



NEW TIMES, NEW ROLES

Rapid economic and social changes have created a more complex labor market, in which workers' transitions between jobs are more frequent and varied. To respond to this new reality, labor-market institutions need to modernize and transform their functions and operations. Labor intermediation requires a new life cycle approach, because the objective is not just to match a job seeker with a job in a specific moment in time, but to promote successful labor-market transitions throughout the workers' professional lives.

This changes will have important implications on the employment services. On the top of their essential functions, such as listing jobs and providing labor market information and job placement, new roles and functions are incorporated, such as the management of training programs, unemployment insurance, or specialized services for employers.

In the advanced countries, public employment services have been adapting themselves to modern times and taking advantage of the full potential of new technologies, improving their management with innovative information systems, online services, social media, and partnerships with the private sector. Due to the development level of the employment services in Latin America and the Caribbean, there are many challenges and great opportunities for improvement.

About The Inter-American Development Bank (IDB)

Founded in 1959, the IDB contributes to improve the quality of life in Latin America and the Caribbean by providing financial and technical support to countries working to reduce poverty and inequality. Our goal is to promote sustainable development, working closely with governments, public institutions, and the private sector worldwide. We maintain a strong commitment to obtaining measurable results with the highest degree of professional integrity, transparency, and accountability.

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RED SEALC

**Technical Support Network to
Employment Services in Latin America
and the Caribbean**

RED SEALC

Strengthening employment services in Latin America and the Caribbean

The development of a country depends to a large extent on its labor force, and public employment services play a central role so that people can find good jobs and companies can get qualified workers according to their needs.

The Inter-American Development Bank (IDB) created the Red SEALC in 2009 to support the efforts of Latin American and Caribbean governments to build and strengthen their public employment services. The initiative aims at improving the labor opportunities for workers and increasing the productivity of businesses and countries.

The Red SEALC finances programs so that public employment services can learn from the successful experiences of countries within the region and the rest of the world. The international cooperation includes training programs, workshops, technical assistance provided by government officials, and consultations from international experts.



OUR VISION

1 MORE AND BETTER SERVICES...

A good service design and an adequate presence across the country are keys to ensure effective employment services. The Red SEALC also promotes one-stop-shop service delivery models to facilitate the integration and coordination of services.

2 MAKING THE MOST OF NEW TECHNOLOGIES...

Information technologies are essential for modern, efficient employment services. But they also require a multichannel strategy, that is, to deliver the right services to the right people through the right channels.

3 WITH STRATEGIC PARTNERSHIPS...

To achieve quality job placement, employment services must work side by side with the productive sector to understand its human resources requirements and anticipate its growth needs. Public and private partnerships are key to achieving this goal.

4 AND A FOCUS ON RESULTS

Information is necessary to take sound decisions and increase efficiency; therefore, the Red SEALC encourages the use of performance management systems and impact evaluations.



Member countries

RED SEALC BY THE NUMBERS

16 Member countries

15 Exchanges among countries within the region

13 Cooperation with countries from outside the region

350 Government officials trained through Red SEALC support

50 Government officials from 13 countries participating in impact-evaluation training programs