

EaP CSF RE-GRANTING 2017

Annex VII: Final Narrative Report template

Project title: Step Forward to Social Decentralization in Eastern Partnership Countries

Grant Agreement no: SEC003/2017/WG5/02

Project duration: 1 April – 30 September, 2017

Reported period: 01.05.2017 – 31.08.2017

The Lead organisation: Research-Intellectual Club “Dialogue of Generations” RICDOG

Person responsible for the project: Gvantsa Totadze

The Partner organisations and contact persons:

1. Armenia

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2. Ukraine

Bureau of Social & Political Developments (BSPD)

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1. Overall description of project implementation, changes in timeline and reasons for change

The **aim** of the project is to study the system of the social decentralization in Ukraine and voucher assistance in Georgia and create permanent structure for developing social decentralization services conception in Eastern partnership countries.

The project objectives are:

1. To learn Ukraine experiences in dimension of social services decentralization and Georgian experience in voucher assistance system;



2. To create sustainable system of developing and improvement of social dialogue and social services in Eastern Partnership countries through permanent sharing and exchanging experiences and information;
3. To strengthen capacities of CSOs working on social services sphere.

2. Project Activities and Outputs

Activities carried out to achieve Objective 1:

Activity 1.1:

Delegations from Georgia, Armenia and Ukraine have visited Odessa (Ukraine) in 24-27 of May. Main goal of the visit was to share experience of Ukraine in Social services Decentralization issues for Georgian and Armenian partners. Delegations were represented by Research-Intellectual Club "Dialogue of Generations" RICDOG (Georgia), Armavir Development Center ADC (Armenia) and Bureau Social and Political Developments BSPD (Ukraine), representatives Ministry of Social Affairs of Armenia and Parliament of Georgia. During the first month of the project RICDOG, ADC and BSPD formed a group of 3 representatives to visit Ukraine for getting experience in dimension of social services decentralization. The representatives from Georgia (Gvantsa Totadze – Secretary General of RICDOG, Nugzar Kokhreidze - Expert of Social Dialogue and Tornike Chivadze – expert at Parliament of Georgia, regarding social policy); Armenia (Naira Arakelyan - the Executive Director of Armavir Development Center NGO, Sofi Bostanchyan - Leading Specialist of the Department of Women, Family and Children Issues, Ministry of Social and Labour Affairs and Sofi Khachatryan - Assistant to the Deputy Minister of Social and Labour Affairs; Ukraine (Rostyslav Dzundza – Chairmand of BSPD; Leonid Ilchuk - Director The Scientific Research Institute of Labour and Employment of the Population of the Ministry of Social Policy of Ukraine and National Academy of Sciences of Ukraine; Olga Tsviliy - expert of Board Bureau of Social & Political Developments).

Delegation of countries took part in seminar, which was organized by UNISEF Ukraine concerning topic of "Forming of Integrated System of Social services in frame of Decentralisation: Modern Practice and Perspectives", where participants talked about process of decentralization of Self-Government of Ukraine and first results which integrated system of Social Services got after decentralization.

During the visit delegation also visited to Department of Social Policy and had meeting with representatives of Odessa Center, where they got know about System of Social services provision. Head of Center made presentation of the structure and services which Center is provide and how the case workers operate. Also delegation visited to Caritas Odessa and got many information of different social programs organised by Caritas and shared their information about different possibilities in the line of social services provision.

In the end of visit representatives of Georgia, Ukraine and Armenia has signed memorandum of partnership with International Association "Eurostrategy" for future cooperation in frame of Platform of Social Services Decentralisation.

During visit in Kiev delegation has visited to Kiev Municipal Children Rehabilitation Center.

Video of visit to Ukraine: https://www.youtube.com/watch?v=kAuoNz9qX_k&feature=youtu.be



Activity 1.2:

After studying Ukrainian experiences, in the 3rd month of the project, delegation from Armenia (Ashot Margaryan - Deputy Minister of Social Affairs; Anahit Melkumyan - Senior Specialist at the Ministry of Social Affairs; Naira Arakelyan - Executive Director of Armavir Development Center; Nune Pepanyan - Project Manager at Full Life NGO, Arman Azizyan - Project Manager and Developer at Armavir Development Center); Ukraine (Rostyslav Dzundza – Chairmand of BSPD; Leonid Ilchuk - Director The Scientific Research Institute of Labour and Employment of the Population of the Ministry of Social Policy of Ukraine and National Academy of Sciences of Ukraine; Olga Tsviliy - expert of Board Bureau of Social & Political Developments); Georgia (Gvantsa Totadze – Secretary General of RICDOG, Nugzar Kokhraidze - Expert of Social Dialogue and Tornike Chivadze – expert at Parliament of Georgia, regarding social policy; Bakar Berekashvili – desk survey author which was done in frame of the project "Advanced Reforms, Advanced Civil Society").

