

Annual Project Progress Report

Project title:	UN-Turkmenistan Joint Programme „Improving the system of social protection through the introduction of inclusive quality community-based social services“
Award ID:	00124733
Project ID:	00119451
Implementing partner(s):	Ministry of Labor and Social Protection, UNICEF, UNFPA, UNODC
Period covered in this report:	January-December 2021
Date of last Annual Report:	18 December 2020
Date of the last Project Board meeting:	17.06.2021 (JP Steering Committee meeting)
Date of last Quality Assurance and rating:	21.12.2020 Implementation (undp.org)

1. Project Performance

Please state the expected Output of the Project, set indicators and corresponding CP Outcome (as per project document/AWP):

<p>Project Output 1:</p> <p>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> <p>Output indicators:</p> <p>1.1. Prototype services are designed and effectiveness measured and costed 1.2. Standards and service specifications are in place including mainstreaming of gender-responsive, child-sensitive and disability inclusive approaches 1.3. Indicator number and % of vulnerable population in 5 pilot Etraps covered by services responsive to their needs disaggregated by vulnerability, age, sex</p> <p>Output targets (2021):</p> <p>1.1 Number of new services piloted in target etraps.</p> <p>a) Were the indicators and output achieved? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Partially <input type="checkbox"/></p> <p>b) If no or partially, please explain why?</p> <p>UNDP is piloting three new specialized social services in the city of Ashgabat through local CSOs that were awarded low-value grants following the competitive selection process. The period of piloting was extended to 31 March 2022, following the extension of UNDP participation in the Joint Programme.</p> <p>1.2. Standards, service specifications and SOPs finalized</p> <p>a) Were the indicators and output achieved? Yes <input type="checkbox"/> No <input type="checkbox"/> Partially <input checked="" type="checkbox"/></p>

b) If no or partially, please explain why?

All relevant standards and service specifications were developed, adopted and finalized for provision of new specialized social services. SOPs are in the process of development and to be finalized by early March 2022.

1.3 Number of service users who have received services

a) Were the indicators and output achieved? Yes No Partially

b) If no or partially, please explain why?

131 people from vulnerable groups, including people with official status of disability, elderly people living alone and people with chronic illnesses (of which 84 are women) currently receive new specialized social services in their places of residence on the basis of individual plans with the support of personal assistants.

Project 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

Output indicators:

2.1 Costing and funding standards developed and finalized

Output targets (2021):

2.1. Assessment of costs of existing system and newly designed community-based service model and planned prototype services.

a) Were the indicators and output achieved? Yes No Partially

b) If no or partially, please explain why?

The socio-economic analysis of new and traditional social services is currently under way and to be completed by the end of February 2022. The late start of the analysis was due to the overall delay in launching pilot social services by all JP PUNOs.

Project Output 3:

The country's social work and social service workforce capacity strengthened

Output indicators:

2.1 Number and type of training packages reviewed, consolidated, developed and amended based on evidence from practice

Output targets (2021):

3.1. Delivery of training packages completed

b) Were the indicators and output achieved? Yes No Partially

c) If no or partially, please explain why?

A comprehensive package of training materials consisting of 7 modules has been prepared for short-term in-service certification courses on the fundamentals and core functions of social work. This package was developed by the Bulgarian Social Activities and Practice Institute and delivered online to 10 national trainers, who then cascaded the training in face-to-face format to 297 new and existing social service practitioners, including the freshly recruited 45 social workers, 79 representatives of allied workforces, 106 managers of social work, 67 representatives of social service providers across the country, throughout all regions and the capital. In total, 113 days of person-training were provided. Overall, the capacity building training not only helped develop competencies of social service practitioners and para-professionals in social service provision but also provided a platform for introduction of the proposed model to the relevant stakeholders and reinforcing the cross-sectoral collaboration for effective implementation of the set objectives.

