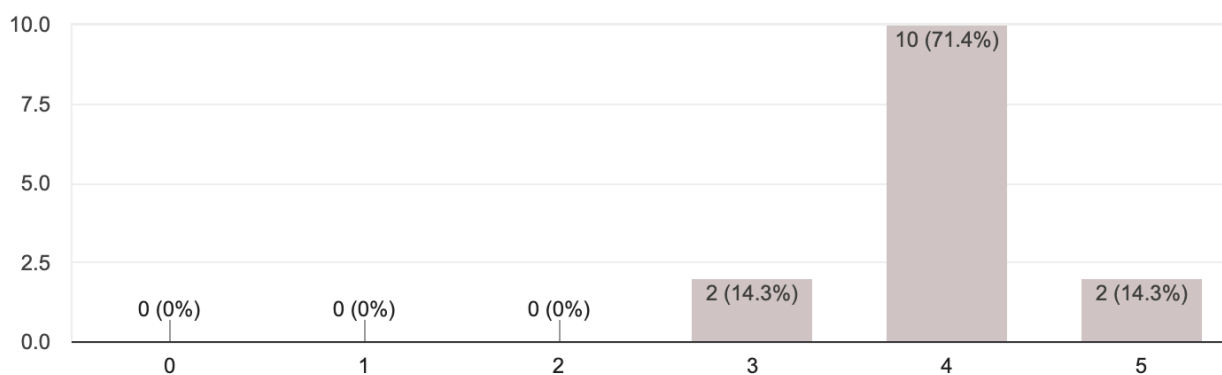
#### 4. Overall, the event's methodology was useful given the workshop objectives.



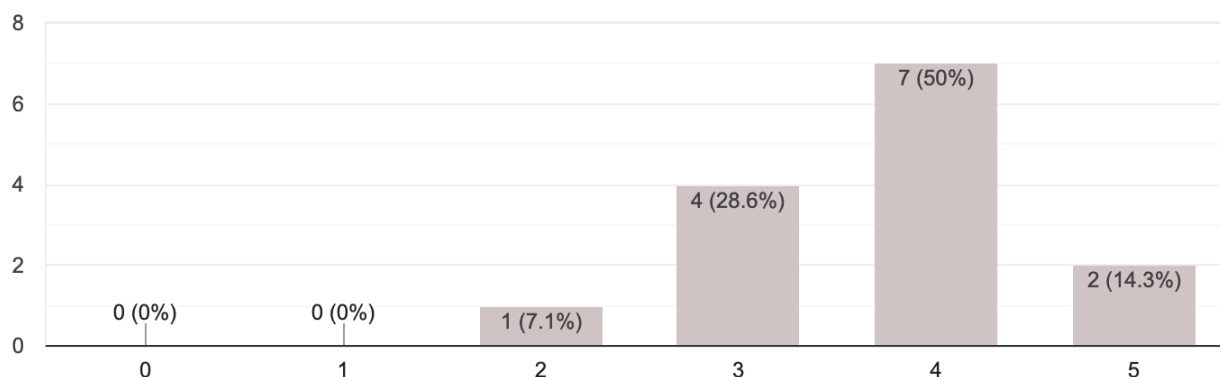
- Tools, designed by UNECLAC, ILO, UN-Habitat and CCRIF and presented by international and national experts on the theoretical aspects were effective in achieving learning objectives.



