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**PROJECT DOCUMENT**  
**[Republic of Kazakhstan]**

**Project Title:** Sustainable Development of the System of Social Protection of the Population: Promotion of Programs on Social Integration and Inclusion

**Project Number:** \_\_\_\_\_

**Implementing Partner:** Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan

**Start Date:** March 2018      **End Date:** December 2020      **PAC Meeting date:** March 2018

**Brief Description**

The aim of the project is to support the modernization of the social protection system of population of the Republic of Kazakhstan by improving the quality and targeting of social services and support for people in difficult life situations, and strengthening the capacity of workers and specialists in the social sphere.

The project will contribute to the improvement of the situation and quality of life of socially vulnerable categories of the population of the Republic of Kazakhstan.

The main objective of the project is to support the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan in the development and implementation of transformational changes in the social services systems and protection of the rights of persons with disabilities.

The project includes three main components: i) integrated and comprehensive delivery of special social services; (ii) assistance in the implementation of the Convention on the Rights of Persons with Disabilities; iii) strengthening the strategic, analytical and management capacity of the Ministry.

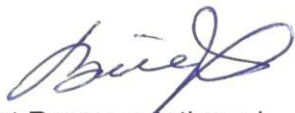

Contributing Outcome UNDP/CPD:

**Outcome 1.2:** Diversification of the economy provides decent work opportunities for the underemployed, youth, and socially vulnerable women and men. Indicative Output(s):

**Output 1:** National and sub-national institutions enabled to strengthen productive capacities that are sustainable, and employment- and livelihoods-intensive

|                                   |                    |                            |
|-----------------------------------|--------------------|----------------------------|
| <b>Total resources required:</b>  | 2 782 353 USD      |                            |
| <b>Total resources allocated:</b> | 2 782 353 USD      |                            |
|                                   | <b>UNDP :</b>      | 643 823 USD <sup>1</sup>   |
|                                   | <b>Government:</b> | 2 138 530 USD <sup>2</sup> |

Agreed by (signatures):

| UNDP   | Implementing Partner  |
|--|---|
| <br>Berdi Berdiyev<br>Deputy Resident Representative a.i. | <br>Svetlana Kabykenovna Zhakupova<br>Vice Minister of Labour and Social Protection of Population of the Republic of Kazakhstan |
| Date: 23.05.2018   | Date:   |

<sup>1</sup> Parallel contribution

<sup>2</sup> The total amount of obligations of the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan for co-financing the project is 714 004 249 (seven hundred fourteen million four thousand two hundred forty nine) tenge: including 2018 - 248 648 249 tenge, 2019 - 277 859 000 tenge and 2020 - 187 497 000 tenge.

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## I. DEVELOPMENT CHALLENGE

Social protection of the population is a key element of national strategies for human capacity development, political stability and inclusive growth.

Sustainable social protection systems promote the realization of basic human rights, poverty reduction, exclusion and inequality.

In the Republic of Kazakhstan, citizens are guaranteed the minimum wage and pensions, social security by age, in cases of illness, disability, loss of breadwinner and other legal grounds. Voluntary social insurance, creation of additional forms of social security and charity are encouraged.

Since independence, the country has made significant progress in social development, which has significantly improved the standard of living of the population.

Today, the share of the population with incomes below the subsistence minimum is 2.5%. The unemployment rate is registered at 5%, which is lower in comparison with the OECD countries. At the same time, the share of the self-employed population remains significant – 24,2%<sup>3</sup>.

A multi-level system of social protection of the population has been created in the republic with the distribution of responsibility between the state, the employer and the employee. Compulsory social insurance has been introduced.

Over the past twenty years, the cost of social security and social assistance increased from 0.9 to 4.3% of GDP.

In 2016, more than 25% of the country's population was covered by social security, which is almost 5 million people.

According to the ILO, Kazakhstan belongs to a group of countries with very low vulnerability rate<sup>4</sup>.

In the Republic of Kazakhstan, within the framework of the reforms, a number of measures have been taken in recent years, both legal and institutional, aimed at building an effective system of social protection of the population, based on the principles of targeting and the exclusion of dependency.

In the country, with the support of UNDP, the special social services provision system has been developed, their guaranteed list has been established, and standards for the provision of special social services for the main vulnerable groups of the population have been developed. Nevertheless, despite the efforts made, the development of the social protection system has been facing a number of challenges, preventing its further accelerated modernization. Among them:

- focus on addressing difficult life situation, and not on its prevention;

- inaccessibility and poor quality of services for rural residents;

- underdevelopment of a network of facilities that provide special social services to the population;

- inadequacy of financing and administration mechanisms;

- insufficient qualification and capacity of social workers and specialists in the field of social and vocational rehabilitation and adaptation;

- frequent staff turnover;

- weak interdepartmental interaction in solving the problems of people in difficult life situations and in need of assistance.

As a result, existing problems have a negative impact on vulnerable groups of the population, especially children, lonely elderly and older adults, who need constant external assistance, people with disabilities, people of no fixed abode, etc.

Understanding the need for reforms, the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan has developed strategic documents that contain a vision and perspective for the development of certain components of the social protection system in the medium term:

- The concept of structural transformation of the medical and social expertise services for 2018-2019;

- The concept of further modernization of the social service system for 2018-2021.

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<sup>3</sup> In addition to the total number of self-employed population

<sup>4</sup> World social protection report 2014/2015 "Building economic recovery, inclusive development and social justice", page 217. Developed European countries, the United States, Japan, the Russian Federation, Belarus and others are classified as very insecure.

Kazakhstan has ratified 29 international Conventions on labour, employment and social security, including the Convention on the Rights of Persons with Disabilities (CRPD). In 2017, the Republic of Kazakhstan submitted to the UN an initial report on the measures taken by the country to implement it.

In September 2017, the United Nations Special Rapporteur on the Rights of Persons with Disabilities, C. Devandas-Aguilar, paid an official visit to the Republic of Kazakhstan. In preliminary conclusions and recommendations, the Special Rapporteur highlighted the political will expressed by the majority of the state bodies of Kazakhstan to meet all the obligations stemming from the CRPD. This political commitment is complemented by a steady increase in the financial resources allocated to policies and programs in favour of people with disabilities. At the same time, a number of shortcomings and problems that were to be solved in Kazakhstan to ensure full respect for the rights of people with disabilities were stated. Thus, there was noted the need: to create an independent mechanism for monitoring progress in achieving the objectives of the CRPD; to launch large-scale awareness-raising campaigns to combat stereotypes and prejudices against people with disabilities; to develop an official deinstitutionalization strategy for medical and social organizations; to recognize the legal capacity of people with psycho-social impairments or mental retardation; to intensify efforts to improve access to justice for people with disabilities, etc.

Social policy of Kazakhstan is largely in line with the Sustainable Development Goals (SDG). At the same time, the system for monitoring the implementation of social SDGs has to be strengthened for regular evaluation and adjustment of relevant policies.

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## II. STRATEGY

This project will be implemented by UNDP in cooperation with the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan (hereinafter - Ministry, MLSPP).

The project will be implemented in close connection with the strategic development documents of Kazakhstan, creating conditions for accelerated implementation of the tasks of the social programme.

Long term development strategy "Kazakhstan-2050"<sup>5</sup>, as well as the Strategy of Social Development of the Republic of Kazakhstan until 2030<sup>6</sup>, the Strategic Development Plan of the Republic of Kazakhstan until 2025<sup>7</sup>, the fifth institutional reform "New Social Policy" has set out the Government's priorities for the development of a targeted and comprehensive social protection system based on inclusive economic growth.

The project will also support the implementation of the five social initiatives of the Head of State, aimed primarily at improving the well-being of citizens, providing them with equal opportunities through caring for more vulnerable categories of the population - increasing wages for low-paid workers by reducing the tax burden; availability of housing by reducing the rate of mortgage loans; expanding opportunities for the self-employed population through increasing the volume of micro financing to develop their own business; improving accessibility and quality of higher education; reduction of housing costs by gasification of the country.

The Project will strengthen the capacity of the Ministry's employees and social workers, bring the best world practice and pilot new solutions and approaches.

Thus, the project will become a catalyst for the ongoing reforms, effectively complementing the efforts and measures taken by the Government, and also generating applicable knowledge, skills and competencies for a critical numbers of social workers.

The 2018-2021 UNDP Strategic Plan stresses that UNDP will expand its social protection activities, taking into account the magnitude of the risks and their likely impact, as well as the aging of the population.

In this regard, the Project will contribute to the achievement of the following outcomes of the Country Program for Kazakhstan 2016-2020 (CPD):

outcome 1.2. Diversification of the economy provides decent work opportunities for the underemployed, youth, and socially vulnerable women and men (*output 2: Strengthened engagement*

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<sup>5</sup> Address of the President of the Republic of Kazakhstan, Leader of the Nation N.A. Nazarbayev to the people of Kazakhstan, Astana, December 14, 2012 "Strategy "Kazakhstan-2050 ": a new political course of the established state"

<sup>6</sup> Resolution of the Government of the Republic of Kazakhstan of April 24, 2014 No. 396 "On approval of the Strategy of social development of the Republic of Kazakhstan until 2030 and the Plan for social modernization until 2016"

<sup>7</sup> Decree No. 636 of the President of the Republic of Kazakhstan of February 15, 2018 "On Approving the Strategic Development Plan of the Republic of Kazakhstan until 2025 and Repealing Some Decrees of the President of the Republic of Kazakhstan"

*between public and private sector institutions in enhancing employability and access to decent work, particularly for youth, women and persons with disabilities);*

*outcome 2.2. Judicial and legal systems and public institutions are fair, accountable and accessible to all people (output 2. Frameworks and dialogue processes engaged for effective and transparent engagement of civil society in national development; 3. National and sub-national level institutions enabled to deliver quality and responsive public services).*

*outcome 3.1. The Government, together with partners, promotes achievement of the Sustainable Development Goals (SDGs) in the region, and leader in promotion and implementation of United Nations principles, standards and conventions (output 3: Regional and international development initiatives in place and functioning, supporting the positioning of Kazakhstan as an upper middle-income country and its emerging leadership role at the regional level).*

The project aims to implement the tasks identified in the consultation process between UNDP and the Ministry as priority areas for development and which are grouped into the following three components:

**Component 1: Integrated and comprehensive provision of special social services.**

According to the Strategic Plan of the Ministry in 2017-2021, considerable attention will be paid to the expansion of social services. In the republic annually about 100 thousand people in a difficult life situation receive special social services. Within the framework of this component, the Project will contribute to the implementation of the Strategy for the Further Modernization of the Social Service System for 2018-2021, the main directions of the Strategy are: to expand the inclusion of citizens in the social service system and to strengthen the targeting of the services provided to them; updating standards for the provision of special social services; improvement of mechanisms for financing the social service system; rebranding the social service; human resourcing of the transformation process of the social service system; creation of the Unified Information System for Social Services; improvement of the regulatory framework.

**Component 2: Assistance in the implementation of the Convention on the Rights of Persons with Disabilities.** As noted above, in 2015 Kazakhstan ratified the Convention on the Rights of Persons with Disabilities. UNDP played an important role in this process. Since 2012, the country has implemented the National Action Plan for Ensuring the Rights and Improving the Quality of Life of Persons with Disabilities, which is due to be completed by the end of 2018. At the same time, it is obvious that not all goals and objectives for the implementation of the norms of the Convention have been achieved. In this regard, within the framework of this component, the implementation of the National Plan will be analyzed, resulting at development of a vision and recommendations on the further promotion of the rights of persons with disabilities, taking into account the CRPD requirements. Particular attention will be paid to the formation of a positive attitude of society to persons with disabilities, raising awareness to promote the principles of an inclusive society, the realization of the voting rights of persons with disabilities. Based on the experience of previous joint projects, the project will continue improving the employment perspectives of persons with disabilities, as well as ensuring the participation of leaders of non-governmental organizations in events at various levels that will address issues affecting the rights and interests of persons with disabilities.

**Component 3: Strengthening the strategic, analytical and management capacity of the Ministry.** In a constantly changing world and facing challenges related to this, Kazakhstan is forced to revise the traditional components of its social protection system and expects to implement a number of reforms aimed at updating and modernization, in accordance with best international practice. In this regard, this component will support the organization of study tours to foreign countries to study best practices in the organization of care and social rehabilitation for persons with disabilities. For the first time during the implementation of joint projects, UNDP and the Ministry intend on creating a regional platform for the exchange of experiences in the field of sustainable social development for the countries of Central Asia. During the collapse of the Soviet system, the countries of the region faced common problems (including social services and social protection), but they chose different approaches to their solution. This allows them to take into account each other's experience in terms of the effectiveness of decisions taken.

During the process of implementation of all three components, special attention will be paid to enhancing the capacity of specialists in the field of social protection of the population at all levels, introducing information technologies and achieving gender equality.

UNDP will promote the development of interdepartmental cooperation and integration in the social protection modernization process. This will facilitate coordination with international

organizations, as well as with other government agencies that cooperate with UNDP on relevant issues.

Annex 1 provides a logical diagram of the proposed changes that will be achieved as a result of the Project.

As can be seen in the diagram, the ultimate goals of the Project are significant, sustained and positive changes in people's lives.

Each of the above outputs of the project will be achieved by the implementation of successive steps, including:

a direct analysis of the situation in the country,  
review of best practices and their applicability to Kazakhstan,  
development of proposed changes, modifications, new models, schemes, etc. and discussion with key stakeholders,  
pilot testing in pilot areas,  
producing final recommendations for implementation and providing support (if necessary) in their adoption at the legislative level (Ministries, Parliament).

This strategy relies on many years of experience in implementing joint projects delivered by UNDP in partnership with the Government of the Republic of Kazakhstan, and also based on the global expertise of UNDP and other UN Agencies.

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### **III. RESULTS AND PARTNERSHIPS**

#### ***Expected Results***

#### **Output 1. Quality and efficiency of system of services provision, rehabilitation and socialization of persons in difficult life situations is improved**

Results:

- 1) standards are raised and the range of special social services is expanded;
- 2) the legal base and methodological recommendations for the implementation of an integrated model of the provision of social and special social services for specific groups of people in difficult life situations, taking into account the norms of legislation and practices in education, health, and internal affairs are developed;
- 3) information systems that facilitate the operational management and improvement of the quality of services provided in the social services sector are introduced;
- 4) educational and methodological center for social work is established.

In order to achieve this result, the following general activities will be carried out:

*1.1. Introduction of an integrated model for the provision of special social services in the regions of Kazakhstan.*

The project envisages the promotion of a pilot integrated model for the provision of social services and social assistance aimed at the prevention of social ill-being. The new model will implement the principles of interagency cooperation, individual and comprehensive assessment of the needs of deprived citizens, accompanying the family from and to the recovery from a difficult life situation.