Delegations from Armenia and Ukraine visited different CSOs and government agencies on 11-14 of July, to learn Georgian existing experiences in social services sphere and with a particular focus on voucher assistance system. They met with organizations in Tbilisi (capital) and in Kutaisi (as a regional example). They studied Georgian experience, social issues law, vision of the future of government and recommendation of CSOs regarding social services decentralization.

All these visits gave an opportunities of project team to form clear vision about existing situation and future action plans to develop social decentralization policy in Eastern Partnership Countries.

Delegation has visited to Ministry of Labour, Health and Social Affairs of the Georgia. Representatives of Armenia and Ukraine, together with Deputy Minister of Social Affairs of Armenia Mr. Ashot Margaryan has met with Deputy Minister of Labour, Health and Social Affairs of Georgia Mr. Zaza Sopromadze and Head of the Social Protection Mrs. Nutsi Odisharia. Also, they have met with Georgian parliamentarians Mr. Gia Zhorzholiani (Leader of Fiction Social-Democrats) and Beka Natsvlshvili (Deputy of Chairman of Euro integration). Delegation visited NGO ANIKA Daily Center and got information of center working concerning Children with special needs. Director of the Center Mrs. Maka Chankvetadze has told to guest about Center activities and working approach.

In Kutaisi (Administration Center of largest region of Georgia, Imereti) delegations has visited NGO "Bridge for Social Inclusion" Office and held meeting at Kutaisi City Hall. Vice-governor Paata Nadiradze, Mayor of Kutaisi Shota Murghulia, Heads of Regional and local Social Affairs body took part in meeting. Heads of Social Affairs Departments has shared their social programs with guests. As a follow up for these activities, Naira Arakelyan, the executive director of ADC, shared project goal and results in the [5th Working Group of the Eastern Partnership Civil Society Forum in Brussels](#) held on July 10, 2017 and in [Eastern Partnership Civil Society Forum's Armenian National Platform](#) held on July 15, 2017. Besides these, Armavir Development Center NGO organized a [public discussion](#) on the social sector reforms in Armenia on July 31, 2017. The discussion was led by Naira Arakelyan.

Activities carried out to achieve Objective 2:

Partners organised 2 skype conferences participated to contribute to the creation of a common statement about Social Services Decentralization Platform of Eastern Partnership Countries and sent



it to members of Eastern Partnership Forum and other interested organizations to invite them to join in Platforms. Social Services Decentralization Platform of Eastern Partnership Countries created a sustainable instrument to engage CSOs to develop social dialogue, positive experiences on social services decentralization issues and have possibility to do common projects, which strengthens the process of lobbying and advocacy of social services decentralization policy.

Activity 2.2 Established and presented of Social Services Decentralization Platform of Eastern Partnership in Georgia memorandum.

Concept Draft prepared by Leonid Ilchuk - Director the Scientific Research Institute of Labour and Employment of the Population of the Ministry of Social Policy of Ukraine and National Academy of Sciences of Ukraine. After skype conference discussion among partner organizations official Statement was confirmed and was published in several networks for inviting interested organization to join on English and Russian Languages:

<https://dialogueofgenerations.wordpress.com/2017/09/26/call-for-joining-to-platform-of-the-decentralization-of-social-services-in-eastern-partnership-countries/>

<https://www.ricdog.org/>

Two organizations, except project partner organizations, expressed their wish to join to Platform:

Founders of Platform:

- Research-Intellectual Club “Dialogue of Generations” RICDOG (Georgia)
- Armavir Development Center NGO (Armenia)
- Bureau of Social & Political Developments (BSPD) (Ukraine)

Organizations is willing to join at this moment:

- Centre of Regional Development (Ukraine);
- “Democracy in Action” (Georgia).

Process of entering still continuing and according to the Preliminary Action Plan (which Final version will agreed when process of joining will be completed) Platform will focus it works on working on Social Policy and raise knowledge among Political Parties to create clear vision for tackling Social challenges of population.

Official presentation of Platform took part in Kutaisi, where were invited members of National Platforms, representatives of CSOs, government, experts and media. During presentation audience got detail information about Platform, it works, concept, future plans and visions.

