

Joint SDG Fund  
PORTOFLIO ON INTEGRATED SOCIAL PROTECTION AND LNOB

## Joint Programme 2020 Annual Progress Report

### Cover page

**Country:** Turkmenistan

**Joint Programme title:** Improving the system of social protection through the introduction of inclusive quality community-based social services

**Short title:** Community-based Social Services

**Start date** (month/year): 03/2020

**End date** (month/year): 01/2022

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**Budget** (Joint SDG Fund contribution): USD 1,920,000.00

**Overall budget** (with co-funding): USD 2,350,000.00

**Annual Financial Delivery Rate** (= Total JP expenditures / transferred funds x 100%): 55.9%

**Rate of Committed Funding** (= Total JP commitments / transferred funds x 100%): 62.8%

#### Short description of the Joint Programme (max 1 paragraph):

The purpose of the JP is to make a transformative change in the current system of social service delivery in Turkmenistan, to reach out to the most deprived and vulnerable population and to address their specific needs. The programme is designing a new model of inclusive community-based services for children at risk of separation from parents, children without parental care, children with disabilities, youth at risk, women facing gender-based violence, people with disabilities and older persons in need of support with basic everyday care. The programme has begun to pilot a community-based social worker model engaged in identification, assessment and case management and will also pilot specialised social services to meet specific needs and support people to live independent lives in their communities. The JP is developing a mechanism for social contracting, improving the social work curriculum and is supporting drafting of legislative amendments and other institutional framework (standards, service specifications). The JP will support establishment of a government inter-sectoral coordination mechanism, as well as support economic analysis and advocate for the new system of community-based social services to be incorporated into the state budget. It is expected that the designed model will be then fully taken over by the government by Jan 2022 and scaled up by 2025 to fulfil the commitments under the existing national development and human rights plans, including on children.

## Executive summary

Very strong leadership by national partners has been demonstrated in the first year of the implementation and the goal of accelerating implementation of SDG goals on social protection can be considered to be proceeding satisfactorily. Despite the challenges and constraints caused by Covid-19 pandemic, the main outputs planned in the first year were achieved, though with about a 5-month delay. 45 community-based social workers were recruited and contracted by the Ministry of Labour and Social Protection, trained by ten national trainers who have been trained by international experts, and placed to practice in all 5 regions of the country and Ashgabat. A comprehensive legislative review has been undertaken and preliminary proposals for amendments to legislation discussed with the Mejlis (Parliament) and key ministries. A working group led by Ministry of Education is considering a draft social work curriculum with the goal of beginning to teach in September 2021. Service specifications for specialised social services have been drafted based on understanding of gaps in services identified through inventory of existing social services. A common understanding of social work and community based social services among key government decision-makers is emerging along with consensus on the design of the community-based service delivery model.

## A. Annual Progress

### A.1 The overall approach

#### *Broader context and JP changes*

There are no major changes that have taken place or anticipated in the JP's ToC or strategy, although delays to some activities resulting from the pandemic may require an extension of the implementation in 2022.

The most strategic change that took place in the JP's approach to mitigate the risks posed by the country lockdown due to the global pandemic was related to the training packages for capacity building of social workforce in Turkmenistan. An additional team of national trainers have been added to the overall design of programme implementation. The National trainers with strong training facilitation background have gone through rigorous recruitment process to gain the opportunity to study at the intensive TOT social services certification trainings programme delivered online by an international education institution, experienced in social workforce trainings. After each session, they were further cascading the training content to the newly contracted social workers in each region (velayat) face to face in small groups, with daily follow up consultations with the international trainers to ensure appropriate knowledge transfer mechanism. Launch of the capacity building trainings across Turkmenistan through the pool of national trainers had an added value as most of them were from the regions, representing the local community, organically fitting into the diverse social service landscape of the country. More importantly, they served as a communication channel between the social workers and the decision makers, helping to bring practical questions and concerns raised by social workers during the trainings to the attention of the Ministry of Labour and Social Protection of Population.

#### *Ensuring that JP remains strategic and catalytic*

Despite the challenges and constraints caused by the Covid-19 pandemic, the Joint programme has enabled introduction of community-based social services by laying the foundations for the development of a Turkmenistan model of social work and social services with common understanding of key concepts and terms emerging among government decision-makers from Ministries of Labour and Social Protection (MLSP), Education (MoE), Internal Affairs (MIA), Health and Medical Industry (MHMI), Adalat (Ministry of Justice), Finance and Economy (MFE) and the Mejlis), UN (UNICEF, UNDP, UNFPA, UNODC), as well as educators, lawmakers and practitioners.

The new Sustainable Development Cooperation Framework between the Government of Turkmenistan and UN for 2021-2025 (UNSDCF) reaffirms the shared vision and partnership between the Government of Turkmenistan and the UN development system, expressing aspirations for a prosperous, inclusive, and resilient Turkmenistan, in which there is an equitable and universal access to quality education at all levels, to health care and social services, and no one is left behind. The Joint programme will directly contribute to the Output 5 of Outcome 4 in the new Cooperation Framework: "Regulatory framework and technical

capacities developed to introduce a system of social protection to provide quality, inclusive and social services at the community level". This will make an important contribution to the implementation of the national strategic priorities related to enhancing human capital, improving living standards, people-centered social policy and social services, as well as to the implementation of the national human rights action plans and other sectoral strategies.

The main adaptation to Covid-19 in 2020 is in the modality of delivering training to social workers, conducting information sessions online (eg. for 150 participants from all five regions of Turkmenistan and Ashgabat) and meeting with partners and experts online. Guidance has been provided for frontline social workers on adapting practice to Covid-19 restrictions. There are no repurposed activities. The JP continues to drive forward and accelerate the introduction of social work and community based social service to Turkmenistan.

In 2021, the JP plans to continue delivering in the online format until the mobility restrictions are lifted at some point in the future. While limiting physical space for in-person interaction, the shift to the online mode of work opened up many new opportunities, including simultaneous virtual engagement with broader audiences across the regions of Turkmenistan and delivering services by international consultants/companies from the place of their physical location to the national target audiences. This practice also proved efficient in terms of time and cost saving. In fact, the JP even benefited from moving to the online service delivery, as it allowed PUNOs to make up for the time lost due to the outbreak of the pandemic in the beginning of the year and plan better for efficient delivery of activities.

There are no other re-alignments of the JP over the past year, and the JP continues to pursue the strategic goal of developing quality, community-based services and expanding.

The JP is fully aligned with the UN's immediate socio-economic response plan to Covid-19 (SERP). The SERP has been developed by the Government of Turkmenistan, with the support of the UN Country Team (UNCT), under the coordination of the UN Resident Coordinator and technical lead by the UN Development Programme (UNDP). Guided by the UN Framework for the Immediate Socio-Economic Response to COVID-19, the SERP is based on the national priorities of the Government of Turkmenistan reflected in the Presidential Programme on Socio-Economic Development for 2019-2025, the Concept of Development of Digital Economy for 2019-2025, and the Programme of Development of Foreign Economic Activity for 2020-2025.