During the implementation of the joint project "Improving the system of social protection of the population in line with the priorities of social modernization 2015-2017," UNDP supported the creation of an automatic system for assessing the needs of people in difficult life situations and strengthening the institution of social workers in assessing and identifying the need for special social services.

In 2018-2020, UNDP will continue to assist the Ministry in developing a legal framework and guidelines for the implementation of an integrated model for the provision of social and special social services for specific groups of people in difficult life situations, taking into account the norms of legislation and practice in education, health, internal affairs.

### *1.2. Improvement of the system of state social standards and norms in the field of special social services*

Within the framework of this component, the project will continue improving existing regulatory legal acts in the field of special service provision. Thus, it is planned to develop national nutrition standards for people living in medical and social institutions of the social protection system and guidelines for their calculation, compilation of menus, etc.; Rules regulating the sanitary and epidemiological requirements for organizations that provide special social services and other documents.

### *1.3. Implementation of a pilot project on the transition to independent living of persons with psycho-neurological diseases in the framework of deinstitutionalization of medical and social organizations*

The life situation of people with severe psychophysical disorders remains an acute social problem. The existing state system of hospitals of the social protection system does not meet the requirements of the Convention on the Rights of Persons with Disabilities and other international instruments aimed at social integration, and not the isolation of persons with disabilities.

The practice shows that young people with psychoneurological diseases, who grew up in a parental home, eventually end up in state boarding schools. As a child with disabilities grows up, many parents find themselves in a situation where they are physically unable to provide adequate care and support to their child in the family.

The social services reforms initiated by the state in 2009, showed that, subject to an individual approach, people with disabilities living in boarding homes able and willing to live independently and be employed.

In this regard, there is a call for a change of the system of state support for people with severe psychophysical disabilities in order to provide conditions for their inclusion in society, assistance in their aspiration for independent, full-fledged life among ordinary people.

Accompanied accommodation is one of the main alternatives to boarding schools. Models of independent and accompanied residence exist in the UK, Germany and other European countries. Persons with disabilities (including those with mental disease) are provided with housing that is financially secure and well organized through coordinated interdepartmental work.

### *1.4. Introduction of innovative technologies and information systems*

One of the trends in modern society is the widespread development of information technology. Information technologies have been gradually taking their rightful place in all spheres of public life.

The current system of social protection of the population includes issues of pensions, social insurance, employment, labour, social assistance and social services for people in need of help. The system covers by its services almost the entire population of the country - from birth to death, which in turn requires processing large amounts of data.

Pursuant to the Address of the Head of the State "The Third Modernization of Kazakhstan: Global Competitiveness", information systems are being introduced in the system of social protection of the population, facilitating the operative management of large amount of data and improving the quality of services provided.

The Project will assist the Ministry in developing and implementing information systems "Staff" («Кадры») and "Vendors" («Поставщики услуг»)

portal for professional development and online distance learning for specialists in social sphere (training courses, placement of useful materials, etc.).

### *1.5. Development of the institution of a social worker in line with international standards. Professional development, training of social workers, specialists working in the field of rehabilitation and habilitation services*

The capacity building of specialists in the social sphere will continue in the areas of implementation of an integrated model for the provision of special social services and social support. At the same time, the training will cover not only workers of the social protection system, but also specialists in the fields of education, health, and internal affairs.

In pursuance of the Strategy of Structural Transformation of the Medical and Social Expertise Service for 2018-2019, specialists of medical and social expertise will enhance their qualifications.

Within the framework of the project, it is planned to create an educational and methodological center for social work on the basis of the existing center for the provision of special social services.

## **Output 2. Kazakhstan takes measures to gradually achieve the full realization of the rights of persons with disabilities under the ratified Convention on the Rights of Persons with Disabilities**

Results:

- 1) the Concept for ensuring the rights and improving the quality of life of people with disabilities for 2019-2025 is developed based on the analysis of the implementation of the provisions of the Convention on the Rights of Persons with Disabilities into the national social protection system;
- 2) awareness raising efforts to promote the principles of an inclusive society and create an accessible barrier-free environment are strengthened;
- 3) the prospects for employment of people with disabilities are improved, including through the implementation of special training programs that provide PWD with opportunities for self-fulfillment;
- 4) the hearing of the initial report on measures taken by the Republic of Kazakhstan to meet the obligations under the Convention on the Rights of Persons with Disabilities, with the participation of both public authorities and non-governmental organizations of persons with disabilities is heard.

In order to achieve this result, the following general activities will be carried out:

### *2.1. Analysis of the implementation of provisions of the Convention on the Rights of Persons with Disabilities in the national social protection system between 2008-2012*

In 2018, the implementation of the national plan, developed with the support of UNDP, for ensuring rights and improving the quality of life of people with disabilities for 2012-2018 is being finalized. The Ministry requested for assistance in conducting an analysis of the implementation of the provisions of the Convention on the Rights of Persons with Disabilities, with the involvement of international experts. The strategy and proposals for further ensuring the rights and improving the quality of life of people with disabilities for 2019-2025 will be developed based on the analysis.

### *2.2. Development of information systems for selection of assistive technology (compensatory) and special mobility aids for PWD*

Provision of assistive technology (compensatory) and mobility aids contributes to the improvement of the quality of life of PWD and the achievement of their independence, preservation of social and professional abilities and inclusion in all aspects of life.

The Ministry has begun the work on reforming the system of provision of mobility aids for people with disabilities and the List of mobility aids has been updated and expanded, and in 2016, as part of a joint project with UNDP, drafts of technical specifications of rehabilitation and mobility (compensatory) aids for persons with disabilities were developed.

According to local executive bodies in 2016, more than 100,000 PWD were provided with mobility aids at the expense of local budgets.

At the same time, the analysis of the provision of the PWD with assistive aids shows an increase in claims and complaints from the PWD to the quality of the products provided.

According to experts, one of the reasons for such situation can be little concern of the individual characteristics and needs of the PWD when designing an individual rehabilitation program (hereinafter - IRP) and selecting a assistive aid, lack of knowledge among doctors of polyclinics, medical and social experts, employment and social programs agencies about modern models of assistive aids and their characteristics.

In 2017, with the assistance of UNDP, the Guidelines for individual selection of assistive aid was developed taking into account the impairments of the body functions, which will become the basis for the development and implementation of information systems.



*2.3. Implementation of a pilot project for the development of vocational training and retraining centers for persons with disabilities. Analyzing the efficiency performance of the Kazakh society of the blind and the Kazakh society of the deaf to elaborate proposals for employment of people with sight and hearing disabilities*

One of the key issues in the implementation of the Convention is employment and labour of the PWD.

The Strategy of social development of the Republic of Kazakhstan until 2030 stipulates that by 2020 conditions will be created in the country when every PWD who is willing to work and who is allowed to work for medical reasons is given an opportunity for employment.

The implementation in 2016-2017 of UNDP grant projects and trainings for unemployed citizens has shown the need to create special conditions for persons with disabilities who are willing to find a job or start their own business: psychological and counseling support, assistance in the job search and performance, engagement with employers, availability of specially trained personnel, etc.

In this regard, the project envisages the implementation of a pilot project for the development of vocational training and retraining centers for persons with disabilities.

Prior to Kazakhstan's acquisition of independence, the enterprises of the Kazakh Society of the Deaf (KSD) and the Kazakh Society of the Blind (KSB) were among the major employers for persons with disabilities, which in the years of perestroika significantly reduced the number of jobs for people with disabilities. In this connection, state supports enterprises created by public associations of people with disabilities - they have preferences and benefits for taxation and participation in public procurement. At the same time, the adoption of such measures did not radically change the situation with the employment of persons with sight and hearing disabilities.

In view of this, the effectiveness of the current activities of KSD and KSB enterprises is to be analyzed by an expert and proposals for the employment of people with sight and hearing disabilities will be developed.

*2.4. Implementation of pilot project "Creation of a model apartment accessible to people with disabilities" at the Rehabilitation Center*

An important principle of the Convention is the principle of accessibility, the observance of which is aimed at eliminating physical, information and other barriers that prevent people with disabilities from enjoying their rights equal to others, including leading independent life in society.

According to the methodology developed in 2012 within the framework of a joint project with UNDP, the accessibility of 31,2 thousand social and transport infrastructure facilities for persons with disabilities was evaluated in the regions, of which 19,500 were recognized as not accessible and require adaptation. For the specified period 16,6 thousand objects were adapted for the needs of persons with disabilities.

However, the assessment of accessibility and adaptability of housing for people with disabilities has not started.

At the same time, in accordance with the Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhstan", local executive bodies shall ensure equipment of residencies allocated to PWD or families with members with disabilities with special means and devices. However, this provision is declarative in nature, as the relevant rules for its implementation have not been adopted so far and there are no calculations of the costs of re-equipping the housing of persons with disabilities.

In this regard, in 2018-2019 the pilot project "Creation of a model apartment accessible to disabled people" will be implemented at the Center for Rehabilitation of the PWD. The model of the apartment will be equipped taking into account its accessibility to wheelchair users, and to the people with sight disabilities. This measure will identify the costs of re-equipment of housing, develop standards and provide training for people with disabilities living independently.

*2.5. Raising awareness to promote the principles of an inclusive society. Formation of a positive attitude towards persons with disabilities through the "Different-Equal" competition*

Pursuant to the article of the Head of State dated April 12, 2017, "Looking at the Future: Modernizing the Public Consciousness", public awareness actions will be intensified to promote the principles of an inclusive society and to promote the creative potential of persons with disabilities.



The Project envisages an active use of television and radio broadcasting, Internet resources, social networks, attraction of bloggers, holding various PR actions, including festivals of creativity of people with disabilities ("Different-Equal" competition), and active positioning of the Ministry in promoting the rights of people with disabilities.

Holding scientific and practical conferences, seminars, meetings with NGOs to increase the capacity of health workers and specialists in social protection of the population, providing special social services, educational and medical services for persons with disabilities

*2.6. Ensure the participation of NGOs leaders representing the interests of people with disabilities, the PWD themselves, as well as experts in the of the Coordination Council meetings on social protection of PWD, as well as in activities conducted by the Government and the Ministry of Labour and Social Protection of the Population*

*2.7. Assisting in the hearing of the initial report on measures taken by the Republic of Kazakhstan to implement the Convention on the Rights of Persons with Disabilities*

In 2017, with the technical support of UNDP, an initial report was prepared on measures taken by the Republic of Kazakhstan to implement the Convention on the Rights of Persons with Disabilities.

In 2019 the report of Kazakhstan will be heard in the UN Committee on the Rights of Persons with Disabilities. In this regard, UNDP will assist in presenting the initial report on measures taken by the Republic of Kazakhstan to implement the Convention on the Rights of Persons with Disabilities (participation of NGO representatives, data collection and processing, preparation of materials for the Committee on the Rights of Persons with Disabilities, etc.).

### **Result 3 Professional management of the social protection system is increased**

Results:

- 1) the capacity and level of knowledge of specialists of the social protection bodies in organizing social rehabilitation of people with disabilities is increased;
- 2) a regional platform for the exchange of experiences in the field of sustainable social development for the countries of Central Asia is developed.

In order to achieve this result, the following general activities will be carried out:

*3.1 Study tour to examine the experience of oversees countries on the organization of social rehabilitation of persons with disabilities*

UNDP has extensive experience and expertise in assessing and developing the capacity of state bodies, which it is ready to offer to the Ministry. Based on the capacity assessments, priorities will be identified in the field of training and capacity development for the Ministry's staff.

In addition, UNDP will help explore the use of other forms of training, from informal group training to enrolment to formal courses conducted by local organizations or international organizations in distance learning mode.

Provision of short-term and long-term national and international consultants in the field of social protection of the population, as well as organization of study visits to examine the international experience in the field of social service, social protection and rehabilitation of socially vulnerable categories of the population.

*3.2 Creation of a regional platform for the exchange of experience in the field of sustainable social development for the countries of Central Asia. Preparation of a publication on the system of social protection of the population in the Republic of Kazakhstan*

Establishment in Kazakhstan and enabling operation of a regional platform for the countries of Central Asia, promoting interregional exchange of experience and best practices on social protection of the population and implementation of the Convention on the Rights of Persons with Disabilities. In this area, it is planned to use the experience of the Regional Hub in the field of public service, established by UNDP.

Publications on the system of social protection of the population in the Republic of Kazakhstan will be prepared for further dissemination and promotion of the country's achievements in this field.

## **Resources Required to Achieve the Expected Results**

The main resources used to achieve the goals and objectives of this Project are human, financial and information resources.

### **1. Human resources**

- The project team will be responsible for the implementation of the project. Operates full-time, 5 business days per week, 8 working hours per day.
- UNDP Country Office in Kazakhstan - coordination at launching the Project, throughout the implementation period and at the project completion stage.
- The Executive Agency, the Ministry of Labour and Social Protection of Population, monthly for the whole duration of the project, an in-kind contribution.
- Project Board - coordination and monitoring of the Project progress, 1-2 times per year.
- Experts / consultants and legal entities - engaging in research, analysis, consulting and project monitoring, as required.

### **2. Financial resources**

The project will be funded by UNDP and the Government of the Republic of Kazakhstan. Efforts will also be made to attract additional donor funds during the implementation of the Project. The terms of funding are stipulated by the Financing Agreement between UNDP and the Ministry of Labour and Social Protection of the Population of the Republic of Kazakhstan.

Project management and project costs will be implemented in accordance with UNDP rules, norms, standards and procedures.

### **3. Information resources**

As information resources, research and publications on social topics, databases, information portals and the media will be used.

## **Partnerships**

This project document is a product of joint preparatory work by the United Nations Development Program and the Ministry of Labour and Social Protection of the Population of the Republic of Kazakhstan.

| Institution/organization name   | Function/mission of the institution/organization  | Project partnership results  |
|---|---|--|
| Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan and its subordinates | Support to enhance the standards and quality of life of the population through ensuring constitutional guarantees and the rights of citizens in the field of labour, employment, migration and social security. | Coordination of the project implementation by the Government of the Republic of Kazakhstan. Expert analysis. Involvement of interested central and local executive bodies to implementing specific project activities. Support in organizing discussions on changes and amendments to the legislation. |

## **Risks and Assumptions**

The key risks that can threaten the achievement of the Project's results employing chosen strategy, and mitigation measures are stated in Annex No. 2 "Risk Analysis" to this Project Document.