Information about Conference was published in local media:

https://www.facebook.com/ricdog.org/videos/1621932187871038/?_xt=33.%7B%22logging_data%22%3A%7B%22page_id%22%3A133754236688848%2C%22event_type%22%3A%22clicked_all_page_posts%22%2C%22impression_info%22%3A%22eyJmljp7lnBhZ2VfaWQiOiIxMzM3NTQyMzY2ODg



[4NDgiLCJpdGVtX2NvdW50ljoimCJ9fQ%22%2C%22surface%22%3A%22www_pages_home%22%2C%22interacted_story_type%22%3A%22565413710334575%22%2C%22session_id%22%3A%220e6934d32cb7ae7370c16cf1f8260282%22%7D%7D](https://www.youtube.com/watch?v=OTFx6ZGDDW8&feature=youtu.be)

<https://www.youtube.com/watch?v=OTFx6ZGDDW8&feature=youtu.be>

Activities carried out to achieve Objective 3:

Activity 3.1

In August was organised two days seminar in Ukraine, Armenia and Georgia for representatives of NGOs, Government and Social Services workers. During seminars project team shared result of study visits, information about Platform, future visions and plans and activity which Eastern Partnership Civil Society National Platform, especial WG5 does. Also, project team shared result of surveys which has done during project "Advanced Reforms, Advanced Civil Society".

RICDOG, Georgia. 27-28 of August RICDOG organised two days seminars. During the Seminars project team shared result of study visits in Ukraine, information about Platform, it future visions and plans and activity which Eastern Partnership Civil Society National Platform, especial WG5 does. Also, project team shared result of survey which has done during project "Advanced Reforms, Advanced Civil Society". Main important part of the seminar also was discussion about Social Policy, which extremely important pre-election period. Election observer organizations shared their information that most of the population raise social issues. Agreed to work closely with political parties to put clear social policy in their Election Program. Representatives of Social Dimensions of City Hall shared their conditions of work and expressed their readiness to be involved in the process.

https://www.facebook.com/pg/ricdog.org/photos/?tab=album&album_id=1639541162776807

BSPD, Ukraine. BSPD held two days seminars for representatives of different NGOs and Social sphere workers. Project team shared information about project, willingness to invite organizations to join to Conception of the Platform of Social Services Decentralization in Eastern Partnership Countries. Second day of seminar project team held discussion about how to work social services decentralization in Ukraine regions and what are perspectives and challenges.

ADC, Armenia. On September 29-30, we have organised a two-day seminar was held on the investment of social services delegation system in the frames of the "Step Forward to Social Services Decentralization in EaP Countries" project. On the first day of seminar major organizations working in the field of social policy had opportunity to discuss new initiated reforms with the representatives of the ministry of social affair at the Congress Hotel, Yerevan, Armenia. The discussion was held about the process of reviewing and regulating the procedure of providing state support to legal entities for the purpose of social service provision. Deputy Minister of Labour and Social Affairs Sona Harutyunyan presented the state certification procedure of the organizations providing social services. Deputy Head of Staff of Ministry of Labour and Social Affairs Vahram Ter-Balyan spoke about the competition order



of service provision. After hearing questions and answering them, a discussion was held about social service provision order /children, people with disabilities, elderly people/ between sectorial departments of the Ministry of Labour and Social Affairs and present NGOs. Grigori Grigoryants spoke about the minimum quality standards of social services provision/Competition order project. The last topic referred to the financial mechanisms of social service provision. On the September 30, the seminar was continued in Armavir Development Center NGO for the local organizations working in social services field in order to strengthen capacities of CSOs. The discussion points, information and presentations from the first day was passed to the local organizations.

As a result of the seminar it was decided, that ADC NGO will collect the suggestions of the NGOs about the competition order project and will transfer it to the Ministry of Labour and Social Affairs in order to prepare corresponding opinions. Afterwards a seminar will be organized to discuss the mentioned suggestions and the Ministry's responses.

Photos attached.

Activity 3.2

During project has organized Media campaign. Project team has created special page in social network:

<https://www.facebook.com/groups/402003736865789/>

Also, delegations participated in TV programs to promote necessity of social dialog and social services decentralization:

<https://www.facebook.com/297797240344463/videos/554062728051245/>

In frame of the project was published several articles about social decentralization advantages through website of organization and special Blogs:

<https://www.ricdog.org/sfssdineap>

<http://www.kutaisipost.ge/akhali-ambebi/article/7984-socialuri-servisebis-decentralizacia-thaobatha-dialogis-erthoblivi-proeqti>

<http://esod.org/ru/about-us/novosti-assotsiatsii/207-mezhdunarodnoe-partnorstvo-evrostrategii-rasshiryaetsya-ukraina-armeniya-gruziya>