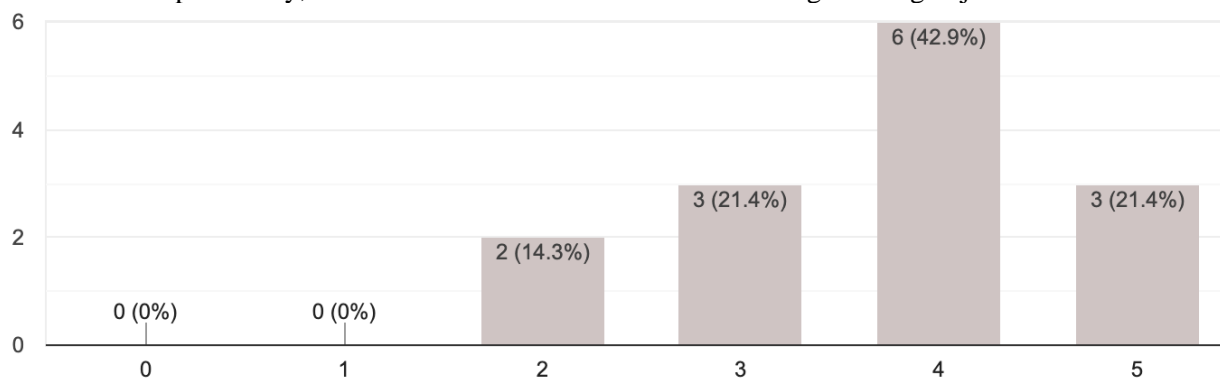
- More specifically, the presentations were effective in achieving learning objectives.



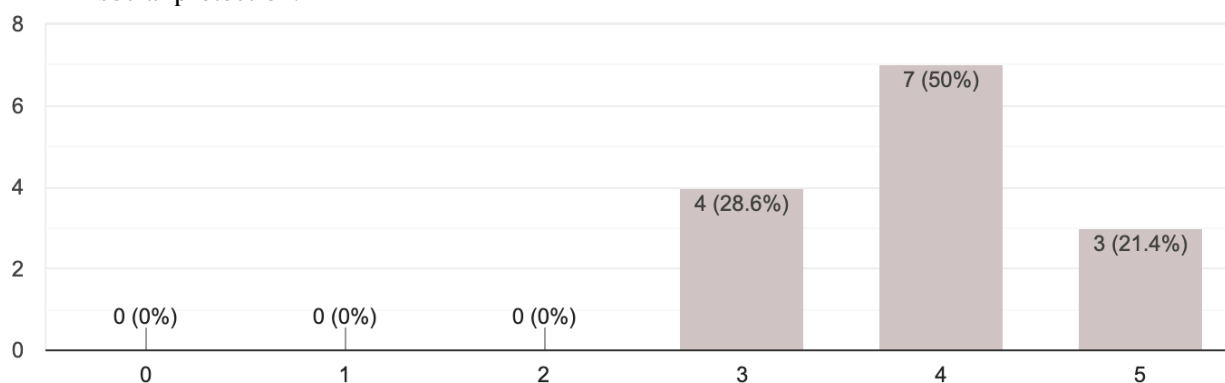
- More specifically, the group and individual activities were effective in achieving learning objectives.



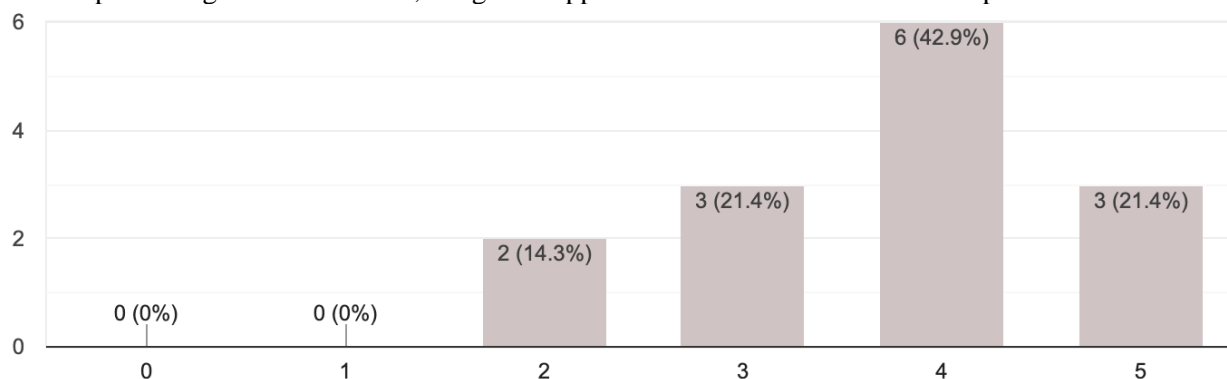
- More specifically, the case studies were effective in achieving learning objectives.