## Stakeholder Engagement

| Stakeholder   | Function/mission   | Interest   | Engagement strategy  |
|---|--|--|--|
| Target groups   |  |  |  |
| Persons in a difficult life situation, with a special focus group<br>- people with disabilities | -  | This target group constitutes the beneficiaries of quality services and assistance that facilitate the alleviation of their situation or the recovery from a difficult life situation  | Participants of pilot project, discussion of the positive and negative aspects of the proposed initiatives |
| Non-governmental organizations  | Realization and protection of political, economic, social and cultural rights and freedoms, development of activity and independent initiative of citizens; satisfaction of professional and amateur interests; development of scientific, technical and artistic creativity, protection of life and health of people, protection of the natural environment; participation in charity; holding cultural and educational, sports and recreational activities; expansion and strengthening of international cooperation; expansion and strengthening of international cooperation; implementation of other legal activities under the legislation of the Republic of Kazakhstan | This target group's interest is in:<br>- strengthening the social protection system, as it operates in the interests of its beneficiaries, who are recipients of public services and assistance;<br>- capacity building through learning and trainings;<br>- the expression of their position on the dialogue platforms at different levels. | Involvement in project activities both as participants and organizers.                                     |
| Potential Stakeholders  |  |  |  |
| Other central state bodies (ministries, committees, agencies)                                   | Management of the relevant field (area) of public administration, and intersectoral coordination within the scope of the legislation of the Republic of Kazakhstan.  | This group is interested in the introduction of an integrated model for the provision of special social services based on interdepartmental interaction and individual needs and opportunities   | Expert analysis in related fields  |

|  |  |  |   |
|--|--|--|---|
| Local executive bodies (akimats, employment coordination and social programs departments, employment and social programs units, medical and social institutions, employment centers) | Implementing of the state policy in the corresponding territory, its development within the scope of competence defined by the legislative acts of the Republic of Kazakhstan  | This group is interested in the formation of a sustainably functioning and logical system of social protection of the population, based on practice and taking into account the existing regional specifics                | Involvement in consultations on individual issues, and in organization of pilot projects. Request and collection of the necessary information and data. |
| International organizations and other UNDP projects  | International cooperation in addressing economic, social, cultural and humanitarian problems, while improving and promoting the observance of human rights and fundamental freedoms for all people, regardless of race, gender, language or religion | This group is interested in the synergy in the implementation of projects aimed at improving the situation of vulnerable groups of population according to the existing mandate (for example, UN Women, UNICEF, PRI, etc.) | Expert review in related areas. Implementation of joint actions (if necessary)  |

### ***South-South and Triangular Cooperation (SSC/TrC)***

The project will actively promote training in best practices in legislation, governance and institutional organisations of different countries with similar economic structure to achieve more effective and acceptable outcomes.

The project will support South-South or Triangular cooperation by successfully demonstrating the implementation of the best international practices that can be used as a contribution to knowledge management. The project will promote the principle of joint training and exchange of experience, build networks and support establishment of a partnership between stakeholders in the regions. The project under Component 3 will facilitate the regular exchange of knowledge and information on the implementation of activities among related projects, and also systematically collect, analyse and present examples and lessons learned within these components.

Kazakhstan's positive experience can be relevant to the Central Asian countries. In this regard, the project will initiate a regional platform for the countries of the Central Asian region, which will facilitate the exchange of experience and best practices, solutions and technologies that will help to overcome the common challenges of the region in the field of social protection of the population and the implementation of the Convention on the Rights of Persons with Disabilities.

### ***Knowledge***

The Project's activities will be aimed at establishing links with all interested parties through active dissemination of information on reforming the existing and creating new legal, organizational and financial conditions for the effective management of the system of social services, rehabilitation and socialization of persons in difficult life situations. Within the framework of the Project activity it is intended to:

- organize round tables to discuss gaps and proposed amendments to legislation. Based on the results of such activities and consultations with the primary target groups' proposals will be formulated to improve the legislation incorporating practitioners and experts' opinions. Based on the discussions, the legislation will be amended and submitted to the MLSP RK;
- organize seminars, trainings, professional development courses for capacity building of social workers, exchange and transfer of experience;

- establish an educational and methodological center at the premises of the Center for the special social services;
- use the portal "Social protection of people with disabilities", developed with the support of UNDP and located on the Internet resource of the MLSP, at <http://convention.enbek.gov.kz>. The "Projects" tab will contain information about the Project, its activities and outcomes (in three languages);
- create the Project page in the social network, which will expand the audience, attract interested parties and inform the population about the Project. The Project page will be regularly updated with new content and developments of the Project, including educational and methodological materials;
- organize study (training) tours, which are effective for the exchange of advanced international experience and practices. Study tours, in particular, contribute to the adoption of innovative, unconventional solutions to existing social problems.

### ***Sustainability and Scaling Up***

During the implementation of the Action Plan of the Country program for 2010-2015, UNDP made a positive contribution to the achievement of Kazakhstan's social, economic and environmental goals. UNDP promoted an integrated approach to development through an inter sectoral program portfolio of projects.

Since 2003, the Ministry jointly with UNDP has implemented a number of projects aimed at addressing the problems of poverty, improving the system of social protection for people with disabilities and introducing special social services.

In 2015, following joint efforts to promote the ideas of a barrier-free environment and equal opportunities for all persons with disabilities the Convention on the Rights of Persons with Disabilities was ratified.

This project is a logical continuation and development of initiatives of previous joint projects, including on improving the system of social protection of the population in line with the national priorities in social modernization.

The project has the potential for scaling not only in Kazakhstan, but also in other countries of the region.

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## **IV. PROJECT MANAGEMENT**

The project will be nationally implemented in compliance with the UNDP rules and procedures. The Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan (the Ministry) acting as the Implementing Partner is responsible and accountable for managing a project, including the monitoring and evaluation of project interventions, achieving the project outputs and ensuring the effective use of the project resources. The implementing partner has full programmatic control, accountability and ownership of project activities.

UNDP acting as an Implementing Agent provides project support services to specified activities or to the entire project, which is done strictly in accordance with UNDP rules and regulations based on the a Letter of Agreement (LOA) made between UNDP and the Government entity for CO Support to nationally implemented projects.

The project will be based in the UN premises in Astana. One of the experts will be based in the Ministry to ensure effective communication and coordination of joint activities, and provision of timely expert support in priority areas of the Project.

### **Project Board:**

The Project Board is responsible for taking managerial decisions for the project and notifying the Project Manager in case of significant deviations from the established deadlines for intermediate results or exceeding budget constraints. The final decision will rest with UNDP in accordance with UNDP rules, procedures and policies.

The Project Board will perform overall oversight and monitoring functions for the project.

During the project implementation, the Project Board should meet at least twice a year to evaluate the project progress and results and compare them with the planned results, propose strategic directions for the project, take any necessary corrective action, and evaluate the results achieved.

The Structure of the Project Board:

- Chairperson – National Project Director/ Vice Minister of Labour and Social Protection of Population of the Republic of Kazakhstan;
- Senior Implementing Partner – UNDP Deputy Resident Representative (an alternative member – Head of Governance Unit);
- Senior Beneficiary – Director of Social Services Department of the Ministry (an alternative member – Head of Unit for people y with disabilities and Medical and Social Expertise Development, Social Services Department);
- Observers – NGO representatives, Head of UNDP Governance Unit (an alternative member – Specialist of UNDP Governance Unit).

### **Project team:**

#### *Project Manager and Project Assistant:*

The Project Manager is hired to support the Implementing Partner in project implementation. The Project Manager will work under the guidance of the UNDP and will be responsible for operations and decision-making processes.

The prime responsibility of the Project Manager, assisted by the Project Assistant, is to ensure that the project produces the results specified in the project document, to the required quality standards and within the specified constraints of time and cost. Deviation from terms of project for three weeks is permissible as well as an excess in approved project budget by 10%.

#### *Project Experts:*

The project experts, under the direct supervision of the UNDP project manager, provide expert support to the project. The project expert is expected to closely cooperate with the national partner (Ministry of Health and Social Development) and the UNDP Governance Unit.

The terms of reference for the project staff are given in Annex 5.

## V. RESULTS FRAMEWORK

**Intended Outcome as stated in the UNDAF/Country Programme Results and Resource Framework:** Outcome 1.2: Diversification of the economy provides decent work opportunities for the underemployed, youth, and socially vulnerable women and men»

**Outcome indicators as stated in the Country Programme Results and Resources Framework, including baseline and targets:**

**Applicable Output(s) from the UNDP Strategic Plan:**

**Project title and Atlas Project Number:**

| EXPECTED OUTPUTS  | OUTPUT INDICATORS  | DATA SOURCE  | BASELINE |      | TARGETS (by frequency of data collection) |      |       | DATA COLLECTION METHODS & RISKS |
|---|--|--|----------|------|---|------|-------|---------------------------------|
|   |  |  | Value    | Year | 2018                                      | 2019 | 2020  |                                 |
| <b>Output 1</b><br>Quality and efficiency of the system of providing services, rehabilitation and socialization of people in difficult life situations are improved   | Share of persons covered by the special social services from (among those who need them) is increased ,( unit of measurement % | Strategic Plan of MLSPP for 2017-2021  | 98,1     | 2017 | 98,2                                      | 98,3 | 98, 4 | Information request             |
| <b>Output 2</b><br>Kazakhstan takes measures to gradually achieve the full realization of the rights of persons with disabilities in accordance with the ratified Convention on the Rights of Persons with Disabilities | Number of normative legal acts adopted to improve the quality of life of people in a difficult life situation is increased     | MLSPP data, Legal information system of Regulatory Legal Acts of the Republic of Kazakhstan "ADILET" | 1        | 2017 | 3   | 3    | 2     | Information request             |



|   |  |                       |     |      |     |     |     |                          |
|---|--|-----------------------|-----|------|-----|-----|-----|--------------------------|
|   | Number of beneficiaries who have received enhanced access to productive employment in remote regions is increased unit of measurement - person | Project documentation | -   | -    | 165 | 165 | 170 | Project progress reports |
| <b>Output 3</b><br>Professional management of the social protection system is increased | Number of workers of social sphere, which have strengthened their potential is increased,( unit of measurement - person                        | Project documentation | 394 | 2017 | 685 | 835 | 835 | Project progress reports |

## VI. MONITORING AND EVALUATION

In accordance with UNDP's programming policies and procedures, the project will be monitored through the following monitoring and evaluation plans:

### Monitoring Plan

| Monitoring Activity                       | Purpose  | Frequency   | Expected Action   | Partners (if joint)   | Cost (if any)  |
|---|--|---|---|---|----------------|
| <b>Track results progress</b>             | Progress evaluation against the key deliverables is based on quality criteria and assurance methods  | Quarterly, or in the frequency required for each indicator. | Producing internal project reports  |   | Not applicable |
| <b>Monitor and Manage Risk</b>            | Receiving feedback from external environment and correction, if needed, of project activities  | Quarterly   | Risk log is activated in Atlas system and updated regularly based on review of external environment that can affect Project performance | Ministry of Labour and Social Protection of Population of RK                        | Not applicable |
| <b>Learn</b>                              | Knowledge, good practices and lessons will be captured regularly, as well as actively sourced from other projects and partners and integrated back into the project.                       | At least annually   | Relevant lessons are captured by the project board and used to justify the management decisions.  | Ministry of Labour and Social Protection of Population of RK                        | Not applicable |
| <b>Annual Project Quality Assurance</b>   | The quality of the project will be assessed against UNDP's quality standards to identify project strengths and weaknesses and to inform management decision making to improve the project. | Annually  | Areas of strength and weakness will be reviewed by project management and used to come to a decision to improve project outputs.        | Ministry of Labour and Social Protection of Population of RK                        | Not applicable |
| <b>Review and Make Course Corrections</b> | Internal review of data and evidence from all monitoring actions to justify decision making.   | At least annually   | Performance data, risks, lessons learned and quality will be discussed by the project board and used to make course corrections.        | Ministry of Labour and Social Protection of Population of RK, Project Board members | Not applicable |
| <b>Project Report</b>                     | A progress report will be presented to the Project Board and key stakeholders, consisting of progress data showing the   | Annually, and at the end of the project (final              | Such review focused on the degree of results achievement  | Ministry of Labour and Social   | Not applicable |

|   |   |   |  |   |                               |
|---|---|---|--|---|-------------------------------|
|   | results achieved against pre-defined annual targets at the output level, the annual project quality rating summary, an updated risk log with mitigation measures, and any evaluation or review reports prepared over the period.  | report)   |  | Protection of Population of RK, Project Board members                               |                               |
| <b>Project Review (Project Board)</b>       | The Project board will hold regular project reviews to assess the performance of the project and review the Multi-Year Work Plan to ensure realistic budgeting over the life of the project. In the project's final year, the Project Board shall hold an end-of project review to capture lessons learned and discuss opportunities for scaling up and to socialize project results and lessons learned with relevant audiences. | At least annually                               | Any quality concerns or slower than expected progress should be discussed by the project board and relevant actions agreed to address the issues identified. | Ministry of Labour and Social Protection of Population of RK, Project Board members | Not applicable                |
| <b>Share Knowledge and Experience</b>       | The project will identify, analyze and disseminate lessons learned, which can be useful for the development and implementation of similar projects in the future  | Ongoing   | A two-way information exchange between the project and stakeholders of similar projects has been established   | Ministry of Labour and Social Protection of Population of RK, Project Board members | Not applicable                |
| <b>Media coverage of project activities</b> | In accordance with the UNDP branding and UNDP logo guidelines. If other agencies and project partners participate within co-financing, their branding policies should be similarly applied.   | Ongoing   | Publications and interviews, web-site  | Ministry of Labour and Social Protection of Population of RK                        | Web-site administration costs |
| <b>Audit</b>                                | Audit objective is to assure UNDP of proper usage of donor resources, allocated for the project   | In line with UNDP audit policies and procedures | Audit reports with recommendations for project performance improvements  | In line with UNDP audit policies and procedures                                     | 15 000 USD for 3 years        |

## VII. MULTI-YEAR WORK PLAN

All anticipated programmatic and operational costs to support the project, including development effectiveness and implementation support arrangements, need to be identified, estimated and fully costed in the project budget under the relevant output(s). This includes activities that directly support the project, such as communication, human resources, procurement, finance, audit, policy advisory, quality assurance, reporting, management, etc. All services which are directly related to the project need to be disclosed transparently in the project document.