<http://reporter.od.ua/v-odesse-obsudili-voprosyi-predostavleniya-sotsialnyih-uslug-v-usloviyah-detsentralizatsii/>

<http://eap-csf.org.ua/krok-vpered-do-detsentralizatsiyi-sotsialnih-servisiv-v-krayinah-shidnogo-partnerstva/>

<http://infotun.armavirdc.org/889.html>

<http://eap-csf.eu/wp-content/uploads/Step-Forward-to-Social-Services-Decentralization-in-EaP-Countries.pdf>



Presentation of the Concept of the Platform of the Civil Society of the Decentralization of Social Services in the Eastern Partnership Countries were broadcasted by several media:

https://www.facebook.com/ricdog.org/videos/1621932187871038/?_xt=33.%7B%22logging_data%22%3A%7B%22page_id%22%3A133754236688848%2C%22event_type%22%3A%22clicked_all_page_posts%22%2C%22impression_info%22%3A%22eyJmlip7lnBhZ2VfaWQiOilxMzM3NTQyMzY2ODg4NDgiLCJpdGVtX2NvdW50ljojMCJ9fQ%22%2C%22surface%22%3A%22www_pages_home%22%2C%22interacted_story_type%22%3A%22565413710334575%22%2C%22session_id%22%3A%220e6934d32cb7ae7370c16cf1f8260282%22%7D%7D

<https://www.youtube.com/watch?v=OTFx6ZGDDW8&feature=youtu.be>

3. Project Impact and evaluation

Please describe achieved project outputs

- The experience and innovative solutions of social service providers in Georgia and Ukraine were used by ADC for the benefit of our social centre both methodologically and construction.
- Georgia used Ukrainian Experience for promoting Social Decentralization Advantages in National and Local levels during the meeting with Ministry and Self-Government representatives.
- Ukraine shared experience getting during the Georgia to increase of options to improve of social services policy.
- Deputy Minister from Armenian Ministry of Social Affair was involved in high ranking meetings in Georgia to highlight the importance of decentralisation of social services and prioritization of voucher assistance.
- Reform on decentralisation of social services through delegation and open competitions for subsidises and grants to NGO was implemented by Armenian Government and Ministry of Social and Labour Affairs
- ADC won a project in the frames of STRONG Civil Society Organisations for Stronger Armenia Small Grants Scheme for Armenian Civil Society Organisations to organize national joint advocacy and participatory reform making on the delegation/ decentralisation of social services, at the same time enlarging its scope of social service provision by adding vocational education for vulnerable young people.
- Project and High level delegation visit raised discussion in Georgia Society concerning of meaning of Social Services Decentralization and NGOs and other actors agreed to work precisely in this direction. Also agreed that Social Policy have to be supported.
- Deputy Minister of Labour, Health and Social Affair of Georgia has expressed his support of Platform of Social services decentralization and willingness to continue work on this issue.
- During the meeting Georgian parliamentarians expressed their strong support regarding development social discussion in Georgia and support same in eastern partnership Countries through their Inter parliament Networks of Eastern Partnership Countries.
- Using the knowledge from the study visits, ADC has won and currently implements a project



for case managers of complex social services territorial centres and Board of Trustees.

For this reporting period of time, this project has impacted on achieving interest from the Government and Ministries in favour of creating a permanent structure for developing social decentralization services conception in Eastern partnership countries. In this reported period, it was able to make a clear vision on Ukraine experiences in dimension of social services decentralization and Georgian experience in voucher assistance system. After brief sharing of initial results of the project Ministries of Labour and Social Affairs and local authorities expressed their commitment to support changes in law.

As for the advocacy plan, it includes cooperation with the state representatives by sending them letters and getting their willingness and readiness to support of the project. Moreover, making user-friendly reports on current situation and upcoming changes available to general public and media outlet, will contribute to wider awareness raising and demand with regard to the reform.

Establishing of Platform of the Civil Society of the Decentralization of Social Services in the Eastern Partnership Countries came to local self-government election period in Georgia, which gave the opportunity for project team raise social question. During the election social themes were dominant and all the Political Parties tried to respond of the population needs. After the Conference were was presented Concept of Platform journalist used in their Talk Show to asking the question for Candidates.

In the link you can see that journalist asked the question to Kutaisi City Mayor Candidates about their vision of Social Services Decentralization issue on which all the candidates answered that they are agreed that it will be their program goals.

Link, see from 50 min:

<https://www.facebook.com/MEGATVgeOfficial/videos/1613446715386594/>

4. Gender mainstreaming

Please describe how gender approach was mainstreamed on the course of project implementation.

