

Closure Stage Quality Assurance Report

Form Status: Approved

Overall Rating: Highly Satisfactory

Decision:

Portfolio/Project Number: 00124733

Portfolio/Project Title: Community-based Social Services

Portfolio/Project Date: 2020-01-01 / 2022-12-31

Strategic

Quality Rating: Exemplary

1. Did the project pro-actively identified changes to the external environment and incorporated them into the project strategy?

- 3: *The project team identified relevant changes in the external environment that may present new opportunities or threats to the project's ability to achieve its objectives, assumptions were tested to determine if the project's strategy was valid. There is some evidence that the project board considered the implications, and documented the changes needed to the project in response. (all must be true)*
- 2: The project team identified relevant changes in the external environment that may present new opportunities or threats to the project's ability to achieve its objectives. There is some evidence that the project board discussed this, but relevant changes did not fully integrate in the project. (both must be true)
- 1: The project team considered relevant changes in the external environment since implementation began, but there is no evidence that the project team considered these changes to the project as a result.

Evidence:

The JP was guided by national development priorities set out in Turkmenistan's strategic programmatic documents such as the Presidential Programme for Socio-Economic Development of Turkmenistan for 2019-2025, as well as other national strategies and programmes. In the course of JP implementation, JP PUNOs observed the government's prioritization in the social protection system. The JP PUNOs, including UNDP, built further upon the Government readiness to continue reform of the social protection system through adaptation of the best international practices in this area. This resulted in the development and adoption by the national parliament of the Law on Social Services of Turkmenistan. This law along with evidence of sustainability of new social services supported by the socio-economic analysis presented an opportunity for the JP PUNOs to draft the 2023-2030 National Social Services Development Plan (NSSDP) to continue joint work in the next phase to support the adoption and implementation of the NSSDP. In this regard, UNDP took the lead in drafting a Joint Project Phase II to be implemented jointly with UNICEF, UNFPA and the Ministry of Labour and Social Protection of the Population of Turkmenistan. The draft project document was discussed with the key national partner and submitted to the Government for consideration.

At the operational level, UNDP effectively identified and addressed changes in external environment that allowed the project team to achieve all its objectives as part of the Joint Programme. At the outset of the JP, against the background of the country's lockdown due to the global COVID-19 pandemic, UNDP tested assumptions and shifted online all major activities, including an 8-month long training of the social service workforce through the pool of national trainers, who were trained online by international trainers, whose travel to Turkmenistan was impossible. UNDP also shifted online the socio-economic analysis of new social services by the international contractor, who conducted all relevant interviews and surveys online and a large-scale information session covering over 150 stakeholders from all the regions of the country. This change in the UNDP strategy was discussed and agreed with key national stakeholders and incorporated into the JP strategy.

The timely change in the JP strategy allowed UNDP and other PUNOs to make up for the time lost in the process of readjustment and plan better ahead, including a 6-month extension of the JP to fully complete piloting of new social services to generate evidence of sustainability of the new model of social service provision in the country.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	2022_FinalReportTurkmenistan-SPLNOBJPs_13764_301 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2022_FinalReportTurkmenistan-SPLNOBJPs_13764_301.pdf)	timur.dosmamedov@undp.org	9/12/2022 8:10:00 AM
2	6-monthupdateTKM_final_13764_301 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/6-monthupdateTKM_final_13764_301.pdf)	timur.dosmamedov@undp.org	8/22/2022 1:47:00 PM
3	QuarterlycheckQ3update_Turkmenistan23.10.2020_13764_301 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/QuarterlycheckQ3update_Turkmenistan23.10.2020_13764_301.pdf)	timur.dosmamedov@undp.org	8/22/2022 1:47:00 PM
4	Minutes_5thWorkGroupJP_21October_signed_13764_301 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Minutes_5thWorkGroupJP_21October_signed_13764_301.PDF)	timur.dosmamedov@undp.org	8/22/2022 1:48:00 PM
5	Minutes_WGsecondmeetingon23June_13764_301 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Minutes_WGsecondmeetingon23June_13764_301.pdf)	timur.dosmamedov@undp.org	8/22/2022 1:48:00 PM
6	Protocol_2ndSteeringCommitteeMeeting04.11.2020_13764_301 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Protocol_2ndSteeringCommitteeMeeting04.11.2020_13764_301.pdf)	timur.dosmamedov@undp.org	8/22/2022 1:49:00 PM
7	ProtocolSteeringCommittee05.03.2020Signed_13764_301 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ProtocolSteeringCommittee05.03.2020Signed_13764_301.pdf)	timur.dosmamedov@undp.org	8/22/2022 1:49:00 PM
8	3rdSteeringcommitteeProtocol_13764_301 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/3rdSteeringcommitteeProtocol_13764_301.pdf)	timur.dosmamedov@undp.org	8/22/2022 2:03:00 PM