| EXPECTED OUTPUTS  | PLANNED ACTIVITIES   | PLANNED BUDGET by Year |        |        |         | RESPONSIBLE PARTY | PLANNED BUDGET <sup>8</sup> |                              |        |        |        |
|---|--|------------------------|--------|--------|---------|-------------------|-----------------------------|------------------------------|--------|--------|--------|
|   |  | 2018                   | 2019   | 2020   | Total   |                   | Funding Source              | Budget Description           | 2018   | 2019   | 2020   |
| <b>Component 1:</b><br>Integrated and comprehensive provision of special social services<br><b>Output 1</b> Quality and efficiency of the system of providing services, rehabilitation and socialization of people in difficult life situations is Improved | 1.1. Implementation of automated information systems for needs assessment of people in difficult life situations   | 18 400                 | 0      | 0      | 18 400  | MLSPP<br>UNDP     | UNDP                        | 72100 contractual services – | 5 000  | 0      | 0      |
|   |  |                        |        |        |         |                   | RB                          | 71600 – travel               | 2 800  | 0      | 0      |
|   |  |                        |        |        |         |                   |                             | 72100 contractual services – | 5 000  | 0      | 0      |
|   |  |                        |        |        |         |                   |                             | 74200 publications –         | 5 000  | 0      | 0      |
|   |  |                        |        |        |         |                   |                             | 74500 miscellaneous –        | 600    | 0      | 0      |
|   | 1.2. Introduction of an integrated model for the provision of special social services in the regions of Kazakhstan. Implementation of pilot projects (5 regions added each year) | 81 500                 | 75 296 | 75 296 | 232 092 | MLSPP<br>UNDP     | UNDP                        | 72100 contractual services – | 10 000 | 20 000 | 20 000 |
|   |  |                        |        |        |         |                   | RB                          | 71600 – travel               | 28 000 | 32 500 | 32 500 |
|   |  |                        |        |        |         |                   |                             | 72100 – contractual services | 30 000 | 20 000 | 20 000 |
|   |  |                        |        |        |         |                   |                             | 74200 publications –         | 12 500 | 2 500  | 2 000  |

<sup>8</sup> Contribution of UNDP is parrallel

|  |         |        |        |         |              |  |                                  |                        |         |        |              |
|--|---------|--------|--------|---------|--------------|--|----------------------------------|------------------------|---------|--------|--------------|
|  |         |        |        |         |              |  |                                  | 74500<br>miscellaneous | - 1 000 | 296    | 315          |
| 1.3. Organization of trainings and regional seminars for representatives of government agencies, non-governmental organizations and medical and social expertise on the implementation of an integrated model for the provision of special social services and social assistance | 95 200  | 72 324 | 72 324 | 239 848 | MLSP<br>UNDP | UNDP   | 71600 – travel                   | 32 200                 | 0       | 0      |              |
|  |         |        |        |         |              |  | 74200<br>publications            | - 4 000                | 0       | 0      |              |
|  |         |        |        |         |              | RB   | 71600 – travel                   | 29 000                 | 34 000  | 34 000 |              |
|  |         |        |        |         |              |  | 72100<br>contractual<br>services | - 28 000               | 25 000  | 25 000 |              |
|  |         |        |        |         |              |  | 74200<br>publications            | - 1 000                | 12 500  | 12 500 |              |
|  |         |        |        |         |              |  | 74500<br>miscellaneous           | - 1 000                | 824     | 824    |              |
|  |         |        |        |         |              | 1.4. Development of natural nutrition norms for people living in medical and social institutions of the social protection system and guidelines for their calculation, compiling menus, etc. | 29 500                           | 44 583                 | 0       | 74 083 | MLSP<br>UNDP |
| 74200<br>publications  | - 1 000 | 13 500 | 0      |         |              |  |                                  |                        |         |        |              |
| 74500<br>miscellaneous   | - 500   | 1 083  | 0      |         |              |  |                                  |                        |         |        |              |
| 1.5. Development of Sanitary Rules "Sanitary and Epidemiological Standards for Organizations Providing Special Social Services"  | 17 900  | 0      | 0      | 17 900  | MLSP<br>UNDP | RB   | 71300 – local<br>consultants     | 10 000                 | 0       | 0      |              |
|  |         |        |        |         |              |  | 71600 – travel                   | 2 100                  | 0       | 0      |              |
|  |         |        |        |         |              |  | 74200<br>publications            | - 5 000                | 0       | 0      |              |
|  |         |        |        |         |              |  | 74500<br>miscellaneous           | - 800                  | 0       | 0      |              |
|  |         |        |        |         |              |  |                                  |                        |         |        |              |
| 1.6. Professional development and training of social workers, specialists working in the field   | 0       | 41 611 | 41 116 | 82 727  | MLSP<br>UNDP | UNDP   | 72100<br>contractual<br>services | - 0                    | 15 000  | 15 000 |              |

|  |  |         |        |   |         |            |                            |                                 |          |        |        |
|--|--|---------|--------|---|---------|------------|----------------------------|---------------------------------|----------|--------|--------|
|  | of rehabilitation and habilitation services  |         |        |   |         |            | RB                         | 71600 – travel                  | 0        | 13 000 | 13 000 |
|  |  |         |        |   |         |            | RB                         | 72100 contractual services      | – 0      | 10 000 | 10 000 |
|  |  |         |        |   |         |            | RB                         | 74200 publications              | – 0      | 2 500  | 2 500  |
|  |  |         |        |   |         |            | RB                         | 74500 miscellaneous             | – 0      | 1 111  | 616    |
|  | 1.7. Development of the subsystem of Portal of social services: "Staff", "Database of objects of social service system"  | 137 800 | 75 991 | 0 | 213 791 | MLSPP UNDP | UNDP                       | 72100 contractual services      | – 29 000 | 30 000 | 0      |
|  |  |         |        |   |         |            | RB                         | 71300 – local consultants       | 10 000   | 0      | 0      |
|  |  |         |        |   |         |            | RB                         | 71600 – travel                  | 0        | 14 000 | 0      |
|  |  |         |        |   |         |            | RB                         | 72100 contractual services      | – 97 500 | 30 000 | 0      |
|  |  |         |        |   |         |            | RB                         | 74200 publications              | – 0      | 700    | 0      |
|  |  |         |        |   |         |            | RB                         | 74500 miscellaneous             | – 1 300  | 1 291  | 0      |
|  | 1.8. Development and implementation of portal for professional development and online distance learning for specialists in social sphere (training courses, placement of useful materials, etc.) | 0       | 37 351 | 0 | 37 351  | MLSPP UNDP | UNDP                       | 72100 contractual services      | – 0      | 15 000 | 0      |
|  |  |         |        |   |         |            | RB                         | 71200 international consultants | – 0      | 4 000  | 0      |
|  |  |         |        |   |         |            | RB                         | 71300 – local consultants       | 0        | 2 500  | 0      |
|  |  |         |        |   |         | RB         | 72100 contractual services | – 0                             | 15 000   | 0      |        |

|  |   |        |        |        |        |                            |                                 |                                 |        |        |        |        |
|--|---|--------|--------|--------|--------|----------------------------|---------------------------------|---------------------------------|--------|--------|--------|--------|
|  |   |        |        |        |        |                            |                                 | 74200 publications              | -      | 0      | 200    | 0      |
|  |   |        |        |        |        |                            |                                 | 74500 miscellaneous             | -      | 0      | 651    | 0      |
|  | 1.9. Establishment of the educational and methodological center for the rehabilitation of persons with disabilities at the premises of Center for the special social services                                 | 0      | 36 657 | 36 657 | 73 314 | MLSPP UNDP                 | UNDP                            | 72100 contractual services      | -      | 0      | 10 000 | 10 000 |
|  |   |        |        |        |        |                            | RB                              | 71200 international consultants | -      | 0      | 4 000  | 4 000  |
|  |   |        |        |        |        | 71300 - local consultants  |                                 | 0                               | 2 500  | 2 500  |        |        |
|  |   |        |        |        |        | 71600 - travel             |                                 | 0                               | 2 000  | 2 000  |        |        |
|  |   |        |        |        |        | 72100 contractual services |                                 | -                               | 0      | 15 000 | 15 000 |        |
|  |   |        |        |        |        | 74200 publications         |                                 | -                               | 0      | 2 500  | 2 500  |        |
|  |   |        |        |        |        | 74500 miscellaneous        |                                 | -                               | 0      | 657    | 657    |        |
|  | 1.10. Implementation of the pilot project on the transition to independent living of persons with psycho-neurological diseases in the framework of deinstitutionalization of medical and social organizations | 59 000 | 32 694 | 0      | 91 694 | MLSPP UNDP                 | UNDP                            | 71300 - local consultants       | 8 000  | 0      | 0      |        |
|  |   |        |        |        |        | 71600 - travel             |                                 | 15 000                          | 0      | 0      |        |        |
|  |   |        |        |        |        | 72100 contractual services |                                 | -                               | 20 000 | 0      | 0      |        |
|  |   |        |        |        |        | RB                         | 71200 international consultants | -                               | 0      | 5 000  | 0      |        |
|  |   |        |        |        |        |                            | 71300 - local consultants       | 0                               | 2 500  | 0      |        |        |
|  |   |        |        |        |        |                            | 71600 - travel                  | 0                               | 2 000  | 0      |        |        |



|  |  |                |                |                |                  |                          |                           |                            |        |         |        |        |
|--|--|----------------|----------------|----------------|------------------|--------------------------|---------------------------|----------------------------|--------|---------|--------|--------|
|  |  |                |                |                |                  |                          |                           | 72100 contractual services | -      | 15 000  | 20 000 | 0      |
|  |  |                |                |                |                  |                          |                           | 74200 publications         | -      | 0       | 2 500  | 0      |
|  |  |                |                |                |                  |                          |                           | 74500 miscellaneous        | -      | 1 000   | 694    | 0      |
|  | Strengthening the interdepartmental coordination and increase the capacity of government bodies and non-governmental organizations to ensure comprehensive work to prevent and respond to domestic violence (UN WOMEN)   | 110 400        | 0              | 0              | 110 400          | MLSP<br>UNDP<br>UN WOMEN | RB                        | 72100 contractual services | -      | 110 400 | 0      | 0      |
|  | GMS (%)  | 44 744         | 33 321         | 18 031         | 96 096           |                          |                           | 75100 - GMS                |        | 44 744  | 33 321 | 18 031 |
|  | <b>Subtotal for Output 1</b>   | <b>594 444</b> | <b>449 828</b> | <b>243 424</b> | <b>1 287 695</b> |                          |                           |                            |        |         |        |        |
| <b>Component 2:</b><br>Assistance in the implementation of the Convention on the Rights of Persons with Disabilities.<br><br><b>Output 2</b><br>Kazakhstan takes steps to gradually achieve the full realization of the rights of persons with disabilities under the ratified Convention on the Rights of Persons with Disabilities | 2.1. Analysis of the implementation of the provisions of the Convention on the Rights of Persons with Disabilities in the national system of social protection of persons with disabilities between 2008 and 2018. Development of the strategy and proposals for further ensuring the rights and improving the quality of life of people with disabilities for 2019-2025 | 40 600         | 0              | 0              | 40 600           | MLSP<br>UNDP             | UNDP                      | 72100 contractual services | -      | 20 000  | 0      | 0      |
|  |  |                |                |                |                  |                          | RB                        | 72100 contractual services | -      | 40 000  | 0      | 0      |
|  |  |                |                |                |                  |                          |                           | 74500 miscellaneous        | -      | 600     | 0      | 0      |
|  | 2.2. Development of information systems for the selection of assistive technology (compensatory) and   | 50 700         | 0              | 0              | 50 700           | MLSP<br>UNDP             | UNDP                      | 72100 contractual services | -      | 20 000  | 0      | 0      |
|  |  |                |                |                |                  | RB                       | 71300 – local consultants | -                          | 10 000 | 0       | 0      |        |

|  |        |        |        |         |               |    |                                 |                            |        |        |        |       |
|--|--------|--------|--------|---------|---------------|----|---------------------------------|----------------------------|--------|--------|--------|-------|
| mobility aids for persons with disabilities  |        |        |        |         |               |    |                                 | 72100 contractual services | -      | 20 000 | 0      | 0     |
|  |        |        |        |         |               |    |                                 | 74500 miscellaneous        | -      | 700    | 0      | 0     |
| 2.3. Organization of the scientific and practical conferences, seminars, meetings with NGOs to increase the capacity of workers of health and social protection of the population, providing special social services, educational and medical services for persons with disabilities | 0      | 86 681 | 87 879 | 174 560 | MLSPP<br>UNDP | RB | UNDP                            | 71600 – travel             | 0      | 30 706 | 30 000 |       |
|  |        |        |        |         |               |    | 71600 – travel                  | 0                          | 41 294 | 42 000 |        |       |
|  |        |        |        |         |               |    | 72100 contractual services      | -                          | 0      | 8 800  | 8 800  |       |
|  |        |        |        |         |               |    | 74200 publications              | -                          | 0      | 5 000  | 5 000  |       |
|  |        |        |        |         |               |    | 74500 miscellaneous             | -                          | 0      | 881    | 2 079  |       |
| 2.4. Raising awareness to promote the principles of an inclusive society   | 11 900 | 9 452  | 12 446 | 33 799  | MLSPP<br>UNDP | RB | UNDP                            | 72100 contractual services | -      | 4 902  | 4 300  | 7 500 |
|  |        |        |        |         |               |    | 74500 miscellaneous             | -                          | 0      | 700    | 735    |       |
|  |        |        |        |         |               |    | 72100 contractual services      | -                          | 6 000  | 4 340  | 3 500  |       |
|  |        |        |        |         |               |    | 74500 miscellaneous             | -                          | 998    | 112    | 711    |       |
| 2.5. Implementation of a pilot project for the development of vocational training and retraining centers for persons with disabilities   | 39 250 | 37 351 | 37 351 | 113 952 | MLSPP<br>UNDP | RB | 71200 international consultants | -                          | 0      | 5 000  | 5 000  |       |
|  |        |        |        |         |               |    | 71300 – local consultants       | 0                          | 2 500  | 2 500  |        |       |
|  |        |        |        |         |               |    | 71600 – travel                  | 8 400                      | 2 000  | 2 000  |        |       |
|  |        |        |        |         |               |    | 72100 contractual services      | -                          | 30 000 | 25 000 | 25 000 |       |