2. Progress Reporting

Please summarize the main achievements during the project cycle:

Despite the challenges and constraints caused by Covid-19 pandemic, UNDP ultimately managed to achieve all targets set in the JP Annual Work Plan for 2021, not least by shifting all major activities online. The JP UNDP-led social service workforce capacity building training that was held both online and in-person allowed other JP PUNOs to begin their activities as scheduled and produce results as per the Joint AWP.

Project Output 1:



UNDP is successfully piloting three new specialized social services for persons with official status of disability, elderly people living alone and people with chronic illnesses in the city of Ashgabat through national CSOs (public association Yenme and National Red Crescent Society of Turkmenistan) that were awarded low-value grants following the competitive selection process. The initial period of piloting (June-December 2021) was extended to 31 March 2022, following the extension of UNDP participation in the Joint Programme. As of mid-December 2021, 131 people from the target vulnerable groups (of

which 84 are women) have received specialized social services in their places of residence on the basis of individual plans with the support of personal assistants. In their work, the social service teams are guided by relevant standards and service specifications that were developed, adopted and finalized with the support of UNDP and JP Chief Technical Advisers. In the process of piloting new specialized social services through national CSOs, UNDP has also managed to successfully test a social contracting mechanism for possible adoption by the national authorities in the near future.

Project Output 2:

UNDP with the support of the Ministry of Labour and Social Protection of the Population of Turkmenistan is currently conducting the socio-economic analysis of new and traditional social services to provide the Government of Turkmenistan with an evidence base and analysis of the cost and social value of new community-based social services vis-à-vis traditional social services in residential institutions to support the Government in making an informed decision on financing the new model of social services and scaling it throughout the country in the near future. The analysis provides for a desk review of available data as well as quantitative and qualitative research of information by the Bulgarian Social Activities and Practice Institute contracted by UNDP. The exercise started later than expected because of the overall delay in launching pilot social services by all JP PUNOs and should be completed by the end of February 2022.

Project Output 3:



UNDP strengthened capacity of 297 new and existing social service practitioners, including the freshly recruited 45 social workers, 79 representatives of allied workforces, 106 managers of social work, 67 representatives of social service providers by exposing them to fundamentals, core functions and practical aspects of social work as part of a large-scale training held in 5 regions and the capital city from November 2020 to October 2021. A comprehensive package of training materials consisting of 7 modules for short-term in-service certification courses on the basics and practice of social work and the actual training were developed and delivered by the Bulgarian Social Activities and Practice

Institute, a reputable international training and social service provision organization. Given COVID-19 travel restrictions, training was first delivered online to 10 national trainers contracted by UNDP, who then cascaded training in face-to-face format to the above social service workforce. In total, 113 days of person-training were provided. Overall, the capacity building training not only helped develop competencies of social service practitioners and para-professionals in social service provision but also provided a platform for introduction of the proposed model to the relevant stakeholders and reinforcing the cross-sectoral collaboration for effective implementation of the set objectives. The package of training materials was shared with the Ministry of Labour and Social Protection of the Population of Turkmenistan and the Ministry of Education of Turkmenistan.

Changes in UNDP approach

The most strategic change that took place in UNDP's approach to mitigate the risks posed by the country lockdown due to the global pandemic was related to delivery of capacity building training for social service workforce. A team of 10 national trainers was added to the overall design of programme implementation. The national trainers with strong training facilitation background went through rigorous recruitment process to gain the opportunity to study at the intensive TOT social services certification trainings programme delivered online by SAPI, experienced in social workforce trainings. After each session, they were further cascading the training content to the social service workforce in each region face to face in small groups, with daily follow up consultations with the international trainers to ensure appropriate knowledge transfer mechanism. The 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 local communities, organically fitting into the diverse social service landscape of the country. More importantly, they served as a communication channel between the newly recruited social workers and the decision makers.