This Socio-Economic Response Plan comprises five areas of work that together constitute an integrated support package of measures to mitigate the negative impact of the global pandemic on the socio-economic situation in Turkmenistan, with particular focus on the most vulnerable groups in line with the principle of "leaving no one behind". The second area is dedicated to strengthening social protection and basic social services, where introduction of a system of social work and inclusive social services at the community level plays an important role. The potential of the joint programme activities to provide support to the most vulnerable groups, contributes to a number of deliverables of the SERP, enabling creation of synergies in combination with other programmes, not only related to the social protection, but also to the community resilience and overall social cohesion.

## A.2 Update on priority issues

### *SDG acceleration*

**Target 1.3:** *Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable*

Based on the assessment of the individual needs of the target groups and the inventory of the supply of social services, **a theoretical framework** for introduction of a nationally appropriate human rights based and evidence informed model of inclusive community based social services, and accompanying practical social work **guidelines/manuals** have been developed, discussed with national stakeholders and used for capacity building of social workers and allied workforce;

- **A new social service workforce (Social Workers)** has been formed through robust recruitment, contracting by MLSP, and intensive training courses aimed at development of capacity to deliver the new model of inclusive community-based social services.
- **An analysis of national social protection legislation, policies and regulations** has been held and the **proposed legal amendments** to expand the range of social services, improve access and coverage of wider vulnerabilities were provisionally **discussed by national stakeholders**, and after their finalization are to be submitted to the national parliament.
- **Draft normative documents** have been developed **for generalist and specialized social services** to address needs of the JP's vulnerable groups (children with disabilities, without parental care, at risk of separation from parents; people with disabilities; people in need of support with basic care; women facing gender-based violence; youth at risk).
- To provide for sustainability of the social services workforce and further development of human resources, composing **a higher education curriculum on social work** as profession has been initiated with the active involvement of MoE and leading national universities.

**Target 10.4:** *Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality*

- The above mentioned legal amendments, among other suggestions, seek to provide a **legal base for more effective financing mechanisms of social protection system** along with provisions that would allow for **civil society organizations to be more effectively involved in social service provision** and become a recognized part of the national social protection system.
- Technical advice has been provided to MLSP to support their case with Ministry of Finance and the Economy for funding of social worker posts and social services. Further technical support to the government **to cost services and put appropriate funding mechanisms** in place is planned for 2021 to support decision-making on budget allocation for provision of the new model of social services at scale from 2022.

**Target 16.1:** *Significantly reduce all forms of violence and related death rates everywhere*

- The theoretical framework of the new model of social service delivery, capacity building activities and proposed legislative amendments are all **addressing issues of various forms of violence and especially domestic violence, GBV and all forms of violence against children.**
- In practical terms, **draft normative documents related to violence prevention and protection of survivors of violence** have been developed (standard operating procedures and specifications of specialised social services) and will be implemented during the new model of social services piloting period in 2021.

#### *Vulnerable groups*

- The Inventory of social services brought the numbers of people in need and currently being served to the attention of decision-makers. It set a baseline for the JP on numbers and types of services and service users and also highlighted the role that CSOs are already playing in delivering social services and the contrast of the institution-based service provision of the state service providers and the community-based service provision of CSOs. The imperative to meet the needs of vulnerable people was highlighted for decision-makers.
- Training and detailed guidance has begun to influence the way that social protection personnel interact with vulnerable people, putting them at the centre of all considerations and empowering their active participation.
- Etrap social workers have begun to assess the needs of and directly support people in the community who belong to the JP target groups.

In 2020:

- 45 new social workers received 15 days of foundational social work training and detailed guidance for commencing practice and were deployed in 20 etraps (districts) in the capital (Ashgabat) and across all 5 Velayats (regions).
- 100 vulnerable families in 20 etraps participated in assessments that were conducted by the new social workers leading to referrals to services and other direct supportive interventions
- 150 people, including regional decision-makers, allied workforce and CSOs from 5 Velayats and Ashgabat participated in information events online

- 20 national educators and 20 decision-makers across stakeholder Ministries participated in events to build understanding of social work and quality community-based social services
- 10 national trainers received 25 days of training to be able to train in social work

#### Gender marker

- At least half of the newly recruited social workers are women.
- The designed model of social services delivers gender-responsive social services, facilitating the empowerment of women and girls, boys and men as well as other vulnerable groups and providing flexible solutions to address intersectional discrimination and unique barriers encountered by vulnerable groups.
- In process of legislation amendments, a team of experts drafted new amendment that fully complies with the standards and ensures the gender equality, disability inclusion and empowerment of vulnerable groups.

#### Human rights

- Human rights mechanisms are a foundational pillar of the theoretical framework of the model of social work and social services, the training of social workers and allied workforce and the emerging curriculum for a Bachelor degree in Social Work
- Proposed legislative amendments and regulatory framework are rights-based, tailor-made, beneficiary-centred and in the process of their implementation, respect the rights of service users and will make social services more sustainable, effective and accessible for beneficiaries and will ensure participation and empowerment of beneficiaries (children, women, girls, youth, disabled and elderly).
- Proposals for amendments are aligned with international standards and practice and provide examples where relevant. They also aim to reduce the administrative burden wherever possible.

#### Partnerships

- Strategic partnership with the Ministry of Labour and Social Protection of Population was strengthened, ensuring ownership of the JP implementation and the proposed model of community-based social workers and specialised social services.
- Strong methodological support was provided by the Partnership for Every Child in the capacity of Chief Technical Advisory Team (CTAG), which developed a number of guidance documents and directly supported strategic communications with MLSP, other Ministries, the four participating UN Agencies and the training team in developing and disseminating a common understanding of social work and emerging social services in Turkmenistan.
- Close interaction with a wide range of national stakeholders represented at the Joint programme both in technical level and the high level were instrumental for advocacy and ownership over the proposed reforms by the national stakeholders, including the Parliament of Turkmenistan, line ministries. It also ensured deeper collaboration with the CSOs.

#### Strategic meetings

Type of event	Yes	No	Comments
JP launch event	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A High-level Steering Committee, co-chaired by the Minister of Labor and Social Protection (MoLSP) and UNRC, was established with the participation of Deputy Ministers/Deputy Heads of State entities and Heads of participating UN Agencies. The first meetings of the Steering Committee and Working Group were held on March 5, 2020, where the Joint Programme <b>was launched</b> and a detailed Joint work plan endorsed
Annual JP development partners'/donors' event*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	On August 20, 2020, the Permanent Missions of JSDGF donor countries to the UN, Permanent Mission of Turkmenistan to the UN, ambassadors and development partners accredited in Turkmenistan, Deputy minister of Labour and Social Protection of Populations of Turkmenistan and other national partners

			joined the virtual <b>donors' meeting</b> where the Joint Programme goals, objectives and achieved results were presented by heads of the PUNO
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### *Funding and financing*

**Inclusion of Social worker costs in the state budget of Turkmenistan.** Discussions on financing part of social workers salary costs started right after the launch of the JP. In this regard, it was agreed that the recruitment and contracting of social workers will be carried out by the MLSP itself, in order to further facilitate discussions with the MFE on budgeting of social worker and social services costs. A number of meetings were held with the MLSP at the senior management level, and with the MFE. Several documents required for budgeting and contracting social workers were developed, such as standards and working time norms for the profession "social work specialist", calculation of wages, workload costing, job description, person specification etc. The issue of social worker and social service budgeting was also raised at the level of the Cabinet of Ministers of Turkmenistan. Discussions with the MFE on inclusion of social worker and social services expenses into the State Budget for 2022 is continuing.