Gender approach was mainstreamed throughout project implementation at all levels of activities. RICDOG and its partner organizations mainly required that the delegates of the visits in Ukraine and participants of the two days seminars maintain the gender balance and pay special attention to gender aspects in the themes. During the visit in Ukraine were 5 women and 4 men delegates. During visit in Georgia 5 women and 5 men. Same approach were use during seminars were 53% were women and 47% were men together in three partners countries.



5. Visibility and Outreach

To raise public awareness about the proposed project, communicate results and impact of the action to target groups and the wider public in general; to ensure the visibility and communication requirements, Research-Intellectual Club "Dialogue of Generations", "Armavir Development Centre" and "Bureau of Social and Political Developments" and implemented all the necessary actions specified within the publicity and visibility strategy specified below:

MEDIA: Contacts were made and kept with the press at different stages during the project to promote project events and news.

<http://www.kutaisipost.ge/akhali-ambebi/article/7984-socialuri-servisebis-decentralizacia-thaobatha-dialogis-erthoblivi-proeqti>

<http://esod.org/ru/about-us/novosti-assotsiatsii/207-mezhdunarodnoe-partnorstvo-evrostrategii-rasshiryaetsya-ukraina-armeniya-gruziya>

<http://reporter.od.ua/v-odesse-obsudili-voprosyi-predostavleniya-sotsialnyih-uslug-v-usloviyah-detsentralizatsii/>

<http://eap-csf.org.ua/krok-vpered-do-detsentralizatsiyi-sotsialnih-servisiv-v-krayinah-shidnogo-partnerstva/>

LOGO: Logos were used on the web-site, in all publicity material, presentations, letter heads, reports, agendas, etc. as an attractive visual identity.

WEBSITE: The website of 3 NGOs, Facebook and other Social media were the project's key communication tools, which ensured immediate information dissemination and feedback.

<https://www.ricdog.org/sfssdineap>

<https://www.facebook.com/groups/402003736865789/>

The project and its results have been presented during the [5th Working Group of the Eastern Partnership Civil Society Forum in Brussels](#) held on July 10, 2017 and in [Eastern Partnership Civil Society Forum's Armenian National Platform](#) held on July 15, 2017.

6. Relevance for EaP CSF

Please mention here how you consulted/involved/shared the project output/s with the relevant EaP CSF Working Groups and National Platforms or with EaP CSF Secretariat, if relevant.

Informative articles and photos have been spread through our social media networks, facebook and websites of the partner organizations.

<https://www.facebook.com/media/set/?set=oa.412563522476477&type=1>

https://www.facebook.com/pg/ricdog.org/photos/?tab=album&album_id=1505608459503412

https://www.facebook.com/pg/ricdog.org/photos/?tab=album&album_id=1505598959504362

https://www.facebook.com/pg/ricdog.org/photos/?tab=album&album_id=1505593502838241

https://www.facebook.com/pg/ricdog.org/photos/?tab=album&album_id=1505581056172819



Also, the project and its results have been presented during the [5th Working Group of the Eastern Partnership Civil Society Forum in Brussels](#) held on July 10, 2017 and in [Eastern Partnership Civil Society Forum's Armenian National Platform](#) held on July 15, 2017.

7. Project Sustainability Outlook

In frame of the Project was created Platform of the Civil Society of the Decentralization of Social Services in the Eastern Partnership Countries. At this moment in the Platform are 5 organizations:

- Research-Intellectual Club “Dialogue of Generations” RICDOG (Georgia)
- Armavir Development Center NGO (Armenia)
- Bureau of Social & Political Developments (BSPD) (Ukraine)
- Centre of Regional Development (Ukraine);
- “Democracy in Action” (Georgia).

Process of joining is continuing.

According to the vision of Project team at first stage will be invited organizations from Eastern Partnership Countries and EU to strengthen the Platform representability. Next steps are:

- To forming final Action Plan of Platform;
- To work on common projects to strengthen Social Policies in Eastern Partnership Countries;
- To strengthen process of close working with EaP National Platform and WG5 of CSO Forum WG5.

During visit in Georgian Parliament Project team got strong support from Social-Democrat party to support process of Social Policy and Platform functioning.

8. Attachments (if relevant)

1. **Paper of The Concept** of the Platform of the Civil Society of the Decentralization of Social Services in the Eastern Partnership Countries on two languages: English and Russian.
2. Program of the visits in Ukraine
3. Delegation List for Ukraine visit
4. Program of the visit in Georgia
5. Delegation List of Georgia Visit
6. Photos of the meetings,
7. Scanned versions of the registration lists