Communications:

The results of UNDP work as part of the JP were regularly communicated to the public at large through press releases, human interest stories and video and featured not only on UNDP and UN in Turkmenistan websites but also global SDG website and in national electronic and print media. Below are a few links to such communications from UNDP in Turkmenistan website.

<https://www.tm.undp.org/content/turkmenistan/en/home/presscenter/pressreleases/2021/Social-work-managers-build-their-capacities-ahead-of-piloting-new-social-services-in-Turkmenistan.html>

https://www.tm.undp.org/content/turkmenistan/en/home/blog/strengthening-social-workforce-capacity-in-turkmenistan_.html

<https://www.tm.undp.org/content/turkmenistan/en/home/presscenter/pressreleases/2021/Turkmenistans-social-service-providers-build-up-their-capacities-to-pilot-new-community-based-social-servicesocial-work-managers-build-their-capacities-ahead-of-piloting-new-social-services-in-Turkmenistan.html>

<https://www.tm.undp.org/content/turkmenistan/en/home/presscenter/pressreleases/2021/new-social-work-specialists-complete-full-cycle-training-social-work.html>

<https://www.tm.undp.org/content/turkmenistan/en/home/presscenter/pressreleases/2021/piloting-new-community-based-social-services-in-turkmenistan.html>

<https://www.tm.undp.org/content/turkmenistan/en/home/presscenter/pressreleases/2021/allied-workforce-professionals-complete-social-work-foundational-training.html>

3. Project Risks and Issues

The project Risk Log is maintained throughout the project implementation to capture potential risks to the project and associated measures to mitigate risk. The Project Manager shall maintain and update the Risk Log and ensure that risks are identified, communicated and managed effectively.

A number of potential risks are listed below.

Description of risk	Type and category	Risk management actions	Current situation
Implementation of the JP UNDP component activities cannot be implemented in full due to initial under-budgeting of the JP UNDP component activities.	Financial	Fundraising, cost-sharing with other PUNOs	UNDP provided \$70k thus fulfilling its commitments under JP. JP PUNOs shared some costs relating to in-person trainings by national trainers in the regions and capital city.
Delay in the implementation of the JP UNDP component activities due to COVID-19 external and internal travel restrictions	Environmental	Three-month extension for piloting of three new social services if extra funds are mobilized	Following the approval of six-month no-cost extension of the JP, UNDP extended its participation in the JP until 31 March 2022
Insufficient NGO service providers come forward to prototype services on a grant basis because of lack of willingness, capacity of NGO service providers to engage in piloting new services due to certain bureaucratic obstacles in registration of new NGOs, lack of willingness of local authorities to cooperate with NGOs.	Capacity development of national partners	UNDP will advocate for and ensure active involvement of NGOs in programme development and implementation. Close collaboration and strong buy-in from Government. Build capacities of potential NGO social service providers through trainings and ensuring support for their engagement in piloting of new social services from the Ministry of Labour and Social Protection	Two NGOs that earlier participated in the capacity building training by UNDP applied and received funding from UNDP under LVG agreements to pilot new specialized social services that were registered with the Ministry of Adalat. The initial period of piloting was extended until 31 March 2022.

4. Lessons learned and follow-up steps (if applicable)

Please provide the lessons learned and further steps after the project's closure.

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, UNDP even benefited from moving to the online service delivery, as it allowed UNDP and other JP 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.

The pool of national trainers appeared to be 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.

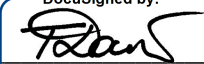
5. Transfer of Assets or other related matter

Please state on any past or future transfer of assets made within the project cycle (Attach list of equipment, cooperation frameworks with beneficiaries, etc.)