### *Innovation, learning and sharing*

- **Dialogue to build a common understanding of social work and social services:** weekly PUNO meetings have ensured a gradual building of a common understanding and use of language, concepts and the theoretical framework relating to social work and community-based social services. This is reinforced by detailed written guidance, activities to generate normative documents and in regular interaction and dialogue with MLSP, Parliament, MoE and other government partners.
- **Communities of practice** have been built through working groups leading each JP output at the national level and in the training and deployment of social workers to the etrap. A social media group enables social workers and their MLSP and CTAG supervisors to 'chat' in real time as practice develops. Wider allied sector personnel in social protection, health, education and justice have also joined etrap and Velayat level communities of practice.
- **Pool of national trainers as a valuable asset to the national social service workforce.** Being the only viable option of training delivery to the national social service workforce in the time of pandemic, national trainers, following their online education by an international training institution, yet squeezed in time and content, proved an efficient tool for reaching the larger target audiences for dissemination of knowledge and teaching social work skills in the time of pandemic mobility restrictions. Moreover, national trainers, many of whom are experienced trainers, have been able to enrich training programmes with their own vision and knowledge of national specifics and serve as an efficient channel of communication of the social work specialists' concerns and feedback on their practice work to the Ministry of Labor and Social Protection and PUNOs.
- **Reflection** has been taking place through multiple activities – webinars to share the theoretical framework and guidance, training of social workers and other target groups, online chat groups, weekly trainer review discussions. Feedback loops are being established to ensure that national decision-makers are able to reflect on emerging practice from the etrap.
- **Open learning environment** has been established with all results from JP activities widely shared and communicated at all levels. Most of the planned knowledge products for year 1 have been completed or are close to completion (Social services inventory report, detailed assessment and case management guidance, service specifications, training packages, draft social work curriculum).

### *Strategic communications*

- **Communication goals:** i) to make general public aware, interested and motivated to practice new models of inclusive, community-based social services; ii) to sensitize media on reporting issues of target groups; iii) to produce JP result-oriented materials; and iv) to ensure JP programming press-coverage.
- **Materials:** JP promotional video, a project brief, booklets and online and newspaper articles increased understanding of decision-makers of and built their interest in the new model of social services, inclusive social work and social service workforce capacity building.

- **Mass media** human interest stories, articles on social inclusion, animation on social inclusion, blogs and social media posts were shared to reaching wider target audiences and promote the advocacy of the JP messages, while also raising general understanding of social services in Turkmenistan
- **A booklet for general audience** is being distributed by newly recruited social workers to inform and build trust of the general public and JP target groups in inclusive community-based social services and their potential for impacting vulnerable people's lives.

## B. Annual Results

### Overall progress

- On track (expected annual results achieved)  
 Satisfactory (majority of expected annual results achieved)  
 Not-satisfactory (majority of expected annual results not yet achieved)  
 Please, explain briefly:

Despite the challenges and constraints caused by Covid-19 pandemic, the main outputs planned in the 1st year were achieved, though with about a 5-month delay. 45 community-based social workers were recruited by the MLSP, trained and placed to practice in the 5 regions of the country. Nevertheless, from the beginning of the year, massive advocacy generated a common understanding of social work and community based social services among key government decision-makers that is emerging along with consensus on the design of the community-based service delivery model.

### Contribution to Fund's global results

**The 2020 SDG Fund target for Outcome 1:** Two integrated multi-sectoral policies to accelerate SDG achievement implemented with greater scope and scale: 1. Deployment of 45 social workers contracted by MLSP to 20 Etraps with accompanying institutional architecture; 2. Design of community based service delivery provisionally agreed with MLSP and other ministries.

High ranking officials representing Ministry of Labour and Social Protection (MLSP), Ministry of Health and Medical Industry (MHMI), Ministry of Finance and Economy (MFE), Ministry of Internal Affairs (MIA), the Mejlis (parliament) and a range of state-run and non-governmental organizations (total 10 national entities) have provisionally approved the JP's new inclusive community based model of social services and supported the deployment of 45 social workers to 20 etraps. Strengthening implementation of integrated, cross-sectoral SDG accelerators is demonstrated by JP's capacity building activities that include: a) participation of representatives of the involved sectors/ministries and CSOs in policy and decision making activities at the level of JP coordination, and b) trainings aimed at reaching a wide range of multi-disciplinary professionals working at different levels in social protection, health care, law enforcement, law making and service provision (i.e. trainings for front-line social workers, service managers, service providers, allied workforces and higher education instructors).

**The 2020 SDG target for Output 3 indicator 3.1:** one innovative solution tested 80% successfully to date –recruitment, contracting, training and deployment of 45 social workers to 20 etraps (districts) by the Ministry of Labour and Social Protection of Population, which is the key to sustainability and their support from local structures. The institutional framework is being developed and the case for incorporating the salaries of the social workers into the government budget has been under discussion between MLSP and MFE since May 2020.

### JP Outputs and Outcomes

#### Output 1:

- **Achievement of expected contributions to outcomes**

The results achieved in the first year of the JP implementation laid the foundation for the development of the Turkmenistan model of social work and social services with common understanding of key concepts and

terms emerging among PUNOs, MLSP and other government decision-makers as well as educators, lawmakers and practitioners.

- **Achievement of expected outputs**

45 Social workers recruited by the MLSP, trained and deployed in 20 regions (etraps) for 8 months. Social workers are central to the inclusive community-based social service model, as they play a key role in reaching out to vulnerable members of the community, assessing their needs and supporting them to access the services they need to realize their rights.

The assessment and case management Guidance has been completed and forms the basis for training packages for Social workers, allied workforce, managers, service providers and for guiding the work of Social workers in the field. In addition, MLSP has hired a social worker Supervisor to help them to address issues arising during practice and to support adherence to the standards outlined in the Guidance.

The foundational training of the newly recruited 45 social work specialists enabled the Ministry of Labour and Social Protection of the Population to deploy them in the places of their assignment in all regions of Turkmenistan for initial assessment of vulnerabilities of the population and identification of gaps in the existing social service provision to inform the development of the new community based social services.

Inventory of existing social services has been completed and presented to the JP Steering Committee. This task has contributed greatly to understanding among the government decision-makers, PUNOs, as well as NGOs about the nature of community based social services and specialised social services, including stimulating discussion on the costs of services and the importance of investing in primary prevention.

SWs engage with the Etrap authorities, as well as health, education, police, social protection, local CSOs and other relevant actors in the community, to reach potential service users with whom they conduct an assessment. The purpose of this practice is to model a community-based approach and to identify gaps in services. Since SWs were deployed with a 5-month delay, assessments of vulnerable target groups began in December, thus data from the etrap assessments will be available in early 2021.

Draft service specifications have been prepared for use in training allied workforce and service providers. The documents will be adjusted on the basis of the etrap assessments carried out by SWs, and the competition for sub-grants will be launched in February/March 2021 following training of service providers.

Taking advantage of the online option for communication with a larger audience, the JP jointly with the Ministry of Labour and Social Protection of Turkmenistan held the first in the series large-scale online information sessions for national stakeholders from the capital city and five regions of Turkmenistan, during which PUNOs acquainted the audience with the goals and objectives, interim and expected results of JP. The online event brought together over 150 participants, including heads and staff of the Participating UN Agencies, high-level officials of the Ministry of Labor and Social Protection of the Population (MLSP) and other relevant ministries, representatives of regional administrations, governmental and non-governmental social service providers from all regions of the country, raising their awareness of the importance of coordinated work with social workers and learning the practice of the social work profession during the upcoming trainings.