|  |  |                |                |                |        |                            |                            |                            |        |        |   |
|--|--|----------------|----------------|----------------|--------|----------------------------|----------------------------|----------------------------|--------|--------|---|
|  |  |                |                |                |        |                            |                            | 74200 publications         | - 0    | 5 000  | 0 |
|  |  |                |                |                |        |                            | RB                         | 71300 – local consultants  | 9 000  | 0      | 0 |
|  |  |                |                |                |        | 71600 – travel             |                            | 8 400                      | 7 000  | 0      |   |
|  |  |                |                |                |        | 72100 contractual services |                            | - 15 000                   | 45 000 | 0      |   |
|  |  |                |                |                |        | 74500 miscellaneous        |                            | - 1 000                    | 593    | 0      |   |
|  | 2.9. Assistance in hearing of the initial report on measures taken by the Republic of Kazakhstan to implement the Convention on the Rights of Persons with Disabilities (participation of NGO representatives, development, replication and translation of reference materials for the Committee on the Rights of Persons with Disabilities) | 0              | 40 620         | 0              | 40 620 | MLSP<br>UNDP               | UNDP                       | 71600 – travel             | 0      | 28 500 | 0 |
| 72100 contractual services   |  |                |                |                |        |                            |                            | - 0                        | 1 500  | 0      |   |
| RB   |  |                |                |                |        |                            | 72100 contractual services | - 0                        | 8 500  | 0      |   |
|  |  |                |                |                |        |                            | 74200 publications         | - 0                        | 500    | 0      |   |
|  |  |                |                |                |        |                            | 74500 miscellaneous        | - 0                        | 1 620  | 0      |   |
| GMS (%)  | 17 844   | 26 091         | 14 002         | 86 216         |        |                            | 75100 - GMS                | 17 844                     | 26 091 | 14 002 |   |
| <b>Subtotal for Output 2</b>   | <b>240 894</b>   | <b>352 232</b> | <b>189 021</b> | <b>782 147</b> |        |                            |                            |                            |        |        |   |
| <b>Component 3</b><br>Strengthening the strategic, analytical and managerial capacity of the Ministry<br><br><b>Output 3</b><br><i>Professional management of the system of social</i> | 3.1. Study tour on examining the international experience on the organization of social rehabilitation of persons with disabilities  | 0              | 36 162         | 0              | 36 162 | MLSP<br>UNDP               | UNDP                       | 71600 – travel             | 0      | 23 500 | 0 |
|  |  |                |                |                |        |                            |                            | 72100 contractual services | - 0    | 500    | 0 |
|  |  |                |                |                |        |                            | RB                         | 72100 contractual services | - 0    | 9 500  | 0 |
|  |  |                |                |                |        |                            |                            | 74200 publications         | - 0    | 1 000  | 0 |

|   |   |                |                |                |         |            |             |  |          |        |        |
|---|---|----------------|----------------|----------------|---------|------------|-------------|--|----------|--------|--------|
| <i>protection of the population increased</i> |   |                |                |                |         |            |             | 74500 miscellaneous                    | - 0      | 1 662  | 0      |
|   | 3.2. Creation of a regional platform for the exchange of experience in the field of sustainable social development for the countries of Central Asia. | 0              | 66 991         | 66 991         | 133 982 | MLSPP UNDP | RB          | 71300 – local consultants              | 0        | 5 000  | 5 000  |
|   |   |                |                |                |         |            |             | 71600 – travel                         | 0        | 44 000 | 44 000 |
|   |   |                |                |                |         |            |             | 72100 contractual services             | - 0      | 11 550 | 11 550 |
|   |   |                |                |                |         |            |             | 74200 publications                     | - 0      | 5 400  | 5 400  |
|   |   |                |                |                |         |            |             | 74500 miscellaneous                    | - 0      | 1 041  | 1 041  |
|   | 3.3. Preparation and replication of the publication on the system of social protection of the population in the Republic of Kazakhstan                | 15 540         | 27 016         | 28 236         | 70 792  | MLSPP UNDP | UNDP        | 71300 – local consultants              | 5 000    | 0      | 0      |
|   |   |                |                |                |         |            | RB          | 71300 – local consultants              | 5 000    | 15 000 | 15 000 |
|   |   |                |                |                |         |            |             | 74200 publications                     | - 5 000  | 11 250 | 12 500 |
|   |   |                |                |                |         |            |             | 74500 miscellaneous                    | - 540    | 766    | 736    |
| GMS (%)                                       | 1 245   | 10 414         | 7 618          | 19 277         |         |            | 75100 - GMS | 1 245                                  | 10 414   | 7 618  |        |
| <b>Subtotal for Output 3</b>                  | <b>16 785</b>   | <b>140 583</b> | <b>102 845</b> | <b>260 212</b> |         |            |             |  |          |        |        |
| <b>Project Management</b>                     | 4.1. Project Implementation Unit<br>4.2. Project operation costs<br>4.3. UNDP Administration  | 131 500        | 137 462        | 137 462        | 406 424 | MLSPP UNDP | UNDP        | 71400 Contractual Services Individuals | - 38 640 | 38 000 | 38 000 |
|   |   |                |                |                |         |            |             | 73100 – rental                         | 4 140    | 4 000  | 4 000  |
|   |   |                |                |                |         |            |             | 72400 communication                    | - 2 000  | 4 000  | 4 000  |
|   |   |                |                |                |         |            |             | 72500 – office supplies                | 1 000    | 3 000  | 3 000  |

|  |  |                  |                  |                |                  |    |   |          |        |        |
|--|--|------------------|------------------|----------------|------------------|----|---|----------|--------|--------|
|  |  |                  |                  |                |                  |    | 74500<br>miscellaneous                          | - 1 000  | 1 000  | 1 000  |
|  |  |                  |                  |                |                  | RB | 71400<br>Contractual<br>Services<br>Individuals | - 57 960 | 42 000 | 42 000 |
|  |  |                  |                  |                |                  |    | 73100 – rental                                  | 0        | 140    | 140    |
|  |  |                  |                  |                |                  |    | 64397/74596 –<br>DPC Programme                  | 26 000   | 20 000 | 20 000 |
|  |  |                  |                  |                |                  |    | 64397/74596 –<br>DPC Operations                 | 5 500    | 6 500  | 6 500  |
|  |  |                  |                  |                |                  |    | 72400<br>communication                          | - 5 500  | 3 000  | 3 000  |
|  |  |                  |                  |                |                  |    | 72500 – office<br>supplies                      | 180      | 700    | 700    |
|  |  |                  |                  |                |                  |    | 74500<br>miscellaneous                          | - 180    | 507    | 507    |
|  | GMS (%)                                    | 11 368           | 11 068           | 11 068         | 33 504           |    | 75100 - GMS                                     | 11 368   | 11 068 | 11 068 |
|  | <b>Subtotal for Project<br/>management</b> | <b>153 468</b>   | <b>149 415</b>   | <b>149 415</b> | <b>452 298</b>   |    |   |          |        |        |
|  |  | <b>1 005 591</b> | <b>1 092 057</b> | <b>684 705</b> | <b>2 782 353</b> |    |   |          |        |        |

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## VIII. GOVERNANCE AND MANAGEMENT ARRANGEMENTS

The Project is a joint initiative of the Government of the Republic of Kazakhstan and UNDP, which is to be implemented per the following principles. As an Executive Agency UNDP through its Country Office in Kazakhstan will implement the Project acting as Implementing Partner.

The Implementing Partner will provide the following support services to project implementation:

- Preparation of terms of references and specifications for the equipment and goods as required according to UNDP internal procurement regulations and procedures, what includes selection, contract awarding, communications with the consultants and contractors. This applies to goods and services financed from the budget of UNDP and Republic of Kazakhstan as well;
- Procurement and contracts;
- Project budget and costs;
- Assistance with establishing communication with national and regional partners;
- Assistance with organization of events serving the interests of target groups;
- Coordination with reporting, transparency, effectiveness and efficiency;
- Project monitoring, evaluation and audit.

Project Board is the key authority for strategic decision-making on the project. Project Board meets at least annually to review and approve the annual project report and the work plan for the next year. Additional meetings will be conducted when necessary.

To perform specific tasks on the analysis of situations, the preparation of recommendations and proposals, the development of draft texts of normative legal documents and documents for the implementation of pilot activities, business plans, joint monitoring and evaluation, training and knowledge sharing, the individual experts and companies will be invited as subcontractors in accordance with UNDP procurement procedures and rules. The subcontractor shall work according to the technical specification and the internal rules agreed with the project management.

For the purpose of the project, a project implementation unit (hereinafter referred to as PIU) will be created, which shall include:

- Project Manager,
- Project Expert,
- Project Expert,
- PR-Specialist,
- Project Assistant.

The project implementation unit will operate in full compliance with terms of reference.

The Project shall be managed by Project Manager with the support and in close cooperation with the Ministry and other stakeholder, including civil society organizations. Project Manager will run PIU, and will be in charge of the daily activities of the project, preparing financial and administrative reports. Project Manager is responsible for the implementation of the project in the framework of PIU following the results-oriented management. The primary responsibility of the PM is to ensure the achievement of the project results and the planned indicators putting in place the actions specified in the project document, within the established time and cost frames.

The Project Manager, in coordination with the Head of Governance Unit, UNDP and the National Director, will perform project activities, namely: preparation/correction of work plans, archiving of documentation, accounting, reporting, preparation of terms of reference, technical specifications and other documents (if necessary); search and selection of consultants, coordination and supervision of consultants and suppliers, organization of project missions, public and other project events, networking with partners at the national and local levels.

A primary task of the Project implementation unit is to ensure agreement among all parties authorized to make decisions. To achieve these goals following is set in place:

- development and annual update of the work plans, reflecting the efforts of the project to fully integrate lessons learned into the project structure;



- monitoring and evaluation of project implementation in accordance with UNDP procedures;
- training and professional development of the project personnel in investment projects management in accordance with international standards;
- exchange of knowledge and experience and coordination with other projects and initiatives in the country and beyond;
- audit of the financial activities of the project.

At the beginning of each year, the PIU prepares for approval by the Project Board the Annual Work Plan, which is a primary instrument for allocation of funds for the implementation of the planned activity. The Work Plan is prepared in close cooperation with interested parties and is submitted to the Project Board for approval. UNDP and the Ministry, on a regular basis, will monitor and evaluate the implementation of the Work Plan. In addition, the PIU prepares quarterly progress reports and an annual project report. These reports will highlight the achievement of expected results, provide rationale, in case of a significant deviation from the plan. If necessary, adjustments will be made into the Work Plan and approved at the Project Board meeting.

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## **IX. LEGAL CONTEXT AND RISK MANAGEMENT**

### **LEGAL CONTEXT STANDARD CLAUSES**

This project document shall be the instrument referred to as such in Article 1 the Standard Basic Assistance Agreement between UN Development Program and the Government of Kazakhstan signed on October 4, 1994. For the purpose of the Standard Basic Assistance Agreement the Executive Agency of the recipient-country refers to government agency, designated in this Agreement.

With the agreement of the UNDP in Kazakhstan and other signatories the UNDP resident representative in Kazakhstan is authorized to make the following written amendments to this project document:

- Revisions and modifications to annex to this project document;
- Amendments, not involving major changes in objectives, outputs and project activities, subject to initial agreed contributions or an increase in expenditures due to inflationary factors;
- Mandatory annual audits to review the timing of initial agreed project contributions and related expenditures increased due to inflationary factors, in particular expenditures for experts, as well as adjustments inclusive of changes in expenditures;
- Inclusion of additional annexes in compliance with the provisions of this project document.

### **RISK MANAGEMENT STANDARD CLAUSES**

Consistent with the Article III of the SBAA, the responsibility for the safety and security of the Implementing Partner and its personnel and property, and of UNDP's property in the Implementing Partner's custody, rests with the Implementing Partner. To this end, the Implementing Partner shall:

A. put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the project is being carried;

B. assume all risks and liabilities related to the Implementing Partner's security, and the full implementation of the security plan.

2. UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of the Implementing Partner's obligations under this Project Document [and the Project Cooperation Agreement between UNDP and the Implementing Partner] 6.

3. The Implementing Partner agrees to undertake all reasonable efforts to ensure that no UNDP funds received pursuant to the Project Document are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee

established pursuant to resolution 1267 (1999). The list can be accessed via [http://www.un.org/sc/committees/1267/aq\\_sanctions\\_list.shtml](http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml). This provision must be included in all sub-contracts or sub-agreements entered into under/further to this Project Document.

4. Consistent with UNDP's Programme and Operations Policies and Procedures, social and environmental sustainability will be enhanced through application of the UNDP Social and Environmental Standards (<http://www.undp.org/ses>) and related Accountability Mechanism (<http://www.undp.org/secu-srm>).

5. The Implementing Partner shall: (a) conduct project and programme-related activities in a manner consistent with the UNDP Social and Environmental Standards, (b) implement any management or mitigation plan prepared for the project or programme to comply with such standards, and (c) engage in a constructive and timely manner to address any concerns and complaints raised through the Accountability Mechanism. UNDP will seek to ensure that communities and other project stakeholders are informed of and have access to the Accountability Mechanism.

6. All signatories to the Project Document shall cooperate in good faith with any exercise to evaluate any programme or project-related commitments or compliance with the UNDP Social and Environmental Standards. This includes providing access to project sites, relevant personnel, information, and documentation.