Attached

6. Financial management

Budget item	Total approved in 2021 (in USD)	Expenses + commitments	Budget utilization in % to planned
Component 1	198 228	214 506	108
Component 2	51 900	32 760	63
Component 3	147 797	98 724	67
Project management	29 141	5 385	18
Total delivery in 2021	427 066	351 375	82
In % to total project budget			89

DocuSigned by:

 Prepared by: _____ **Project Manager**
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Date: 20.12.2021

DocuSigned by:

 Approved by: _____ **Programme Specialist**
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Date: 20.12.2021

A	B	C	D	E	F	G	H	I	J	K	L
PROJECT CODE	ASSET ID	PRO FILE	DESCRIPTION	TAG NUMBER	SERIAL NUMBER	MODEL	LOCATION	ACQUISITION DATE	COST	CURRENCY	FUNDING SOURCE
00119451	001	ITC	3A: HW-UN HP ProBook 430 G7/5TW10AAABB hp usb-c dock g5 - dockingstat/ hp usb-c dock g5/ 2SC65AA hp 14.1 business slim top load/ G1K28AAABB hp usb travel mouse/ QY776AAB13 hp usb keyboard multinational - uk english localiz 3PN48AAABB/hp 65w usb-c slim power adapter/	ITC/TKM/119451/001	5CD0335QL9	6YX16AV	TKM/ASH/MLSPPT	24.11.2020	1018.00	USD	30000
00119451	002	ITC	SOCIAL SERVICES PROJECT: 4A: 1FH49AAABB/HP ELITEDISPLAY e243i 60,9cm 2/ 4inch monitor/UOVM5Eelectronic hp care pack next b hp ecare pack 3y nextbusday on	ITC/TKM/119451/002	5CD0335QLN	1FH49AA	TKM/ASH/MLSPPT	24.11.2020	174.00	USD	30000
00119451	003	ITC	SOCIAL SERVICES PROJECT: 5A: BR900MI/APC BACK-UPS pro br900mi – ups/back ups pro br 900va 6 outlet	ITC/TKM/119451/003	4B2009P01497	BR900MT	TKM/ASH/MLSPPT	24.11.2020	201.00	USD	30000
00119451	004	ITC	3A: HW-UN HP ProBook 430 G7/5TW10AAABB hp usb-c dock g5 - dockingstat/ hp usb-c dock g5/ 2SC65AA hp 14.1 business slim top load/ G1K28AAABB hp usb travel mouse/ QY776AAB13 hp usb keyboard multinational - uk english localiz 3PN48AAABB/hp 65w usb-c slim power adapter/	ITC/TKM/119451/004	6CM0140YJB	6YX16AV	TKM/ASH/MLSPPT	24.11.2020	1018.00	USD	30000
00119451	005	ITC	SOCIAL SERVICES PROJECT: 4A: 1FH49AAABB/HP ELITEDISPLAY e243i 60,9cm 2/ 4inch monitor/UOVM5Eelectronic hp care pack next b hp ecare pack 3y nextbusday on	ITC/TKM/119451/005	6CM0140Y9S	1FH49AA	TKM/ASH/MLSPPT	24.11.2020	174.00	USD	30000
00119451	006	ITC	SOCIAL SERVICES PROJECT: 5A: BR900MI/APC BACK-UPS pro br900mi – ups/back ups pro br 900va 6 outlet	ITC/TKM/119451/006	4B2009P01485	BR900MT	TKM/ASH/MLSPPT		201.00	USD	30000

NOTES: COLUMN

- A This is the Internal Reference used for the project
- B This is the code allocated to the asset profile in the chart of accounts
- C This is the general category e.g. Furniture, Vehicles etc in words
- D This is the detailed description of the asset
- E This is the asset tag as per laid down tagging convention e.g. FF/SUD/EF FASHER/001 for a furniture item in Sudan el fasher
- F This is the serial number, normally available for electrical equipment and registration number for vehicles
- G This is the asset Model as indicated in Invoice
- H This is the Place where the asset is based and can be physically located
- I The date asset is received
- J The cost as per Invoice and payment details
- K This is the Currency used in the cost detail, if various currencies used try to standardize the register into one currency by conversions
- L This is the donor funds used to purchase the asset e.g. UNDP, ECHO etc.