## **Output 2:**

A comprehensive review of the national legislation related to social services provision was completed providing the following:

- a complete and holistic picture of existing regulations in the field of social services provision for JP target groups
- a complete picture of the legal framework regulating existing social services for the JP target groups
- analysis of legal gaps and conflicts;
- identification of opportunities and potential for the development of the legal framework governing the system of social services taking into account national specifics and lessons learned from international experience;
- analysis of the extent to which the national legislation of Turkmenistan in the social sphere reflects the general principles and essential rights enshrined in international treaties ratified by Turkmenistan.



On the basis of the review, proposals for amending the Codex on Social Protection and related legislation have been developed for discussion with MSLP, Mejlis and other Ministries as follows:

- social service provision
- social work concept
- social services concept
- concept of "social worker"
- Guarantees of observance of the rights of citizens in social services
- Types of social services
- Social services management (Control over activities social service institutions)

### Output 3:

Based on the training packages developed by an international training institution contracted to train the pool of 10 national trainers in the online format, the JP launched an eight-month long cascade training of Turkmenistan's social service workforce. Trainings are conducted both in the online and in-person format by national trainers. As of today, 15 days of in-person trainings (foundational course) have been delivered to 45 newly recruited social work specialists, and 5 days of online training have been delivered to social work managers representing non-governmental and governmental social service providers from all the regions of Turkmenistan. The first round of trainings has exposed the frontline social work professionals to the basic theories of social work and equipped them with relevant skills to practice in the field new approaches to assessing and addressing the needs of the most vulnerable populations at the community level.

A working group of 20 educators, University administrators and education specialists led by the Ministry of Education, met twice in 2020 and received a grounding in the theoretical and practice framework on social work and social services that has been developed by the JP. A draft curriculum for a social work Bachelor's degree, based on the Ukraine model along with outline syllabi for two modules of the first year of the course have been developed by international experts. A paper outlining the Georgian curriculum and the international standards on social work education and a paper on opportunities for funding and international partnership in social work education have also been developed for the working group by CTAG. A ToR has been drafted for contracting national consultants to further develop the draft curriculum and to draft syllabi for starting Social work bachelor programme from Fall 2021 semester. Three further working group meetings are planned for January and February 2021 to be followed by a series of webinars to prepare university teachers for teaching social work at Bachelor degree level. The adjustments to the modality of training social workers is additionally creating a pool of experienced national social work educators that can complement university teaching with practical experience of training social workers, social work managers and allied workforce.

### Workplan

- JP workplan was modified
- JP workplan was not modified

Explain briefly: There have been no modifications to the workplan, but there has been a change to the modality of delivering training that differs from the approved workplan – 10 national trainers have been contracted to deliver face to face training and an international company has been contracted to train them online.

## C. Plan for the Next Year of implementation

The main focus in the 2nd year of implementation will be on deepening practice of community-based social workers with assessment and case management functions and piloting of specialized, inclusive community based social services that will be ready to go to scale and compliant with international standards for social services, including inclusiveness and gender-responsiveness.

In this regard, supervision of 45 SWs in 20 etraps and support to MLSP Coordinator and analysis of assessments will continue.

A number of results are planned to be achieved in 2021, as follows:

- Agree with all partners specifications for 15 specialized services, that will be prototyped by selected service providers in 5 pilot Etraps in two Velayats and Ashgabat over 12 months, from April 2021.

- Based on the pilot generated data continue to draft necessary legislation and secondary legislation proposals on improving legislation and regulatory mechanisms, in particular development of the Institutional architecture defining the multi-level system of social services ( national, regional, local), Ethical code for social workers, Mechanism for commissioning social services (social contracting), Regulations for social service providers (State and non-state) and social services beneficiaries (including determining eligibility for social services), mechanism for institutionalizing social work and social service standards and specifications.
- Ensure development of laws and regulations, methodologies, SOPs, guidelines for the provision and financing of social services by state budget in 2022
- Conduct Economic/SROI analysis of the community based social services to document costing and effectiveness of services for target groups and support the investment case
- Conduct gender audit of the proposed budget allocations for newly piloted services. Introduce adjustments to make the proposed budget more gender-responsive. Develop projections of gender equality impact and mainstream gender in all cost-efficiency analysis.
- Complete the 8-month online TOT and in person training of the social service workforce, including trainings on the topic of social work management, training for potential social service providers, advanced and specialized trainings for 45 social workers and specialized training for social service providers on issues specific to the new social services.
- Develop and agree with MoE and MLSP on the curriculum and syllabus for bachelor’s degree in social work to start a new Social Work programme at least at two Universities in Turkmenistan from September 2021.

#### Strategic communication plan for 2021:

Develop five videos from all pilots;  
 Develop eight stories with photos from all pilots;  
 Conduct media briefing for media representatives on reporting issues of target groups and social services;  
 Design an e-version of the annual report on JP results;  
 Print the annual report;  
 Press releases, articles on local newspapers and online news agencies;  
 Feature JP related activities and news on UN agencies’ websites and social media accounts.

#### *Towards the end of JP implementation*

As the JP implementation proceeds and the ToC continues to hold, the gradual building up of practice from the social workers in the etraps and from the specialized services will drive home to decision-makers the necessity of community-based services becoming accessible to the whole population. The economic analysis will also help to make the case for both legislation change and for long term government funding. We anticipate that the Bachelor degree in Social work will begin to teach its first course of students in September 2021. This fundamentally institutionalizes all of the changes made by the JP and ensures that the acceleration and impetus of the two year programme can continue into a long-term systemic change. No further modifications are anticipated

#### *Risks and mitigation measures*

The main risk in year 1 was of slow deployment of 45 social workers due to bureaucratic constraints from MLSP. This did not materialise and delays were rather linked to the pandemic. MLSP and other Ministries have taken strong ownership of JP implementation. Other risks remain actual – risk of few CSOs being able to deliver services especially outside Ashgabat, ambivalent attitude of government towards using CSOs for service delivery, economic constraints for securing sustainability (see Annex 4). Mitigation strategies also remain actual with strategic communication and ongoing gathering of evidence from practice having proven their strength in year 1. Strong ownership by government of JP implementation will also help to mitigate the identified risks.

## Annex 1: Consolidated Annual Results

### 1. JP contribution to global programmatic results (annual)

#### Global Impact: Progress towards SDGs

List up to 3 main SDG targets that your Joint Programme primarily focused on in 2020

- SDG Target 1.3: Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable
- SDG Target 10.4: Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality
- SDG Target 16.1: Significantly reduce all forms of violence and related death rates everywhere

#### **Global Outcome 1: Integrated multi-sectoral policies to accelerate SDG achievement implemented with greater scope and scale**

1.1 Did your Joint Programme contribute to implementation of integrated multi-sectoral policies that accelerate SDG progress in terms of scope<sup>1</sup> in 2020?