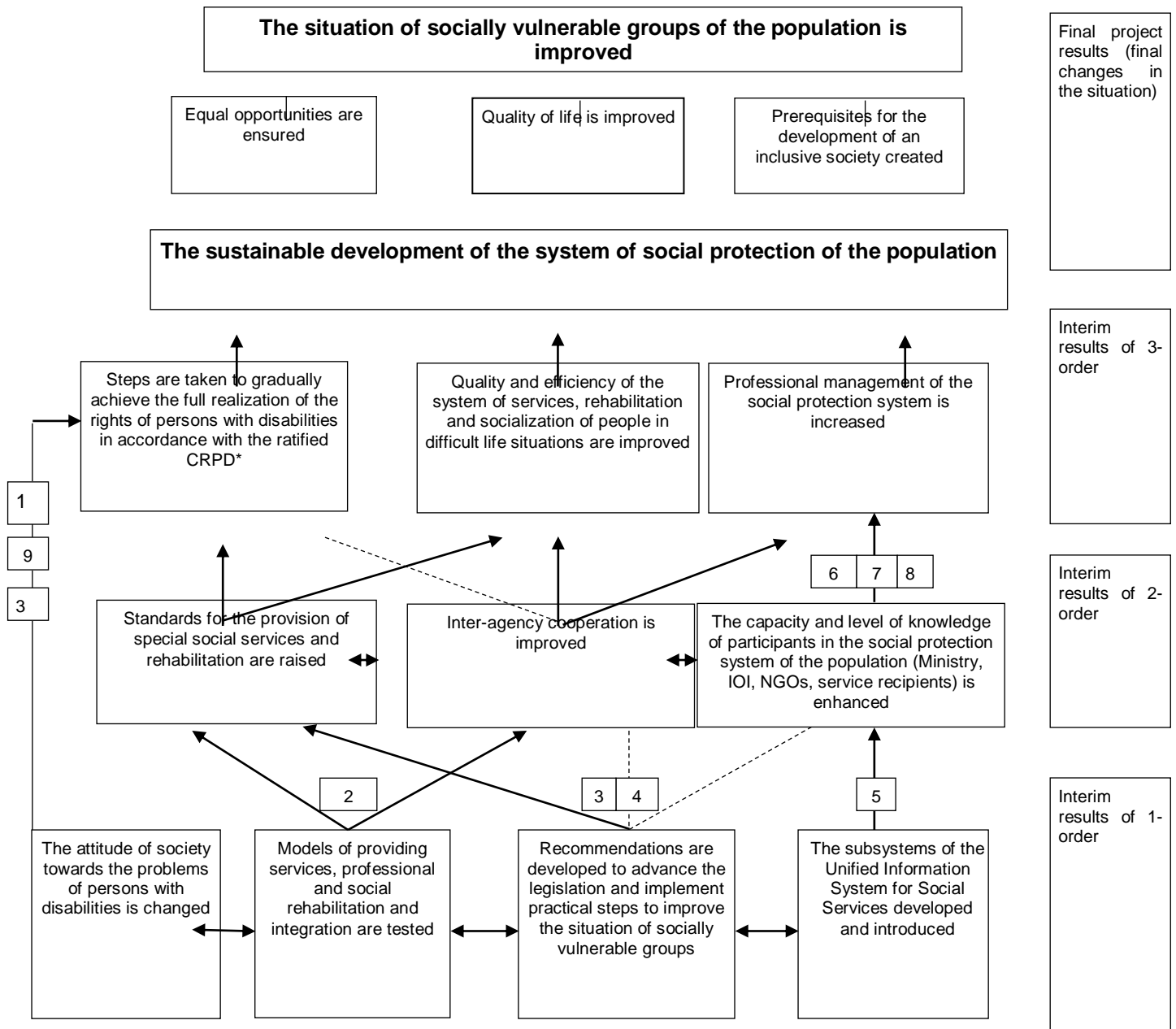
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## **X. ANNEXES**

- 1. Logical Scheme of Expected Changes Following the implementation of the Project**
- 2. Risk Analysis**
- 3. Social and Environmental Screening**
- 4. Standard Letter of Agreement between UNDP and the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan on the Provision of Support Services**
- 5. Terms of Reference of key management positions**
- 6. Quality Assurance Assessment**

# ANNEX 1

## LOGICAL SCHEME OF EXPECTED CHANGES FOLLOWING THE IMPLEMENTATION OF THE PROJECT



Actions to be taken to achieve results as specified in the project document:

1. Awareness raising campaign
2. Implementation of pilot projects
3. Analysis of existing system
4. Development of recommendations, drafts of statutes and regulations
5. Software development and putting in place
6. Organization of trainings, seminars, professional development courses
7. Organization of tours to study the experience of other countries
8. Creation of regional platform for the Central Asian countries to exchange experience
9. Ensuring the participation of NGOs in meetings of consultative and advisory bodies under the Government of the Republic of Kazakhstan

\* Convention on the Rights of Persons with Disabilities

## ANNEX 2

### Risk Analysis

| # | Description  | Date identified | Type        | Impact (I) & Probability (P) | Mitigation Measures  | Owner                  | Updaed           | Last Update      | Status             |
|---|--|-----------------|-------------|------------------------------|--|------------------------|------------------|------------------|--------------------|
| 1 | Changes in national and political priorities in social development   | December 2017   | Political   | P = 1<br>I = 3               | UNDP will closely monitor the political situation and hold discussions with national partners.   | <i>Project Manager</i> | <i>Quarterly</i> | <i>Quarterly</i> | <i>As relevant</i> |
| 2 | Changes in personnel at the central and local government agencies  | December 2017   | Political   | P = 2<br>I = 2               | Involving a wider range of partners and duty holders in the project implementation; the connection of the project objectives with the tasks defined in the national strategic documents and programs | <i>Project Manager</i> | <i>Quarterly</i> | <i>Quarterly</i> | <i>As relevant</i> |
| 3 | Overlapping or contradiction with other initiatives of donor organizations and government agencies   | December 2017   | Operational | P = 1<br>I = 2               | Holding consultations and meetings with donors and national partners in the field  | <i>Project Manager</i> | <i>Quarterly</i> | <i>Quarterly</i> | <i>As relevant</i> |
| 4 | Increase / decrease in project implementation costs (including as a result of the Tenge devaluation/ changes in the USD exchange rate, reductions, sequestration of budget expenditures for cost-sharing grants) | December 2017   | Operational | P = 5<br>I = 5               | UNDP will make adjustments to the project budget depending on the situation and in consultation with national partners.  | <i>Project Manager</i> | <i>Quarterly</i> | <i>Quarterly</i> | <i>As relevant</i> |
| 5 | The deliberately negative media coverage of the social reforms issues  | December 2017   | Other       | P = 1<br>I = 4               | Regular activities with the media by the Project, including thematic meetings with experts, media meetings and media trainings   | <i>Project Manager</i> | <i>Quarterly</i> | <i>Quarterly</i> | <i>As relevant</i> |

## ANNEX 3

### Social and Environmental Risk Screening

#### Social and Environmental Risk Screening Checklist

| <b>Checklist Potential Social and Environmental Risks</b>   |                        |
|---|------------------------|
| <b>Principles 1: Human Rights</b>   | <b>Answer (Yes/No)</b> |
| 1. Could the Project lead to adverse impacts on enjoyment of the human rights (civil, political, economic, social or cultural) of the affected population and particularly of marginalized groups?  | No                     |
| 2. Is there a likelihood that the Project would have inequitable or discriminatory adverse impacts on affected populations, particularly people living in poverty or marginalized or excluded individuals or groups?  | No                     |
| 3. Could the Project potentially restrict availability, quality of and access to resources or basic services, in particular to marginalized individuals or groups?  | No                     |
| 4. Is there a likelihood that the Project would exclude any potentially affected stakeholders, in particular marginalized groups, from fully participating in decisions that may affect them?   | No                     |
| 5. Is there a risk that duty-bearers do not have the capacity to meet their obligations in the Project?   | No                     |
| 6. Is there a risk that rights-holders do not have the capacity to claim their rights?  |                        |
| 7. Have local communities or individuals, given the opportunity, raised human rights concerns regarding the Project during the stakeholder engagement process?  | No                     |
| 8. Is there a risk that the Project would exacerbate conflicts among or the risk of violence to project-affected communities and individuals?   | No                     |
| <b>Principle 2: Gender Equality and Women's Empowerment</b>   |                        |
| 1. Is there a likelihood that the proposed Project would have adverse impacts on gender equality and/or the situation of women and girls?   | No                     |
| 2. Would the Project potentially reproduce discriminations against women based on gender, especially regarding participation in design and implementation or access to opportunities and benefits?  | No                     |
| 3. Have women's groups/leaders raised gender equality concerns regarding the Project during the stakeholder engagement process and has this been included in the overall Project proposal and in the risk assessment?   | No                     |
| 4. Would the Project potentially limit women's ability to use, develop and protect natural resources, taking into account different roles and positions of women and men in accessing environmental goods and services?<br><i>For example, activities that could lead to natural resources degradation or depletion in communities who depend on these resources for their livelihoods and well being</i> | No                     |
| <b>Principle 3: Environmental Sustainability:</b> Screening questions regarding environmental risks are encompassed by the specific Standard-related questions below  |                        |

| <b>Standard 1: Biodiversity Conservation and Sustainable Natural Resource Management</b> |  |     |
|--|--|-----|
| 1.1  | Would the Project potentially cause adverse impacts to habitats (e.g. modified, natural, and critical habitats) and/or ecosystems and ecosystem services?<br><i>For example, through habitat loss, conversion or degradation, fragmentation, hydrological changes</i>  | N/A |
| 1.2  | Are any Project activities proposed within or adjacent to critical habitats and/or environmentally sensitive areas, including legally protected areas (e.g. nature reserve, national park), areas proposed for protection, or recognized as such by authoritative sources and/or indigenous peoples or local communities?  | N/A |
| 1.3  | Does the Project involve changes to the use of lands and resources that may have adverse impacts on habitats, ecosystems, and/or livelihoods? (Note: if restrictions and/or limitations of access to lands would apply, refer to Standard 5)   | N/A |
| 1.4  | Would Project activities pose risks to endangered species?   | N/A |
| 1.5  | Would the Project pose a risk of introducing invasive alien species?   | N/A |
| 1.6  | Does the Project involve harvesting of natural forests, plantation development, or reforestation?  | N/A |
| 1.7  | Does the Project involve the production and/or harvesting of fish populations or other aquatic species?  | N/A |
| 1.8  | Does the Project involve significant extraction, diversion or containment of surface or ground water?<br><i>For example, construction of dams, reservoirs, river basin developments, groundwater extraction</i>  | N/A |
| 1.9  | Does the Project involve utilization of genetic resources? (e.g. collection and/or harvesting, commercial development)   | N/A |
| 1.10   | Would the Project generate potential adverse transboundary or global environmental concerns?   | N/A |
| 1.11   | Would the Project result in secondary or consequential development activities which could lead to adverse social and environmental effects, or would it generate cumulative impacts with other known existing or planned activities in the area?<br><i>For example, a new road through forested lands will generate direct environmental and social impacts (e.g. felling of trees, earthworks, potential relocation of inhabitants). The new road may also facilitate encroachment on lands by illegal settlers or generate unplanned commercial development along the route, potentially in sensitive areas. These are indirect, secondary, or induced impacts that need to be considered. Also, if similar developments in the same forested area are planned, then cumulative impacts of multiple activities (even if not part of the same Project) need to be considered.</i> | N/A |
| <b>Standard 2: Climate Change Mitigation and Adaptation</b>                              |  |     |
| 2.1  | Will the proposed Project result in significant greenhouse gas emissions or may exacerbate climate change?   | No  |
| 2.2  | Would the potential outcomes of the Project be sensitive or vulnerable to potential impacts of climate change?   | No  |
| 2.3  | Is the proposed Project likely to directly or indirectly increase social and environmental vulnerability to climate change now or in the future (also known as maladaptive practices)?<br><i>For example, changes to land use planning may encourage further development of floodplains, potentially increasing the population's vulnerability to climate change,</i>  | No  |

|   |     |
|---|-----|
| <i>specifically flooding</i>  |     |
| <b>Standard 3: Community Health, Safety and Working Conditions</b>  |     |
| 3.1 Would elements of Project construction, operation, or decommissioning pose potential safety risks to local communities?   | N/A |
| 3.2 Would the Project pose potential risks to community health and safety due to the transport, storage, and use and/or disposal of hazardous or dangerous materials (e.g. explosives, fuel and other chemicals during construction and operation)?   | N/A |
| 3.3 Does the Project involve large-scale infrastructure development (e.g. dams, roads, buildings)?  | N/A |
| 3.4 Would failure of structural elements of the Project pose risks to communities? (e.g. collapse of buildings or infrastructure)   | N/A |
| 3.5 Would the proposed Project be susceptible to or lead to increased vulnerability to earthquakes, subsidence, landslides, erosion, flooding or extreme climatic conditions?   | N/A |
| 3.6 Would the Project result in potential increased health risks (e.g. from water-borne or other vector-borne diseases or communicable infections such as HIV/AIDS)?  | No  |
| 3.7 Does the Project pose potential risks and vulnerabilities related to occupational health and safety due to physical, chemical, biological, and radiological hazards during Project construction, operation, or decommissioning?   | No  |
| 3.8 Does the Project involve support for employment or livelihoods that may fail to comply with national and international labour standards (i.e. principles and standards of ILO fundamental conventions)?   | No  |
| 3.9 Does the Project engage security personnel that may pose a potential risk to health and safety of communities and/or individuals (e.g. due to a lack of adequate training or accountability)?   | No  |
| <b>Standard 4: Cultural Heritage</b>  |     |
| 4.1 Will the proposed Project result in interventions that would potentially adversely impact sites, structures, or objects with historical, cultural, artistic, traditional or religious values or intangible forms of culture (e.g. knowledge, innovations, practices)? (Note: Projects intended to protect and conserve Cultural Heritage may also have inadvertent adverse impacts) | No  |
| 4.2 Does the Project propose utilizing tangible and/or intangible forms of cultural heritage for commercial or other purposes?  | No  |
| <b>Standard 5: Displacement and Resettlement</b>  |     |
| 5.1 Would the Project potentially involve temporary or permanent and full or partial physical displacement?   | No  |
| 5.2 Would the Project possibly result in economic displacement (e.g. loss of assets or access to resources due to land acquisition or access restrictions – even in the absence of physical relocation)?  | No  |
| 5.3 Is there a risk that the Project would lead to forced evictions?  | No  |
| 5.4 Would the proposed Project possibly affect land tenure arrangements and/or community based property rights/customary rights to land, territories and/or resources?  | No  |
| <b>Standard 6: Indigenous Peoples</b>   |     |



|   |   |     |
|---|---|-----|
| 6.1   | Are indigenous peoples present in the Project area (including Project area of influence)?   | N/A |
| 6.2   | Is it likely that the Project or portions of the Project will be located on lands and territories claimed by indigenous peoples?  | N/A |
| 6.3   | Would the proposed Project potentially affect the rights, lands and territories and traditional livelihoods of indigenous peoples (regardless of whether Indigenous Peoples possess the legal titles to such areas)? whether the Project is located within or outside of the lands and territories inhabited by the affected peoples, or whether the indigenous peoples are recognized as indigenous peoples by the country in question)?<br><i>If the answer to the screening question 6.3 is "yes" the potential risk impacts are considered potentially severe and/or critical and the Project would be categorized as either Moderate or High Risk.</i> | N/A |
| 6.4   | Has there been an absence of culturally appropriate consultations carried out with the objective of achieving FPIC on matters that may affect the rights and interests, lands, resources, territories and traditional livelihoods of the indigenous peoples concerned?  | N/A |
| 6.5   | Does the proposed Project involve the utilization and/or commercial development of natural resources on lands and territories claimed by indigenous peoples?  | N/A |
| 6.6   | Is there a potential for forced eviction or the whole or partial physical or economic displacement of indigenous peoples, including through access restrictions to lands, territories, and resources?   | N/A |
| 6.7   | Would the Project adversely affect the development priorities of indigenous peoples as defined by them?   | N/A |
| 6.8   | Would the Project potentially affect the physical and cultural survival of indigenous peoples?  | N/A |
| 6.9   | Would the Project potentially affect the Cultural Heritage of indigenous peoples, including through the commercialization or use of their traditional knowledge and practices?  | N/A |
| <b>Standard 7: Pollution Prevention and Resource Efficiency</b> |   |     |
| 7.1   | Would the Project potentially result in the release of pollutants to the environment due to routine or non-routine circumstances with the potential for adverse local, regional, and/or transboundary impacts?  | No  |
| 7.2   | Would the proposed Project potentially result in the generation of waste (both hazardous and non-hazardous)?  | No  |
| 7.3   | Will the proposed Project potentially involve the manufacture, trade, release, and/or use of hazardous chemicals and/or materials? Does the Project propose use of chemicals or materials subject to international bans or phase-outs?<br><i>For example, DDT, PCBs and other chemicals listed in international conventions such as the Stockholm Conventions on Persistent Organic Pollutants or the Montreal Protocol</i>   | No  |
| 7.4   | Will the proposed Project involve the application of pesticides that may have a negative effect on the environment or human health?   | No  |
| 7.5   | Does the Project include activities that require significant consumption of raw materials, energy, and/or water?  | No  |

## ANNEX 4

### STANDARD LETTER OF AGREEMENT BETWEEN UNITED NATIONS DEVELOPMENT PROGRAMME AND THE MINISTRY OF LABOUR AND SOCIAL PROTECTION OF POPULATION OF THE REPUBLIC OF KAZAKHSTAN ON THE PROVISION OF SUPPORT SERVICES

1. Reference is made to consultations between officials of the Government of the Republic of Kazakhstan (hereinafter referred to as – «Government») under the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan ((hereinafter referred to as «MLSPP RK») and officials of United Nations Development Programme (hereinafter referred to as – «UNDP») with respect to the provision of support services by the UNDP country office for nationally managed programmes and projects. UNDP and the MLSPP hereby agree that the UNDP country office may provide such support services at the request of the MLSPP RK through its institution designated in the relevant project document of the joint project of the UNDP and the MLSPP RK «Sustainable Development of the System of Social Protection of the Population: Promotion of Programs on Social Integration and Inclusion».