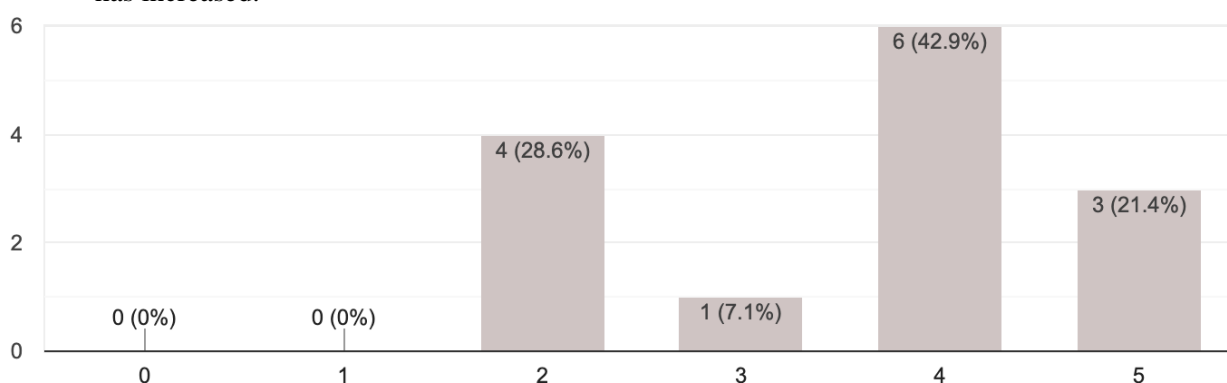
- The tools, designed by UNECLAC, ILO, UN-Habitat and CCRIF were relevant and effective in building the capacity required to ensure coherent, integrated approaches towards universal social protection.



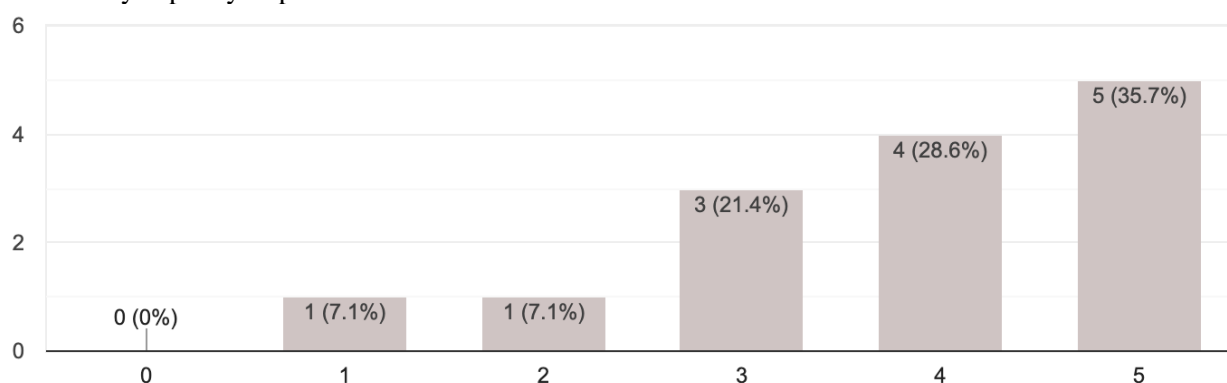
- In my opinion, the materials cover my needs for knowledge and skills in incorporating LNOB and promoting a more coherent, integrated approaches towards universal social protection.



- My awareness about approaches to ensure LNOB reflecting various global and regional commitments has increased.



- My capacity to prioritize SDG work has increased.



What concepts, tools or examples have you found particularly useful?

- Cases studies.
- Universality concept.
- The CDM of CDEMA.
- The idea of enabling financial resilience at an individual level.