- Yes  
 No

Two policies were implemented in 2020 achieving greater scope and scale in the delivery of community based social services:

1. Deployment of 45 newly recruited, additional social workers contracted by MLSP to 20 Etraps with accompanying institutional architecture and logistical support including job descriptions, employment contracts, official mandates, local authority coordinators, offices, transport allowances. These social workers will reach new types of potential services users who are currently not accessing social services.
2. Design of community-based service delivery provisionally agreed with MSLP and other ministries – detailed guidance for the work of the 45 social workers in establishing community-based outreach to JP target groups, inter-sectoral working, conducting assessments and case management. Inventory of social services has provided a clear baseline of the numbers of people receiving services and highlighted the imperative for developing a range of community based social services, involving CSOs in service delivery and widening the range and number of people being served.

High ranking officials representing Ministry of Labour and Social Protection, Ministry of Health and Medical Industry, Ministry of Finance and Economy, Ministry of Internal Affairs, the Mejlis (parliament) and a range of state-run and non-governmental organizations (total 10 national entities) have provisionally approved the JP's new inclusive community based model of social services and supported the deployment of 45 social workers to 20 etraps as documents in signed Steering Committee and Working Group minutes. Strengthening implementation of integrated, cross-sectoral SDG accelerators is demonstrated by JP's capacity building activities that include: a) participation of representatives of the involved sectors/ministries and SCOs in policy and decision making activities at the level of JP coordination, and b) trainings aimed at reaching a wide range of multi-disciplinary professionals working at different levels in social protection, health care, law enforcement, law making and service provision (i.e. trainings for front-line social workers, service managers, service providers, allied workforces and higher education instructors).

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<sup>1</sup>Scope=substantive expansion: additional thematic areas/components added or mechanisms/systems replicated.

1.2 Did your Joint Programme contribute to implementation of integrated multi-sectoral policies that accelerate SDG progress in terms of scale<sup>2</sup> in 2020? (if so, brief explanation)

- Yes  
 No

Explain briefly: See above explanation on scope – increased reach to greater numbers of Etraps by community based social workers who have been trained to reach greater numbers of potential service users.

### Global Output 3: Integrated policy solutions for accelerating SDG progress implemented

1.3 Number of innovative solutions tested in 2020

Total number disaggregated by % successful and unsuccessful: 2 x 80% successful;

Provide the list:

1. MSLP ownership of deployment of 45 social workers to 20 etraps;

Explain briefly: Full ownership from the outset by MLSP of recruitment, contracting, training and deployment of 45 social workers to 20 etraps, with support from local structures and with guidance on assessment and case management and supervision from MLSP and CTAG. The institutional framework is being developed and the case for incorporating the salaries of the social workers into the government budget has been under discussion between MLSP and MFE since May 2020.

2.

1.4 Number of integrated policy solutions implemented with the national partners in lead in 2020

Total number: 2

Provide the list: as above

Explain briefly: The UNCT has worked hard to secure full ownership of policy decisions and oversight of implementation by national partners.

1.5 Did your Joint Programme contribute to strengthening of national capacities to implement integrated, cross-sectoral SDG accelerators in 2020?

- Yes  
 No

Explain briefly: **Capacity building** to implement integrated, cross-sectoral SDG accelerators is **strengthened through participation of representatives of the involved sectors/ministries and CSOs in policy and decision making activities at the level of JP coordination and by organizing trainings with programmes aimed at teaching a wide range of multi-disciplinary professionals** working at different levels in social protection, health care, law enforcement, law making and service provision (i.e. trainings for front-line social workers, service managers, service providers, allied workforces and higher education instructors).

1.6 Did your Joint Programme develop a functioning partnership framework for integrated policy solutions to accelerate progress on SDGs in 2020?

- Yes  
 No

Explain briefly: **The partnership framework** for integrated policy solutions to accelerate progress on SDGs has been **developed** prior to the formal launch of JP in the form of concept papers and ToR's for the JP Steering Committee and its Working Group **to strengthen operational capacity of the participating national organizations and PUNOs.**

## 2. Selected global performance indicators (annual)

2.1. Did your Joint Programme contribute to the improvement of overall UNCT coherence in 2020?

<sup>2</sup>Scale=geographical expansion: local solutions adopted at the regional and national level or a national solution adopted in one or more countries.

- Yes, considerably contributed  
 Yes, contributed  
 No

Explain briefly: The JP PUNO team met weekly to ensure joint approach to the programme implementation and joint monthly updates were presented at the UNCT meetings by the Heads of Agencies taking turns – one agency each month. This ensured close cooperation, coherent approach, and ownership over the joint goals, instead of concentrating on the Agency-specific components.

2.2. Did your Joint Programme contribute to reduced transaction costs for participating UN agencies in their interaction with national/regional and local authorities and/or public entities compared to other Joint Programmes?

- Yes,  
 No  
 N/A (if there are no other joint programmes in the country)

Explain briefly:

2.3. Was your Joint Programme aligned with the UNCT Results Groups in 2020?

- Yes  
 No

Explain briefly: The JP is aligned and significantly contributed to the UNCT RG2 in 2020 “Quality and inclusive social services” and continues contributing to the RG 4 “Quality and inclusive health and social protection services” in line with the Outcome 4 of the new Cooperation Framework 2021-2025.

2.4. Did your Joint Programme secure additional funding resources in 2020?

- Yes  
 No

Explain briefly:

### 3. Results as per JP Results Framework (annual)

Result / Indicators	Baseline	Expected 2020 target	2020 Result	Reasons for variance from planned target (if any)	Expected 2021 target	Expected final target (if different from 2021)
Outcome: The social protection system is ready to provide inclusive quality community-based support services						
Indicator 1: Coverage of social services disaggregated by sex, age, rural/urban and at risk groups	Mainly residential services available; 2300 people with chronic illness in need of home-based social	Individual social work needs assessments in 20 Etraps – 3 in each of 5 Velayats and all 5 in Ashgabat –	100 Individual social work needs assessments completed in 20 Etraps for 5 target groups.	Assessments began 5 months later than planned in all 20 Etraps so data analysis is delayed until a sufficient number of assessments has been completed.  Service specifications for	Coverage by quality, inclusive community-based services in 5 Etraps (3 in Ashgabat and 2 in another Velayat) for 5 at	

	<p>services; no availability of services to support families in difficult life situations, women facing gender based violence, supported independent living services or personal assistant services for people with disabilities, no foster care or reintegration services for children without parental care, extremely limited provision of day centre services for adults with disabilities and older people</p>	<p>and of gaps in services for 5 target groups disaggregated by sex, age, disability, rural/urban.</p> <p>Gender parity ensured as a minimum standard among the group of trained social workers conducting the Assessment (women constitute no less than 50% among the social workers).</p> <p>Pilot sites identified and services to be prototyped defined and launched</p>	<p>Gender parity ensured as a minimum standard among the group of trained social workers conducting the Assessment (women constitute no less than 50% among the social workers).</p> <p>Pilot sites identified and services to be prototyped defined. The launch has been postponed to April 2021</p>	<p>the prototype specialized services have been drafted, but the launch has been delayed until more assessments can be completed and the service specifications finalized.</p>	<p>risk target groups</p> <p>Regulations, legislation, standards, coordination and funding mechanisms, institutional arrangements in place for the prototyped system for delivery of quality inclusive community-based services to be delivered at scale across the country.</p> <p>Budget allocations at national, regional and local level for new types of services</p>	
<p>Indicator 2 Availability of inclusive community based social services ready to go to scale and compliant with international standards for social services including for child centeredness, disability inclusiveness and gender-responsiveness</p>	<p>0</p>	<p>Community based social worker established in 5 Etraps with assessment and case management</p>	<p>Community based social worker established in 5 Etraps with assessment and case management</p>	<p>As per Outcome indicator 1</p>	<p>Community based case manager system and 15 social services reaching 300 services prototyped in 5</p>	