2. The UNDP country office may provide support services for assistance with reporting requirements and direct payment. In providing such support services, the UNDP country office shall ensure that the capacity of the Government-designated institution is strengthened to enable it to carry out such activities directly. The costs incurred by the UNDP country office in providing such support services shall be recovered from the administrative budget of the office.

3. The UNDP country office may provide, at the request of the designated institution, the following support services for the activities of the project:

- (a) Recruitment of project personnel; handling administrative issues related to the project personnel;
- (b) Facilitation of training activities, seminars and workshops;
- (c) Procurement of goods and services;
- (d) Processing of direct payments.

4. The procurement of goods and services and the recruitment of project personnel by the UNDP country office shall be in accordance with the UNDP regulations, rules, policies and procedures. If the requirements for support services by the country office change during the life of a project, the annex to the project document is revised with the agreement of the UNDP resident representative and the designated institution.

5. The relevant provisions of the Standard Basic Assistance Agreement (SBAA) between with the Government of Kazakhstan and the UNDP, signed by the Parties on 5 October 1992, including the provisions on liability and privileges and immunities, shall apply to the provision of such support services. The Government of Kazakhstan shall retain overall responsibility for the nationally managed project through its designated institution. The responsibility of the UNDP country office for the provision of the support services described herein shall be limited to the provision of such support services.

6. Any claim or dispute arising under or about the provision of support services by the UNDP country office in accordance with this letter shall be handled pursuant to the relevant provisions of the SBAA.

7. The manner and method of cost-recovery by the UNDP country office in providing the support services are determined by UNDP policies and procedures.

8. Any modification of the present arrangements shall be effected by mutual written agreement of the parties hereto.

## ANNEX 5

### TERMS OF REFERENCE FOR KEY PROJECT PERSONNEL

#### Terms of Reference for Project Manager



#### UNITED NATIONS DEVELOPMENT PROGRAMME JOB DESCRIPTION

##### I. Position Information

|                   |   |
|-------------------|---|
| Job Title:        | Project Manager   |
| Project:          | 'Sustainable development of the system of social protection of population: promotion of programs on social integration and inclusion' |
| Type of Contract: | SC  |
| Location:         | Astana, Kazakhstan  |
| Duration:         | 12 months (with possible extension)   |
| Employment:       | Full time   |
| Level:            | SB4 peg 1   |
| Supervisor:       | Programme Analyst/Head of Governance Unit   |

##### II. Project Information

Kazakhstan aspires to become one of the 30 most developed countries in the world and building of a modern, effective system of social protection of the population, especially people with disabilities, is an integral part of this vision.

In this regard, the aim of this project is to support the national policy in the area of social protection of population in Kazakhstan by improving the quality and targeting of special social services, strengthening support systems for people in difficult life situations and improving potential of workers and specialists in the social sphere. The project explicitly prioritizes socially vulnerable people, including development of social services systems and ensuring the rights of persons with disabilities.

The project will have three main components: i) design and delivery of integrated special social services; (ii) assistance in the implementation of the Convention on the Rights of Persons with Disabilities; iii) strengthening the strategic, analytical and human capacity of the Ministry of Labour and Social Protection of Population (Ministry) and its territorial subdivisions.

The Project will be implemented in close cooperation with the Ministry at all stages. UNDP Country Office is responsible for the overall implementation of the project, its monitoring and evaluation, as well as achievement of the set goals, objectives and expected results.

##### III. Organizational Context

Under guidance of the Head of Governance Unit, the Project Manager is responsible for the timely delivery and quality of outputs and technical advice. S/he will ensure effective implementation of daily activities of the title Project and ensuring compliance with appropriate UNDP policies and procedures.

The Project Manager supervises project personnel and works in close collaboration with the operations team, programme staff and Government officials, technical advisors and experts, multilateral and bilateral donors and civil society ensuring successful UNDP programme/ project implementation.

#### IV. Functions / Key Results Expected

The Project Manager will be responsible for implementation of the project in accordance with the project document and approved work plan. The Project Manager is expected to closely cooperate with project counterpart acting through the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan and other government bodies involved in project activity, to:

- ensure smooth implementation of project activities and attainment of the overall project objectives as stated in the project documents;
- coordinate project activities with the activities of national counterparts and other projects of UNDP;
- draft annual project work plan in consultation with major project stakeholders and UNDP;
- ensure sound management of financial resources of the project, analyse and monitor the project budget, and prepared revisions to ensure optimal use of resources; manage financial allocations, ensure timely payments in accordance with UNDP rules, regulations and procedures; generate Atlas reports, including combined delivery reports;
- prepare procurement plans and oversee procurement and logistics for project implementation;
- develop Terms of Reference for project personnel and consultants and ensure proper delivery of technical services and submission of technical and other reports;
- develop Terms of Reference for the evaluations and its reports;
- organise outreach activities as planned in the project document;
- draft project reports and organise other monitoring actions as per the project document;
- responsible for administration of the projects in accordance with UNDP Programming rules and regulations;
- supervise work of project assistant, project consultants/sub-contractors, local consultants and conduct performance reviews in accordance with UNDP rules, regulations and procedures;
- perform other duties as required.

##### Project and Financial Management:

- prepare and update work plans and budgets;
- manage international and local consultants and conduct performance reviews in accordance with UNDP rules, regulations and procedures;
- manage financial allocations, ensure timely payments in accordance with UNDP rules, regulations and procedures; generate Atlas reports, including combined delivery reports;
- prepare procurement plans and oversee procurement and logistics for project implementation;
- monitor and analyse the project environment and progress, using applicable M&E and risk management tools where relevant, and advise on timely readjustments of strategies and corrective actions as necessary;
- produce periodical annual project progress reports and financial reports for the Project Board and donors;
- provide regular reports on the project progress issues to the Programme Analyst/Portfolio Manager;
- comply with security and safety requirements and regulations and ensure the same are respected by all local consultants;
- work closely with other UNDP Governance initiatives to ensure that the project is contributing effectively to overall performance of the UNDP Governance Unit.

##### Support to resource mobilization:

- establish and further develop contacts and cooperation with the relevant UN Agencies, government institutions, bilateral and multilateral donors, private sector, civil society in the area of public administration on strategic goals of UNDP, country needs and donors' priorities;
- seek information on donors and share information on opportunities for resource mobilization with the Programme Analyst/Head of Governance Unit;
- develop best practices within the framework of project activities and feed these into UNDP's overall governance strategy.

##### Advocacy and Coordination:

- ensure and coordinate meaningful participation of all national and international stakeholders in all

phases of planning and implementation processes;

- ensure regular communication and coordination with project donors and partners and develop and maintain effective mechanisms for integrating and responding to their feedback and insights;
- play an active advisory role on governance issues within the UNDP Governance team and in other settings as required.

## V. Impact of Results

Specific impact should be achieved through smooth implementation of the project activities and attainment of projects results as well as active dialogue and coordination with the national stakeholders and on project activities implemented. The main results of the project will be reflected in the following target outcomes:

- tangible contribution to the phased implementation of the Action Plan to ensure rights and improve the quality of life for People with Disabilities in Kazakhstan
- accelerated implementation of regulations stipulated by the Convention on the Rights of Persons with Disabilities in Kazakhstan
- improved social standards based on international models and best practice
- piloted special social services and innovative forms of employment of vulnerable populations

Implementation of the Project will contribute to the achievement of the long-term Development Strategy "Kazakhstan-2050", the Strategic Development Plan of the Republic of Kazakhstan until 2025 as well as the Concept of Social Development of the Republic of Kazakhstan until 2030 by supporting creation of a targeted and comprehensive social protection system based on inclusive economic growth in the country.

## VI. Competencies

### Core values:

- demonstrates integrity and fairness by modelling UN values and ethical standards;
- demonstrates professional competence and is conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

### Core competencies:

- excellent communication skills, including the ability to convey complex concepts and recommendations, both orally and in writing, in a clear and persuasive style tailored to match different audiences;
- ability to interact, establish and maintain effective working relations with a culturally diverse team, as a team member, to build trust, and to manage in a deliberate, transparent and predictable way;
- ability to establish and maintain productive partnerships with national partners and stakeholders and pro-activeness in identifying of beneficiaries and partners' needs, and matching them to appropriate solutions.

### Managerial competencies:

- ability to develop clear goals that are consistent with agreed strategies;
- ability to identify priority activities and tasks and allocate appropriate time and resources for effective and efficient work completion;
- ability to monitor progress against milestones and deadlines;
- ability to handle effectively multiple tasks without compromising quality, team spirit and positive working relationships;
- ability to foresee risks and develop mitigation strategies.

## VII. Recruitment Qualifications

|            |   |
|------------|---|
| Education: | <ul style="list-style-type: none"><li>▪ A university degree in social sciences, public administration or related field</li><li>▪ At least 5 years of substantive experience working in or directly related to project</li></ul> |
|------------|---|

|                        |  |
|------------------------|--|
| Experience:            | <p>management, social protection areas;</p> <ul style="list-style-type: none"> <li>▪ proven record of theoretical knowledge and practical experience in the area of social security;</li> <li>▪ proven communication and advocacy skills, and ability to work in an environment requiring liaison and collaboration with multiple actors including government representatives, donors and other stakeholders;</li> <li>▪ maturity, excellent interpersonal, negotiation and team leading skills required;</li> <li>▪ ability to work to tight deadlines and to handle multiple concurrent project components;</li> <li>▪ excellent computer skills with ability to use information technology as a tool and resource.</li> </ul> |
| Language Requirements: | <ul style="list-style-type: none"> <li>▪ Fluency in Russian and English with proven drafting and presentation skills</li> <li>▪ Knowledge of Kazakh is an asset</li> </ul>   |

**Terms of Reference for Project Expert**



| <b>I. Position Information</b> |   |
|--------------------------------|---|
| Job Title:                     | Project Expert  |
| Project:                       | 'Sustainable development of the system of social protection of population: promotion of programs on social integration and inclusion' |
| Type of Contract:              | SC  |
| Location:                      | Astana, Kazakhstan  |
| Duration:                      | 12 months (with possible extension)   |
| Employment:                    | Full time   |
| Level:                         | SB3 peg 2   |
| Supervisor:                    | Project Manager   |

| <b>II. Project Information</b>   |
|--|
| <p>Kazakhstan aspires to become one of the 30 most developed countries in the world and building of a modern, effective system of social protection of the population, especially people with disabilities, is an integral part of this vision.</p> <p>In this regard, the aim of this project is to support the national policy in the area of social protection of population in Kazakhstan by improving the quality and targeting of special social services, strengthening support systems for people in difficult life situations and improving potential of workers and specialists in the social sphere. The project explicitly prioritizes socially vulnerable people, including development of social services systems and ensuring the rights of persons with disabilities.</p> <p>The project will have three main components: i) design and delivery of integrated special social services; (ii) assistance in the implementation of the Convention on the Rights of Persons with Disabilities; iii) strengthening the strategic, analytical and human capacity of the Ministry of Labour and Social Protection of Population (Ministry) and its territorial subdivisions.</p> <p>The Project will be implemented in close cooperation with the Ministry at all stages. UNDP Country Office is responsible for the overall implementation of the project, its monitoring and evaluation, as well as achievement of the set goals, objectives and expected results.</p> |

### III. Organizational Context

Under the direct guidance of the UNDP Project Manager, Project Expert provides expert support to the project. Project Expert works in close collaboration with the national partner (Ministry of Labour and Social Protection of Population of RK) and UNDP Governance Unit.

Project Expert provides expert support to project activities and communication with national partner (Ministry of Labour and Social Protection of Population of RK) to ensure timely and efficient support to programme related activities

### IV. Functions / Key Results Expected

- Provided comprehensive support to the Project Manager in all aspects of project implementation, according to the project document;
- Works in close cooperation with the UNDP Governance Unit and the Ministry of Labour and Social Protection of Population to build partnership within the project;
- Provides technical expertise in the area of targeted social services and on the rights of persons with disabilities;
- Provides expertise in day-to-day the implementation of the project and project activities;
- Supports the Project Manager in the preparation of the annual project plan;
- Supports the Project Manager in the development of terms of reference for consultants within activities related to the capacity building of the MLSP RK and improvement of the social services provision system in accordance with the work plan;
- Ensures implementation of project activities related with the improvement of the social services provision system and the promotion of the Convention on the Rights of Persons with Disabilities in accordance with the work plan
- Organises workshops and outreach activities in accordance with the approved work plan;
- Assists in drafting project progress reports;
- Performs other duties as required.

### V. Impact of Results

Specific impact should be achieved through smooth implementation of the project activities and attainment of projects results as well as active dialogue and coordination with the national stakeholders and on project activities implemented. The main results of the project will be reflected in the following target outcomes:

- tangible contribution to the phased implementation of the Action Plan to ensure rights and improve the quality of life for People with Disabilities in Kazakhstan
- accelerated implementation of regulations stipulated by the Convention on the Rights of Persons with Disabilities in Kazakhstan
- improved social standards based on international models and best practice
- piloted special social services and innovative forms of employment of vulnerable populations

Implementation of the Project will contribute to the achievement of the long-term Development Strategy "Kazakhstan-2050", the Strategic Development Plan of the Republic of Kazakhstan until 2025 as well as the Concept of Social Development of the Republic of Kazakhstan until 2030 by supporting creation of a targeted and comprehensive social protection system based on inclusive economic growth in the country.