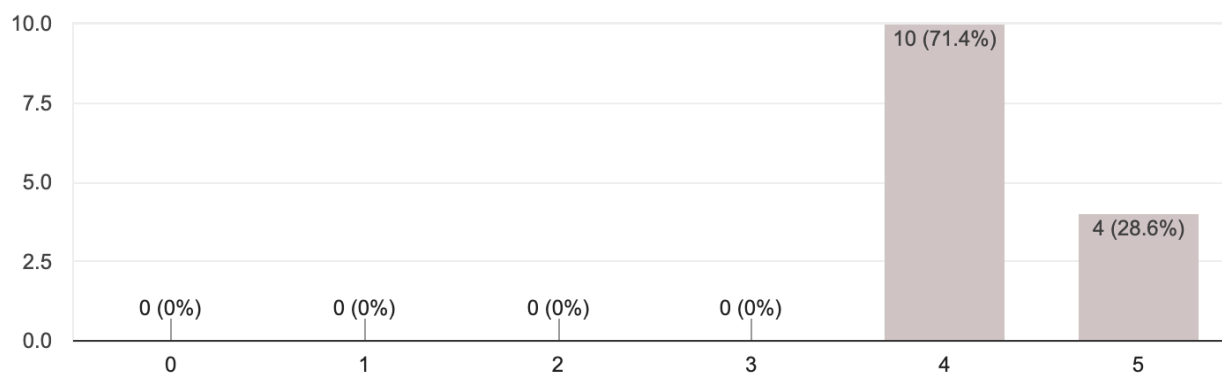
- All aspects were very insightful and useful.
- The CCRIF is a not for profit social enterprise functioning at the regional level and provides job insurance for informal workers. The idea that social enterprises can function at this high capacity is inspirational and something we should aspire to in addressing the needs of our people.
- Spreading the concept of universalism in social protection.
- Lines of action for the RAIDS.
- Increased use of technology to facilitate collaboration.
- Definitely, knowing more about the RAISD.
- Insurance perspective.
- Comprehensive and integrated social protection systems that are adaptive to emerging needs and responsive to shocks.
- All were useful.
- Resilience pillars in the CDEMA presentation.

What would you improve or what was missing?

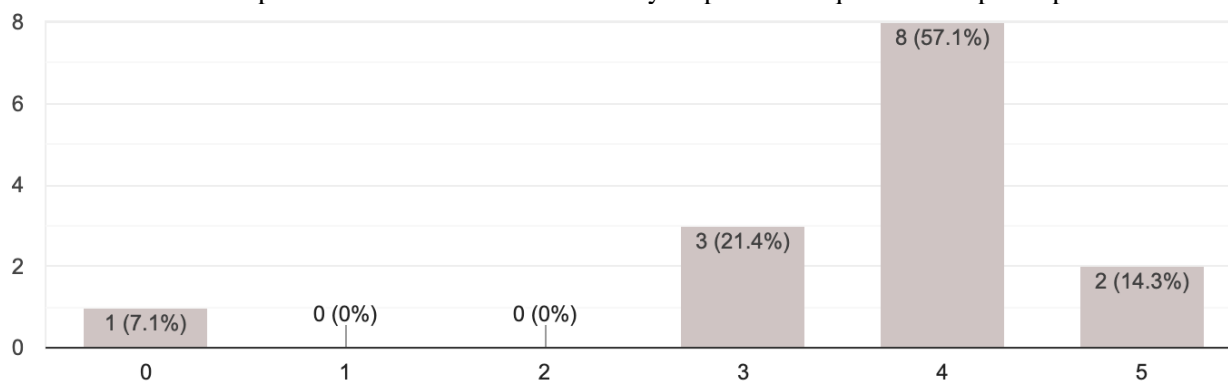
- Duration of workshop could be longer, as info shared was helpful.
- Engagement was short. More time required for deeper exploration of the topics.
- More time for interrogation of country case studies.
- Actionable Plan that could immediately be put into motion.
- I would dedicate more time. Probably 3 half days because the dialogue was very rich and useful. The limited time did not leave much room for deeper discussion.
- N/A.
- Nothing really.
- Producing a policy "simulation".
- Timelines, there was not enough time to process the information and interact.
- More open space discussions and more diffusion to youth organizations.
- More time.
- Additional time for plenary discussions.
- A country case that is successful to date in implementing Universal Social Protection or at least successful in moving in that direction.
- A stronger focus on improving the efficiency of existing social protection programmes.