		<p>functions.</p> <p>15 new services designed and 300 service users from the JP target groups targeted to receive services (disaggregated by gender, disability, age, target group)</p>	<p>functions.</p> <p>15 new services are being developed, the number of service users from the JP target groups is being determined based on assessments in the etraps</p>		<p>Etraps.</p> <p>Gatekeeping and referral mechanisms, standards, regulatory systems drafted, and budgetary norms calculated and proposed to parliament for inclusion in the 2022 budget</p>	
Output 1: An inclusive community-based social service model is developed, with its key elements prototyped to address multiple vulnerabilities of the most in need and ready for scaling up						
<p>Indicator 1.1: Prototype services designed, and effectiveness measured and costed</p>	0	<p>45 social workers trained and deployed in 15 Etraps for 8 months and assessments of vulnerable target groups completed; inventory of existing social services completed</p> <p>Design completed for system and services to fill gaps</p>	<p>45 social workers are trained and deployed in 20 Etraps for 2 months. Assessments of vulnerable target groups started; inventory of existing social services completed</p> <p>Design completed for community based social workers and provisionally agreed by SC;</p>	As per outcome indicator 1	<p>Salaries of 32 social workers picked up by government;</p> <p>Costing and effectiveness of services for target groups documented</p>	

			design for services to fill gaps in the development stage			
Indicator 1.2: Standards and service specifications, SOPs in place including mainstreaming of gender-responsive, child-sensitive and disability inclusive approaches approach	0	<p>Drafted and tested</p> <p>All SOPs and service specifications designed as gender-responsive, disability inclusive and child-sensitive</p>	<p>Drafted and tested for community based social workers with assessment and case management functions. In development for specialized services.</p> <p>All SOPs and service specifications are under development as gender-responsive, disability inclusive and child-sensitive</p>		<p>Gender and disability inclusion impact on target groups evaluated and necessary adjustments introduced</p> <p>Finalized (and reflected in legislation and local regulations)</p>	
Indicator 1.3: % population in 15 assessment Etraps and 5 pilot Etraps (disaggregated by residence, age, sex and disability status and other vulnerabilities) who have knowledge of where and how to access community based social services		<p>Social worker engagement at Etrap level to engage with community stakeholders and inform community members</p>	<p>National stakeholders across the country are aware of JP's goals and objectives, outputs and expected results. Social workers are involved at the etrap level</p>		<p>Number of men, women, girls, boys and youth (disaggregated by disability, rural / urban, sex and age) who have knowledge of existing and new services</p>	



			to engage with community stakeholders and inform community members.			
Indicator 1.4: number and % of vulnerable population in 5 pilot Etraps covered by services responsive to their needs disaggregated by vulnerability, age, sex)	0	Number service users planned in services to be prototyped (disaggregated by sex, age, disability, rural/ urban, vulnerability)	5 etraps where social services will be piloted based on vulnerability and availability of potential service providers		Number of service users who have received services and provided feedback on their effectiveness (disaggregated by sex, age, disability, rural/ urban, vulnerability) and % of potential service users in the target Etraps	
Output 2: Legislative and regulatory framework will be reinforced and institutional mechanisms established to facilitate the introduction of the new community-based social service delivery system						
Indicator 2.1 Regulations in place, legislation drafted, job descriptions approved – qualifications framework, Social Protection Law, Family Code, Healthcare Law	Existing review – no definition of social services, no eligibility criteria, social contracting mechanism does not permit selection on basis of quality as well as cost	Draft documents audited for disability inclusiveness, child sensitivity and gender responsiveness – amendments proposed to ensure gender equality, disability inclusion and empowerment	National legislation and sub-legislative regulations reviewed in full. Initial proposals for amendments discussed with working group led by Parliament. Full amendments in the process of		Based on the pilot generated data necessary adjustments recommended improving child-, disability- and gender-sensitivity of legislation and regulatory mechanisms.	

		<p>of women, parents, youth and people with disabilities.</p> <p>Institutional architecture developed (national, regional, local – defining the multi-level system of social services).</p> <p>Drafted legislation and secondary regulation proposals</p>	<p>being drafted in the following areas:</p> <ul style="list-style-type: none"> <li>- Social service provision</li> <li>- Social work and social services concept</li> <li>- Concept of 'social worker'</li> <li>- Guarantees of the observation of the rights of citizens in social services</li> <li>- Types of social services</li> <li>- Social services management</li> <li>- Funding of social services</li> </ul>		<p>Approved</p> <p>Draft legislation improved by evidence from pilots and presented to parliament and to the Presidential institution</p>	
<p>Indicator 2.2: Costing and funding standards developed and finalized</p>	<p>To be defined at project launch (data requests made to government partners).</p>	<p>Assessment of costs of existing system and newly designed community-based service model and planned prototype services.</p>	<p>Initial data gathered on cost of services as part of Inventory of social services. Economic/SROI analysis of the community based social services to document costing and effectiveness of services for target groups and support</p>		<p>Identify % of state budget that is required to go to scale.</p> <p>Funding mechanisms proposed to MoF for statutory mechanisms and new types of services.</p>	

			the investment cases was rescheduled for 2021 due to late start of the JP		Public finance assessment and cost consequence analysis (or other economic analysis method) to support a case for investment	
Indicator 2.3: Gender responsive budget for the programme completed and gender mainstreamed in the cost efficiency analysis	0	Gendered audit of the proposed budget allocations completed and adjustments to make the budget gender-responsive are introduced.	Planned for 2021.		Projections of gender equality impact of scaling up developed and gender mainstreamed in all cost efficiency analysis/studies completed	
<b>Output 3: The country's social work and social service workforce capacity strengthened</b>						
Indicator 3.1: Number and type of training packages reviewed, consolidated, developed and amended based on evidence from practice	Draft outline of social worker training package; UNFPA and UNODC training packages on co-dependency, gender-based violence, gender responsive social services and parent training to prevent risky	6 training packages drafted and 2500 person days of training delivered to 700 new and existing social service workforce practitioners, managers and allied professionals at national, regional and local levels (gender	International training company and pool of national trainers were contracted. Training packages were developed. The eight-month long online and in-person cascade training or national trainers and social service workforce started in	Behind schedule due to delays caused by pandemic and by changes to the modality of training from face-to-face training by international trainers to online training of national trainers.	Training packages finalized  2500 more person days of training delivered to the same 700 personnel at all levels including managers, legislators, practitioners etc (gender disaggregated)	

	behaviour in adolescence.	disaggregated)	November 2020. In 2020, 10 national trainers have successfully undergone 25 days of online training and delivered 15 days of face to face foundational training to 45 social workers from all regions of Turkmenistan.			
Indicator 3.2: Curriculum developed for Higher education degree in Social Work that is based on international standards and Turkmenistan emerging social work practice	<p>UNICEF draft outline of Higher education social work degree curriculum; existing curriculum at technical college level</p> <p>UNFPA proposals for courses on gender equality in social work and GBV prevention and response in social work.</p>	<p>Detailed curriculum drafted and submitted for approval to Ministry Education</p> <p>National pool of 10 social work educators identified, trained and deployed in co-training social workers, allied workforce etc.</p>	<p>Curriculum drafted based on regional and international examples and submitted for consideration.</p> <p>Working group convened and ToR developed for 5 national consultants.</p> <p>10 Trainers contracted, trained and delivering training as part of the JP.</p>	Delays caused by changes in senior personnel and the Higher Education Department team at the Ministry of Education.	<p>10 Social work educators complete training in the curriculum and practice in training delivery as well as social work practice in the pilot sites.</p> <p>Curriculum proposal improved based on practice and finalized for use by State University and other education institutions and organisations</p>	

