



# International CASE STUDY

## United States Agency for International Development (USAID), Bureau for Latin America and the Caribbean

- Communications Services and Informational Products
- International and Humanitarian Deployment
- Business and IT Training

### Client Challenge

The Bureau for Latin America and the Caribbean (LAC) sought short-term technical assistance, program support and information and communications support for USAID's goal of strengthening the capacity of governments and private entities within the Western Hemisphere to combat crime, improve governance, address climate change, and create an economic environment in which the private sector can flourish and create jobs.

### XLA Excellence Delivered

XLA's technical assistance included planning, monitoring, coordinating, and reporting on program activities; advice on the technical feasibility, appropriateness, and value of proposed changes in activities; and advice and guidance on priorities. We provided program support that encompassed assistance with activity design and procurement planning, preparation of budget planning tables and justification documents, and preparation of program reports and success stories. Our Information and Communications Support services included public information strategic planning and management; the organization and management of public outreach sessions, relationships with the media, and training workshops; and the drafting and editing of information products such as fact sheets, situation reports, talking points and briefing materials, special studies/reports/briefing books, and conference proceedings and meeting notes.

### Impact

- Bureau was better able to plan, manage and report on its programs within the LAC region.
- Provided onsite surge support to a number of USAID's overseas Missions to fill gaps in staff capacity, help them respond to time sensitive requirements, and provide valuable training to their direct hire staff and implementing partners.
- XLA personnel were recognized for their contributions to such important USG programs as the Central American Regional Security Initiative (CARSI) through the presentation of prestigious awards including a Superior Honor Group Award and a Meritorious Honor Group Award.