### VI. Competencies

#### Core values:

- demonstrates integrity and fairness by modelling UN values and ethical standards;
- demonstrates professional competence and is conscientious and efficient in meeting



|   |
|---|
| <ul style="list-style-type: none"> <li>▪ commitments, observing deadlines and achieving results;</li> <li>▪ displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.</li> </ul> <p><b>Core competencies:</b></p> <ul style="list-style-type: none"> <li>▪ excellent communication skills, including the ability to convey complex concepts and recommendations, both orally and in writing, in a clear and persuasive style tailored to match different audiences;</li> <li>▪ ability to interact, establish and maintain effective working relations with a culturally diverse team, as a team member, to build trust, and to manage in a deliberate, transparent and predictable way;</li> <li>▪ ability to establish and maintain productive partnerships with national partners and stakeholders and pro-activeness in identifying of beneficiaries and partners' needs, and matching them to appropriate solutions.</li> </ul> <p><b>Managerial competencies:</b></p> <ul style="list-style-type: none"> <li>▪ ability to develop clear goals that are consistent with agreed strategies;</li> <li>▪ ability to identify priority activities and tasks and allocate appropriate time and resources for effective and efficient work completion;</li> <li>▪ ability to monitor progress against milestones and deadlines;</li> <li>▪ ability to handle effectively multiple tasks without compromising quality, team spirit and positive working relationships;</li> <li>▪ ability to foresee risks and develop mitigation strategies.</li> </ul> |
|---|

| <b>VII. Recruitment Qualifications</b> |   |
|--|---|
| Education:                             | <ul style="list-style-type: none"> <li>▪ A university degree in social work, public administration or social sciences.</li> </ul>   |
| Experience:                            | <ul style="list-style-type: none"> <li>▪ At least 5 years of professional experience in provision of social services and working with persons with disabilities</li> <li>▪ Ability to work in an environment requiring liaison and collaboration with multiple actors including government representatives, donors and other stakeholder</li> <li>▪ Good inter-personal and communication skills;</li> <li>▪ Ability to work to tight deadlines and to handle multiple concurrent project components</li> <li>▪ Excellent computer skills (especially Microsoft office applications) and ability to use information technology as a tool and resource.</li> </ul> |
| Language Requirements:                 | <ul style="list-style-type: none"> <li>▪ Good command of Russian</li> <li>▪ Knowledge of Kazakh and English is an asset.</li> </ul>   |

**Terms of Reference for Project Assistant**



| <b>I. Position Information</b> |   |
|--------------------------------|---|
| Job Title:                     | Project Assistant   |
| Project:                       | 'Sustainable development of the system of social protection of population: promotion of programs on social integration and inclusion' |
| Type of Contract:              | SC  |
| Location:                      | Astana, Kazakhstan  |
| Duration:                      | 12 months (with possible extension)   |
| Employment:                    | Full time   |



|             |                 |
|-------------|-----------------|
| Level:      | SB2 peg 3       |
| Supervisor: | Project Manager |

**II. Project Information**

The aim of the project is to provide technical support to the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan in the formulation and implementation of the policy for people with disabilities and poverty reduction. These efforts are aimed at:

- providing technical support in the phased implementation of 2012-2018 Action Plan to Promote the Rights and Improve the Quality of Life of Persons with Disabilities in the Republic of Kazakhstan;
- taking due measures to give effect to Kazakhstan's obligations under the Convention on the Rights of Persons with Disabilities;
- improvement of the effectiveness of social services and social assistance based on the best practices and international standards;
- piloting of special social services and innovative forms of employment for vulnerable groups of the population.

The project is being implemented in partnership with the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan. Specifically, UNDP Kazakhstan Country Office is responsible for the overall implementation of the project, its monitoring and evaluation, as well as achievement of the set goals and objectives/expected results.

**III. Organizational Context**

Under the guidance and direct supervision of the Project Manager, Project Assistant provides logistical and administrative support to the project in compliance with appropriate UNDP policies and procedures. Project Assistant works in close collaboration with the programme, projects staff of Governance and Operations Units.

Project Assistant is responsible for the day-to-day implementation and operational support of project activities to ensure timely and efficient support to programme related activities.

**IV. Functions / Key Results Expected**

**1. Substantive Project support:**

- Provide operational support to the project and programme management;
- Prepare requests for direct payment, cash advances, reports on expenses, budget revisions and other required supporting documentation for all financial transactions; records these transactions accordingly;
- Provide logistical support and prepares background materials for use in workshops, seminars, training sessions, meetings, visiting missions, field trips, etc.;
- Establish and maintains accurate and up-to-date filing system for the documents, keeps information and reference material in a manner which allows easy retrieval;
- Contribute to the preparation of status and progress reports by collecting information, preparing tables and drafting selected sections;
- Draft and/or types correspondence, notes, documents, reports, prepares required contracts, keeps the necessary flow of correspondence;
- Receive telephone calls and visitors concerning the projects, responding directly where appropriate;
- Prepare unofficial translations and acts as interpreter.

**2. Mission logistics and Workshop logistics**

- Assist in organizing meetings, workshops, conferences and missions.

### **3. Travel arrangements**

- Coordinate and assist in making travel arrangements for participants of events, projects staff in connection with their domestic and international project-related travels;
- Prepare Requests for Services and Payments in accordance with UNDP rules and procedures.

### **4. Communication support**

- Draft external correspondence with projects' partners and stakeholders, maintain files and assist in the preparation of documentation in advance of and following meetings;
- Assist in acquisition of letters of co-financing and support from stakeholders.

### **5. Project documentation and filing**

- Assist in compilation of regular project status reports;
- Maintain general office files and keep information and reference material in a manner that allows easy reference retrieval.

### **6. Any other business**

- Perform all necessary secretarial services such as photocopying, collection and distribution of incoming mail, dispatching outgoing mail; locating files, etc.;
- Perform other duties as may be required.

## **V. Impact of Results**

The general impact of this post will be reflected in the results achieved as defined in the project document. Specific impact should be ensured through smooth implementation of the project activities and attainment of projects targets as well as active dialogue and coordination with the national stakeholders.

## **VI. Competencies and Critical Success Factors**

### **Corporate Competencies:**

- Demonstrates integrity by modeling the UN's values and ethical standards;
- Promotes the vision, mission, and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Treats all people fairly without favoritism.

### Professionalism:

- Solid knowledge of administrative and secretarial work; understanding of financial processes and accounting;
- Good knowledge of computer and organizational technology;
- Ability to perform a broad range of activities related to workshop and meeting arrangements;
- Excellent writing and presentation skills for preparation of presentations and reports – in English and Russian;
- Ability to use information and communication technology as a tool and resource.

### Development and Operational Effectiveness

- Excellent coordination skills to facilitate internal and external collaboration;
- Builds strong relationships with stakeholders, focuses on impact and result and responds positively to feedback;
- Consistently approaches work with energy and a positive, constructive attitude;
- Demonstrates openness to change and ability to manage complexities;
- Works effectively in a team and shows conflict resolution skills;

- Identifies priority activities and assignments; adjusts priorities as required.

#### Knowledge Management and Learning

- Ability to synthesize the lessons learnt and choose the best practices;
- Shares knowledge and experience and contributes to the achievement of the project development objectives;
- Promotes knowledge management in UNDP and a learning environment across projects and countries; through active participation and contribution to UNDP social and knowledge networks;
- Demonstrates excellent oral and written communication skills.

### **VII. Recruitment Qualifications**

|                        |   |
|------------------------|---|
| Education:             | <ul style="list-style-type: none"> <li>▪ Bachelor degree, degree in social sciences, public administration, finance, economics or accounting is preferred.</li> </ul>   |
| Experience:            | <ul style="list-style-type: none"> <li>▪ At least 3 years of substantive experience working in administrative support, logistics, finance management related fields;</li> <li>▪ Ability to work in an environment requiring liaison and collaboration with multiple actors including government representatives, donors and other stakeholders;</li> <li>▪ Experience of working in an international organisation is an asset;</li> <li>▪ Excellent inter-personal, communication and organisational skills;</li> <li>▪ Ability to work to tight deadlines and to handle multiple concurrent project components;</li> <li>▪ Excellent computer skills (especially Microsoft office applications) and ability to use information technology as a tool and resource.</li> </ul> |
| Language Requirements: | <ul style="list-style-type: none"> <li>▪ Fluency in English and Russian;</li> <li>▪ Knowledge of Kazakh an asset.</li> </ul>  |

### **Terms of Reference for PR-Specialist**



## **UNITED NATIONS DEVELOPMENT PROGRAMME**

### **I. Position Information**

|                   |   |
|-------------------|---|
| Job Title:        | PR-Specialist   |
| Project:          | 'Sustainable development of the system of social protection of population: promotion of programs on social integration and inclusion' |
| Type of Contract: | SC  |
| Location:         | Astana, Kazakhstan  |
| Duration:         | 12 months (with possible extension)   |
| Employment:       | Full time   |
| Level:            | SB3 peg 1   |
| Supervisor:       | Project Manager   |

### **II. Project Information**

The aim of the project is to provide technical support to the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan in the formulation and implementation of the policy for people with disabilities and poverty reduction. These efforts are aimed at:

- providing technical support in the phased implementation of 2012-2018 Action Plan to Promote the Rights and Improve the Quality of Life of Persons with Disabilities in the Republic of Kazakhstan;
- taking due measures to give effect to Kazakhstan's obligations under the Convention on the Rights of Persons with Disabilities;
- improvement of the effectiveness of social services and social assistance based on the best practices and international standards;
- piloting of special social services and innovative forms of employment for vulnerable groups of the population.

The project is being implemented in partnership with the Ministry of Labour and Social Protection of Population of the Republic of Kazakhstan. Specifically, UNDP Kazakhstan Country Office is responsible for the overall implementation of the project, its monitoring and evaluation, as well as achievement of the set goals and objectives/expected results.

### **III. Organizational Context**

Under the guidance of the Project manager (PM) and in coordination with other project experts, the PR specialist is responsible for the successful implementation of the activities outlined in the Project Work Plan, namely:

- Organizing outreach activities,
- Development and updating of public awareness information in web-resources,
- Preparation and development of advocacy materials and handouts,
- Providing administrative and organizational support to the implementation of projects related to PR.

### **IV. Functions / Key Results Expected**

1. Providing advocacy and analytical support with focus on the achievement of the following results:
  - In collaboration with the experts of the Project, preparing and publishing promotional materials containing information on the implementation of the integrated model for the provision of special social services and social assistance, as well as on the protection of the rights of persons with disabilities,
  - Preparation and dissemination of summaries on initiatives to be implemented in the framework of the project utilising modern presentation techniques of (infographics, etc.),
  - Advocacy in the implementation of pilot initiatives, using innovative solutions for effective communication and outreach,
  - In collaboration with project experts, drafting and implementation of the Stakeholder Engagement Strategy to ensure participation / involvement of key stakeholders in the process,
  - Organization and holding of PR campaigns aimed at promoting the principles of an inclusive society for national and regional media,
  - Organization and holding the events for different target groups with focus on raising awareness of the Strategy of further modernization of the social service system, etc.,
2. Development and updating of online information with a focus on the achievement of the following results:
  - Participation in the design and administration of the Project website containing information about the Project, the Strategy for further modernization of the social services system, project activities and results (in 3 languages),
  - Regular updates of the information in the portal,
  - Publication and distribution of the media updates (online and in print) including project activities, etc.;

3. Preparation and development of a communication package aimed at achieving the following results:
  - Organization and conduct of trainings, preparation and publication of training materials to improve the capacity of professional of healthcare and social protection of the population, providing special social services, educational and medical services for persons with disabilities.
4. Administrative and organizational support to the implementation of the Project in the areas related to PR, with focus on achieving the following results:
  - Participation in organization and holding various seminars / roundtables / meetings (in particular, preparing press releases, communication with the media, preparing information reports on events, etc.);
  - Organization of interviews, TV programs, radio, etc.;
5. Preparation of materials on the Project activities and event, including information materials and press releases,
  - Assistance in conducting joint outreach organized by UNDP CO and other UNDP projects, UN agencies, etc.,
  - Review of reference materials and maintenance of library,
  - Travel around Kazakhstan

## V. Impact of Results

The general impact of this post will be reflected in the results achieved as defined in the project document. Specific impact should be ensured through smooth implementation of the project activities and attainment of projects targets as well as active dialogue and coordination with the national stakeholders.

## VI. Competencies and Critical Success Factors

### Corporate Competencies:

- Demonstrates integrity by modeling the UN's values and ethical standards;
- Promotes the vision, mission, and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Treats all people fairly without favoritism.

### Professionalism:

- Solid knowledge of administrative and secretarial work; understanding of financial processes and accounting;
- Good knowledge of computer and organizational technology;
- Ability to perform a broad range of activities related to workshop and meeting arrangements;
- Excellent writing and presentation skills for preparation of presentations and reports – in English and Russian;
- Ability to use information and communication technology as a tool and resource.

### Development and Operational Effectiveness

- Excellent coordination skills to facilitate internal and external collaboration;
- Builds strong relationships with stakeholders, focuses on impact and result and responds positively to feedback;
- Consistently approaches work with energy and a positive, constructive attitude;
- Demonstrates openness to change and ability to manage complexities;
- Works effectively in a team and shows conflict resolution skills;
- Identifies priority activities and assignments; adjusts priorities as required.

### Knowledge Management and Learning

- Ability to synthesize the lessons learnt and choose the best practices;
- Shares knowledge and experience and contributes to the achievement of the project development objectives;
- Promotes knowledge management in UNDP and a learning environment across projects and countries; through active participation and contribution to UNDP social and knowledge networks;
- Demonstrates excellent oral and written communication skills.

## VII. Recruitment Qualifications

|                        |   |
|------------------------|---|
| Education:             | <ul style="list-style-type: none"> <li>▪ Bachelor degree in communications, social sciences, economics or or related field</li> </ul>   |
| Experience:            | <ul style="list-style-type: none"> <li>▪ At least 4-5 years of experience in journalism, PR and communications in government or commercial structures,</li> <li>▪ Experience in the preparation of analytical reviews conforming to standards of international organizations,</li> <li>▪ Experience in organizing and holding conferences, seminars, trainings. Preparation of training material, articles, interviews and PR-events</li> </ul> |
| Language Requirements: | <ul style="list-style-type: none"> <li>▪ Fluency in English and Russian;</li> <li>▪ Knowledge of Kazakh an asset.</li> </ul>  |

## **ANNEX 6**

### **Quality Assurance Assessment**