## Annex 2: List of strategic documents

### *Strategic documents that were produced by the JP*

<b>Title of the document</b>	<b>Date when finalized (MM/YY)</b>	<b>Brief description of the document and the role of the JP in finalizing it</b>
Manual on social work	29.09.2020	Fully drafted by the JP and approved by MLSP this document presents theory and practice of social work in three volumes – I Theories and concepts of social work; II Assessment; III Case management – as guidance for social workers deployed to etrapas for the JP and as the basis for all training and communications so that a common understanding of social work and social services can emerge. The manual also includes an ethical code for the social workers. In Russian. Formed the basis for all training packages.
Brief for MLSP on budgeting for social workers in the 2021 budget	05.2020	Outline of key issues for MLSP to consider when making the case to MFE for budgeting for social worker positions. In Russian
Briefing note on structural issues related to introducing community based social workers and social services in Turkmenistan	05.2020	Outline of key issues on the design of the model of community based social services including caseloads and the options for deploying social workers in the community based on international and regional experience. In Russian, Turkmen and English.
Inventory of social services	10.2020	Final report presented to the JP Steering Committee and circulated to members describing the system of social services, numbers of service users, types of services and including information on costs of services, staffing standards and ratios.
Legislative review	12.2020	Comprehensive review of all legislation and regulation relating to existing social services.
Draft proposals for legislative amendments	12.2020	Draft proposals for amendments to the legislative framework discussed with Output 2 Working group in December 2020
Draft University degree in social work curricula proposals and model syllabi	11.2020	Outline curricula – Ukraine model and Georgia model (based on international standards. Report that includes model syllabi. Report that outlines opportunities for international exchange in social work education.
Draft service specifications for specialized services and for community base social worker service	12.2020	Outline of goals, expected results, indicators, basic and quality standards for 15 specialized services and for the community based social worker service.

### *Strategic documents for which JP provided contribution*

<b>Title of the document</b>	<b>Date when finalized (MM/YY)</b>	<b>Brief description of the document and the role of the JP in finalizing it</b>
Turkmenistan's Immediate Socio-Economic Response Plan to Acute Infectious Disease Pandemic	July 2020	Turkmenistan's immediate socio-economic response plan to Covid-19 pandemic (SERP) to the global pandemic has been developed by the Government of Turkmenistan, with support of the UN Country Team (UNCT). JP activities and expected outcomes are listed in the document and largely contribute to the Pillar 2: Support to Protecting People: Social Protection and

### Annex 3: Strategic communication results

3.1. Have you created a strategic communication plan for the Joint Programme?

- Yes**  
 No

Explain briefly: UNCG developed a strategic communication plan and recruited a communication specialist to implement the overall coordination of the Joint Programme communication plan. The JP communication plan has four targets: 1) general public is aware, interested and motivated to practice new models of inclusive society; 2) media is sensitized on reporting issues of target groups; 3) JP results-oriented materials are produced; and 4) Press coverage on JP programming is ensured .

Some communication activities aimed to raise general public awareness and motivate to practice new models of inclusive society. To reach this target, a JP promotional video was produced featuring the PUNO heads talking about the launch of the Joint Programme on social services and its aims. Key messages of the Joint Programme were developed in Turkmen and Russian to be widely used in all communication products and activities. Two human interest stories were shared widely on UN, PUNO and Joint SDG Fund websites. Also, the partnership meeting with Joint SDG Fund donors and diplomatic corpus in Turkmenistan was a very successful event in communicating the JP aims to donors (making Turkmenistan JP a “trendsetter”). As piloting of a new model of social services were postponed to the second year of the JP because of COVID-19, we also had to postpone some planned communication activities, such as development of videos and human interest stories from all pilots. However, some new activities were added up to the communication plan to cover the emerging needs in reaching out overall JP targets. A Social Inclusion animation was produced to raise public awareness about vulnerable people in society and promote inclusiveness. As social work specialist is emerging as a new profession in Turkmenistan within the framework of Joint Programme, a video about social work specialists was started by taking some video footage from the nationwide trainings in social work.

JP also aims to sensitize media to report issues of Joint Programme target groups, such as people with disability, people in need of basic care, youth at risk, victims of gender violence, etc. Activity on conducting media briefing for media representatives on reporting issues of target groups and social services will be held in May, 2021.

In order to produce JP result-oriented materials, two booklets were developed, designed and printed about community-based social services and social work specialists. One is for general public (5000 in Turkmen and 5000 in Russian) to build their trust in social work specialists and a new model of social services and the other is for specializes audience (2000 in Turkmen and 2000 in Russian), such as specialists in social service provision system, decision makers, and allied workforce to enhance their understanding of a new approach to social work, emerging profession of social work specialists and their professional responsibilities, multidisciplinary approach in social work, and the new model of community-based social services. JP Project Brief was designed, developed and printed (500 in Turkmen and 500 in Russian) to be widely used in information sessions and JP meeting with national partners. Also JP produced visibility materials based on design provided by Joint SDG Fund communication focal point. The design was adapted to local context.

Above that, the press coverage of Joint Programme activities and achievements were widely disseminated through UN and PUNO websites, local newspapers, online news agencies and UN and PUNO social media accounts.

Thus, JP goals and achievement in the first year of its implementation were successfully communicated to general public, government and partners.

3.2. What percentage of the annual budget towards communications was utilized from the total budget? (Note that the entire JP comms budget must be min 5% of the total JP budget)

Explain briefly: Percentage of the annual budget utilized towards communications – **82.4 %**.

Total strategic communication and monitoring budget is \$96,000 for the whole program. Out of that pure *strategic communication budget is \$78,000* (\$ 15,000 RC monitoring and \$3,000 UNICEF monitoring as a lead agency). Out of \$78,000, a communication specialist was recruited (\$22,000) for two years. Therefore, budget for communication for 2020 was USD 33,300, including 11,000 for communication specialist. Total spent *by the end of the 2020 is \$27,431*. Some activities, such as donor’s meeting were conducted online that saved some funds for future extra communication activities. There were also less spending on JP visibilities and some other activities. Funds left from activities (\$5869) are planned for communication activities in 2021.

3.3. Have visibility outcomes increased due to the provided funding for JP strategic communications?

- Yes**  
 No

Explain briefly: Provided funding for JP strategic communications increased the visibility outcomes. JP visibility materials carrying the JP messages were produced and distributed to national partners and general public. The Joint Programme launch video was developed and shared in the first information session that gathered 150 local and regional partners from all over the country. It was also shared on the UN Turkmenistan and [Joint SDG Fund website](#) increasing JP visibility both in Turkmenistan and abroad. [Project brief](#) and a booklet in Turkmen and Russian for general audience and a booklet for specialized audience were developed. A JP banner was designed and produced to be used at the in-person JP related events. Also an animation about social inclusion was finalized. Joint Programme activities and achievements were amplified in press releases shared on UN Turkmenistan, PUNO websites and online news agencies.