**5. Please rate the following statements using the numerical scale from strongly disagree (1) to strongly agree (5).**

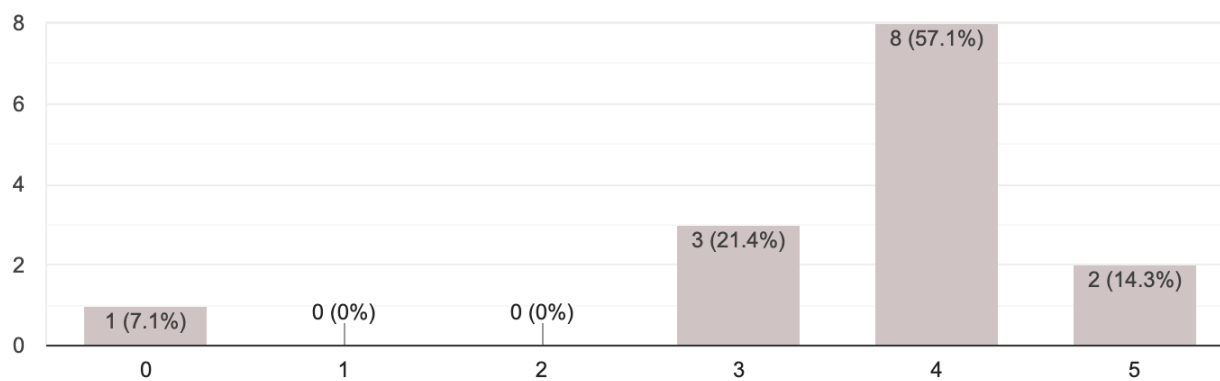
- The resource persons and facilitators effectively presented information.



- The resource persons and facilitators effectively responded to questions of participants.

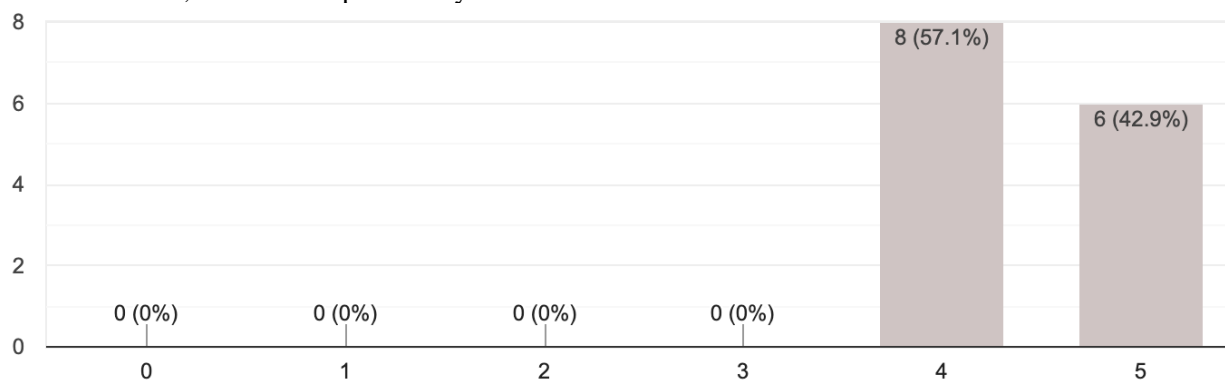


- The resource persons and facilitators effectively stimulated participant involvement.