3.4. Does the Country Profile Page on the Joint SDG Fund website contribute to your JP outreach?

- Yes**  
 No

Explain briefly: It helps to make donors’ aware of where their contributions go and what changes are made. We shared Turkmenistan Profile Page on the Joint SDG Fund website with embassies and international partners both in Turkmenistan and abroad via the Partnership meeting in August, 2020. One of activities ([Booklets](#)) was funded by the British embassy in Turkmenistan, saving some budget for producing more communication projects in the second year.

3.5. How many articles (interviews, human interest stories, press releases, expert insights, etc) about your JP were published by an external media outlet (Non-UN published)?

Total number: **12**

Explain briefly: **10 (press releases and articles)** were on external online news agencies and **2 articles** on the local newspaper. They informed general public, local, regional and national decision makers about new approach in social service provision that JP aims to pilot, JP activities to reach its aim, JP achievements, and explained transformation in social service provision system.

Locally printed newspaper shared two articles about aims of the JP and how they are aligned with national policy for social protection (“For the benefit of all in a society” and “Sustainable future for all”).

Online published press releases and articles disseminated information about [the launch of the JP, social workers being recruited](#) within the framework of JP, [how social services are being developed](#) within the framework of JP, about JP [donors’ meeting](#) at the global level, country wide [information session](#) for national partners [on different platforms](#), meeting with [national partners](#) to discuss JP implementation, nation-wide JP [training to social workers](#), and start of [fieldwork](#) of new specialists of social work ([on Turkmenportal](#), [DelovoyTurkmenistan](#), [AshgabatIn.](#))

#### Articles printed on local newspapers:

1. *В интересах всего общества* (For the benefit of all in a society) by Irina Imamkuliyeva – “Нейтральный Туркменистан” No 272 (29632)

2. Устойчивое будущее для всех (Sustainable future for all) \_ In Social Policy column – Нейтральный Туркменистан No 144 (29504)

3.6. How many articles (interviews, human interest stories, press releases, expert insights, etc) about the Joint Programme were published by the UNCT and JP PUNOs?

Total number: 9

Explain briefly: 8 press releases:

- [about start of JP](#);
- [Expert Working group meeting](#);
- [on donors' meeting](#) for Joint SDG Fund donors and embassies and international partners;
- [JP steering committee meeting](#);
- [JP capacity building trainings for social workers](#),
- [JP information session for national stakeholders](#)
- [JP Working groups meeting-legislative aspect](#)
- Social workers set off for field work on [UN Turkmenistan](#) and [UNDP](#) websites
- 2 human interest stories: [one for potential beneficiary](#) and another about social workers discovering a new profession – shared on [UN Turkmenistan](#), [UNICEF](#), [UNDP](#) websites, and on UN Turkmenistan social media accounts [Instagram](#), [Facebook](#), [Twitter](#) and on Joint SDG Fund and PUNO social media accounts.

3.7. Have you received an increase of social media followers?

Yes

No

Total number: (Not mandatory)

Explain briefly: We cannot disaggregate for impact of the JP as social medial posts on UNCT social media accounts were also re-posted by PUNO social media accounts:

- Donor's meeting - Facebook, Twitter and Instagram
- JP Expert working group meeting – [Facebook](#), [Instagram](#), [Twitter](#)
- JP Information session – [Facebook](#), [Instagram](#), [Twitter](#)
- A new career option in Turkmenistan – specialist of social work – [Facebook](#), [Twitter](#)
- JP online trainings for national trainers (ToT) – [Twitter](#), [Facebook](#), [Instagram](#)
- Social workers' orientation meeting on [Twitter](#), [Facebook](#), [Instagram](#)
- Working Group of Social work theorists and practitioners on [Twitter](#), [Facebook](#)
- Training for social workers and their start of work at places on [Twitter](#), [Facebook](#), and [Instagram](#).
- JP working group on legislative aspects on [Twitter](#), [Facebook](#), and [Instagram](#)

*Multi-Media Faucets*

Title of the document	Date when finalized (MM/YY)	Brief description and hyperlink (if it exists)
Inclusive and quality community-based social	December 15, 2020	Turkmen – 5000 and Russian – 5000 for general audience <a href="#">Find here</a>



services		
Improving the system of social protection through the introduction of inclusive quality community-based social services	December 15, 2020	Turkmen – 2000 and Russian – 2000 for specialized audience (partners, stakeholders, allied workforce, etc.) <a href="#">Find here</a>
Social Inclusion	December 20, 2020	This is an animation video. The aim of this activity is to raise awareness about vulnerable groups and call for inclusive society
JP visibility materials	September 4, 2020	Visibility products for JP were produced: notebooks – 1000 pcs, paper folder – 400 pcs, paper bags -250 pcs, pens -1000 pcs, ceramic cups – 300 pcs and thermo-cups for social workers – 70 pcs.
Project brief	June 9, 2020	1,000 copies of Project Brief (500 Russian and 500 Turkmen) to be distributed to national partners and stakeholders. They were also used in the Information session on October 21, 2020, organized for representatives of a number of ministries, local administrations, government and non-government social service providers. <a href="#">Find here</a>
JP promotional video	May, 3, 2020	<a href="#">Promotional video</a> with Resident Coordinator’s and PUNO leads’ speeches about the launch of the Joint Programme on community-based social services.

### Social Media Campaigns

Title of the document	Type (FB/Twitter/LinkedIn/Etc.)	Brief description and hyperlink (if it exists)

## Annex 4: Updated JP Risk Management Matrix

Risks	Risk Level:	Likelihood:	Impact:	Mitigating measures	Responsible Org./Person
<b>Contextual risks</b>					
Economic constraints on the State budget and the ability of the government to commit funding for social services at scale beyond 2021	Medium (6)	3	2	Strategic communications and evidence from practice on the importance of the JP for achieving the national strategy	RC, PUNOs, MLSP
<b>Programmatic risks</b>					
Insufficient CSO service providers come forward to prototype services	Medium (6)	2	3	UN will advocate for and ensure active involvement of CSOs in programme development and implementation from the beginning.	RC, PUNOs, MLSP
Pandemic restrictions affects	Low (4)	2	2	Ongoing use of online options for	PUNOs, MLSP

quality of training, supervision and practice.				training and regular communication from the frontline social workers up through their supervisor and CTAG to MLSP and PUNOs.	and RC
<b>Institutional risks</b>					
The Government is historically used to state service provision and diversification in this field is disruptive.	Medium (6)	3	2	Ensuring a strong top-down mandate and enabling environment through legislative amendments and high-level working group instructions communicated at all levels.	PUNOs, RC and MLSP
Bureaucratic obstacles in registration for CSOs is a constraint on social contracting and diversification of service providers	Low (4)	2	2	Close collaboration and strong buy-in from Government.	PUNOs, RC and MLSP
<b>Fiduciary risks</b>					
Actions being delayed due to lack of necessary level of budgetary allocations for the intended programmes preventing policy documents from operationalisation.	High (9)	3	3	Involvement of Ministry of Finance and Economy from the outset and at all stages of the JP. Systematic strategic communication based on evidence from practice.	PUNOs, RC and MFE