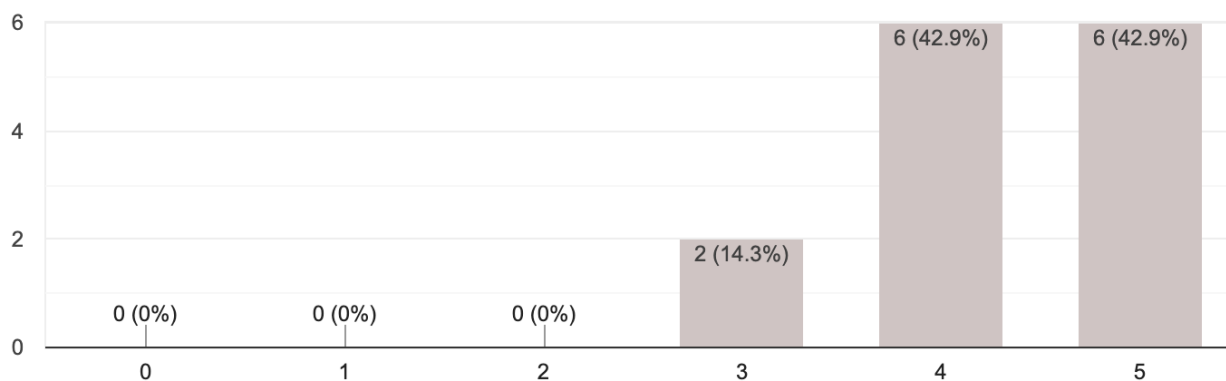


**6. Please rate the following statements using the numerical scale from strongly agree (5) to strongly disagree (1).**

- Overall, the workshop was very useful.

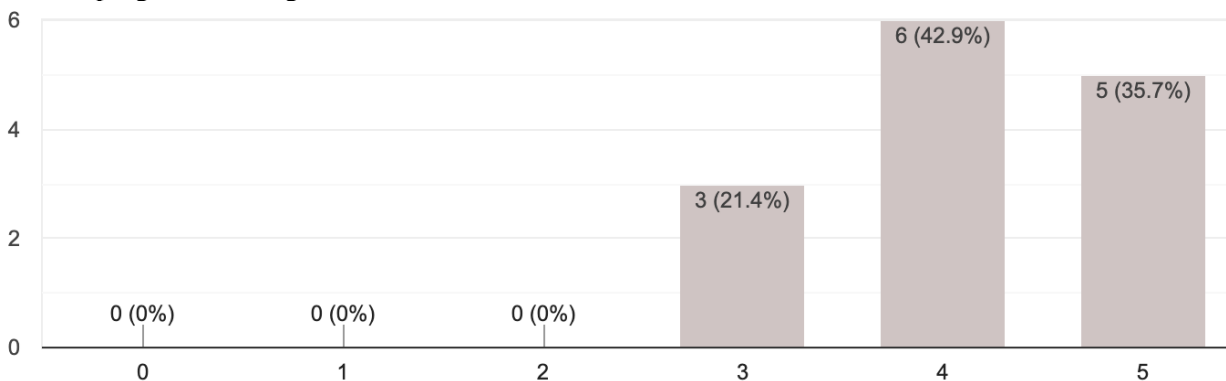


- I will recommend the training to a colleague.

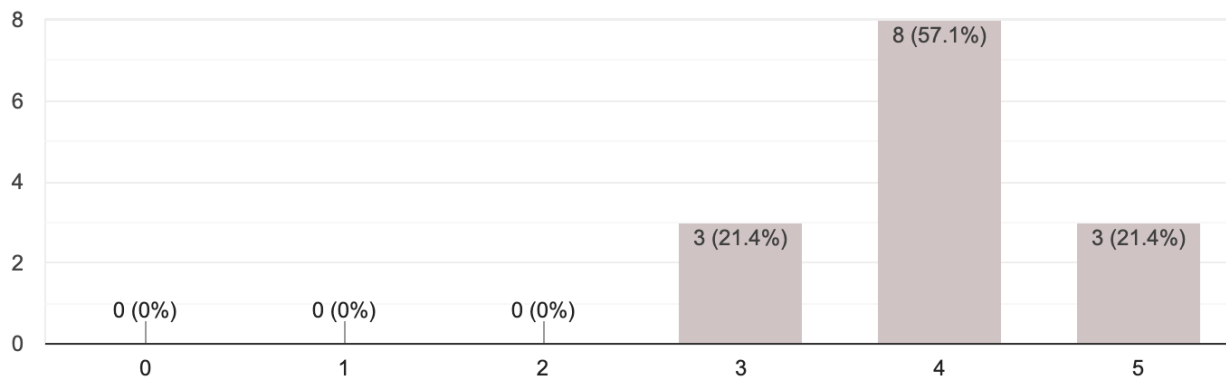


## 7. Usefulness moving forward

- How likely is it that you will integrate the strategies and methodologies discussed at the workshop into programs and legislative institutional frameworks?

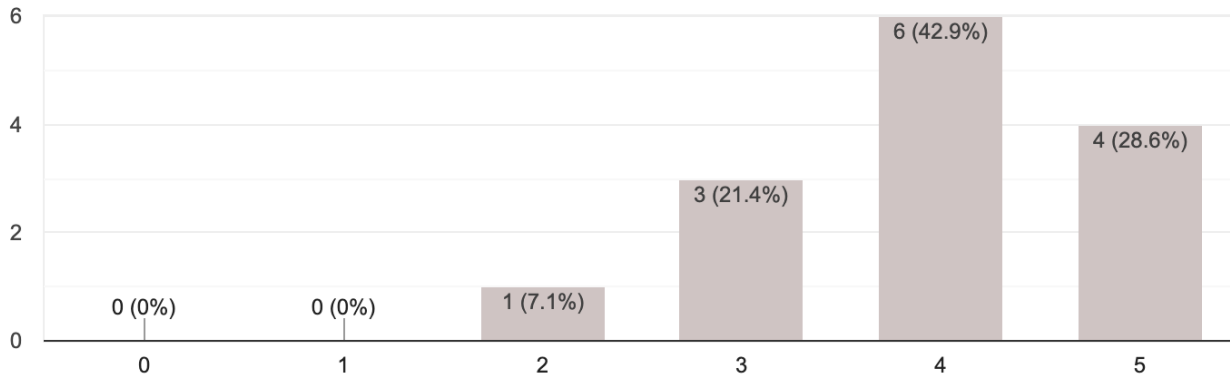


- How likely is it that you can apply methodologies and good practices in public administration and governance, based on the material discussed in the Workshop?

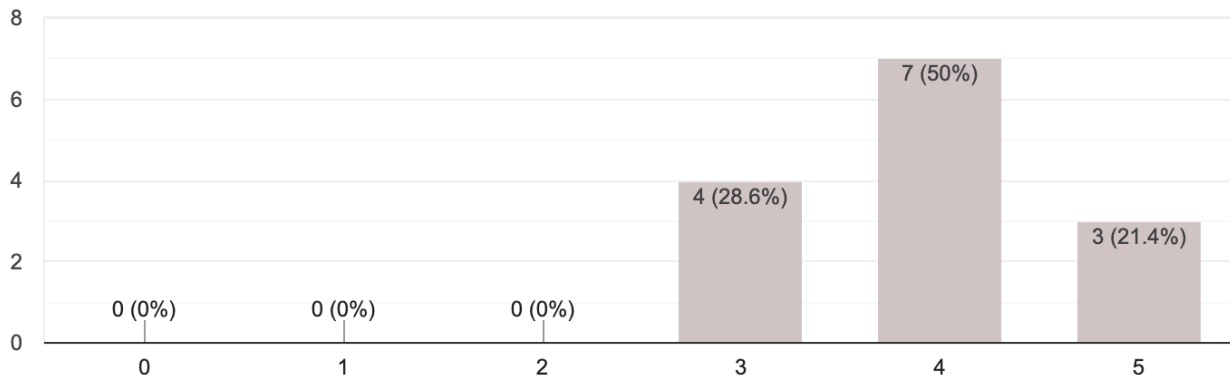




- How likely is it that you will actively use methodologies, manuals and tools discussed during the Workshop to improve public sector delivery, including through the use of information and communications technology?



- How likely is it that you can apply methodologies and good practices in the engagement of citizens and governance, based on the material discussed in the Workshop?



## 8. Comments and suggestions on improving the training and the process (preparation and workshop flow).

- The preparation and flow were effective.
- On additional day with more time for workshop discussions on tools.
- Determine a measurable objective/result to be assessed at the end of the workshop.
- Would be helpful to have some of the power point presentations if possible to be forwarded.
- The main issue impacting the training was internet connectivity issues, so I have no other recommendations.
- None.
- Time management and reducing the amount of discussion questions in breakout rooms.
- Material should be shared beforehand or post training with participants to facilitate information.
- Also, the training did not facilitate inclusivity for persons with disabilities, in particular visual or hearing impaired.
- Facilitators need to be mindful of person's learning styles.
- None.
- More time... allow for some time for lags and technological issues. Caution presenters. Example the indigenous representative calling on his ancestors.
- Presentations from panelists should be more focused.

- Longer sessions are need; receipt of materials before the workshop.
- Maybe there was too much presented in the short time. Assimilation was difficult. The same material over three days might be better.

**9. Suggestions on how the organizers can improve the pre-workshop needs assessment questionnaire.**

- Considering the time limitation, it might have been useful to share the presentation prior.
- Determine a measurable objective/result to be assessed at the end of the workshop.

**10. What was the best/most useful element of the workshop you attended?**

- All sessions were useful.
- Breakout sessions.
- the breakout rooms.
- Hard to decide as all were so timely and relevant.
- The breakout room on Policies to promote social and labour inclusion was my best experience since I'm interested in policymaking. It was a great experience discussing the learning axis and brainstorming policy and project solutions.
- breakout session of the second day.
- The breakout rooms with sharing experiences.
- Being able to share experiences with colleagues and learn about their experiences within the breakout groups; recognizing similarities.
- Definitely, seeing the presentation on RAISD.
- The bringing together of different organisations and at different levels.
- Planning for resilience.
- The country experience.
- The CDEMA and the CCRIF presentations were really powerful.

**11. What was the least useful element of the workshop you attended?**

- N/A.
- None.
- n/a.
- All sessions were useful.
- None.
- There were all useful sessions. Totally appreciated being a participant.
- Discussion on insurance mechanisms.
- The insurance companies' presentations, I think there is conflict of interest there.
- Nil.
- Presentation by UN-Habitat.
- Enjoyed the whole workshop.

**12. What type of capacity-building activities would you like to see more of from the organizers in the future?**

- Implementation guides.
- Increase the time of the training.
- More case studies.
- Data Analytics, how to derive practical data from the social assessments.
- More on Integrated Social Protection Systems.
- The UN ECLAC could opt to offer a short course via Coursera or other e-learning platforms to make it more accessible.
- a regional vision for infrastructural development and a mechanism for sharing educational needs that includes the formation of a plan of action.
- Capacity-building on specific sub-topics (e.g. climate change, gender equity, homelessness).

- I would love to see capacity building spaces directly related to health. We can even co-organize them with the IFMSA.
- Regional integration.
- Specific training on institutional capacity building and mobilizing financing.
- Similar workshop but more in depth.
- Pointing to where follow-up arrangements can be made.
- Increase the time of the training to facilitate more exchanges.
- Data Analytics, how to derive practical data from the social assessments.
- More on Integrated Social Protection Systems.
- The UN ECLAC could opt to offer a short course via Coursera or other e-learning platforms to make it more accessible over time.
- a regional policy platform.
- Capacity-building on specific sub-topics (e.g. climate change, gender equity, homelessness).
- I would love to see capacity building spaces directly related to health. We can even co-organize them with the IFMSA.
- See above.
- Same as above.
- Similar workshop but more in depth.
- DITTO.

**13. Do you see a need for advisory services/a follow-up national workshop on LNOB and Universal Social Protection Systems in your country?**

- Yes.
- Yes.
- Yes.
- Yes.
- Yes.
- This would be interesting for Caribbean countries medical students' associations.
- No.
- Yes.
- Certainly. The workshop was really an appetizer.



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