2. Was the project aligned with the thematic focus of the Strategic Plan?

3: The project responded to at least one of the development settings as specified in the Strategic Plan (SP) and adopted at least one Signature Solution .The project's RRF included all the relevant SP output indicators. (all must be true)

2: The project responded to at least one of the developments settings¹ as specified in the Strategic Plan. The project's RRF included at least one SP output indicator, if relevant. (both must be true)

1: While the project may have responded to a partner's identified need, this need falls outside of the UNDP Strategic Plan. Also select this option if none of the relevant SP indicators are included in the RRF.

Evidence:

The project responded to UNDP Strategic Plan outcome: 2. Accelerating structural transformations for sustainable development, especially through innovative solutions that have multiplier effect across SDGs. Signature solution 1: Keeping people out of poverty. In this regard, the JP provided solid evidence on sustainability of a new model of social services by piloting the services and preparing necessary regulatory basis for further scaling up of structural transformation in the social protection system to make meaningful contribution to implementation of SDGs. Thus, the main SDG targets to have high impact from the JP activities were SDG Targets 1.3, 10.4, and 16.1. Please see Annex 2 and respective parts of the attached Project Document.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	Turkmenistan-finalJP12Dec_13764_302 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Turkmenistan-finalJP12Dec_13764_302.docx)	akmyrat.danatarov@undp.org	9/15/2022 7:34:00 AM

Relevant

Quality Rating: Satisfactory

3. Were the project's targeted groups systematically identified and engaged, with a priority focus on the discriminated and marginalized, to ensure the project remained relevant for them?

- 3: Systematic and structured feedback was collected over the project duration from a representative sample of beneficiaries, with a priority focus on the discriminated and marginalized, as part of the project's monitoring system. Representatives from the targeted groups were active members of the project's governance mechanism (i.e., the project board or equivalent) and there is credible evidence that their feedback informs project decision making. (all must be true)
- 2: Targeted groups were engaged in implementation and monitoring, with a priority focus on the discriminated and marginalized. Beneficiary feedback, which may be anecdotal, was collected regularly to ensure the project addressed local priorities. This information was used to inform project decision making. (all must be true to select this option)
- 1: Some beneficiary feedback may have been collected, but this information did not inform project decision making. This option should also be selected if no beneficiary feedback was collected
- Not Applicable

Evidence:

In the JP, UNDP piloted three new specialized personal assistant social services for people with official status of disability, elderly people living alone and people with chronic illnesses in the city of Ashgabat through the national non-governmental social service providers (CSOs). The social service teams of these CSOs regularly identified and admitted into service people from the targeted vulnerable groups. These people were offered social services based on the individual plans and service agreements that envisaged a mechanism of user engagement in making decisions on the best way of service delivery and collection of feedback for service improvement. Feedback of service users was regularly collected by the service providers and conveyed to UNDP. On their part, the service providers were regularly engaged in the consultative and decision-making process through the entire period of JP implementation as part of the JP Working Group meetings and regular reporting process, informing the key stakeholders of the successes and lessons learned from the piloting of new social services. More than 130 people (of which 84 are women) from targeted vulnerable groups received specialized social services at the place of their residence based on individual plans with the support of personal assistants.

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#	File Name	Modified By	Modified On
1	Minutes_WGsecondmeetingon23June_13764_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Minutes_WGsecondmeetingon23June_13764_303.pdf)	timur.dosmamedov@undp.org	9/5/2022 10:26:00 AM
2	Minutes_5thWorkGroupJP_21October_signed_13764_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Minutes_5thWorkGroupJP_21October_signed_13764_303.PDF)	timur.dosmamedov@undp.org	9/5/2022 10:26:00 AM
3	ENGFinaIEvaluationReportJPSocialServicescleanedEnglishV5_13764_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ENGFinaIEvaluationReportJPSocialServicescleanedEnglishV5_13764_303.pdf)	timur.dosmamedov@undp.org	9/12/2022 8:35:00 AM
4	2022_FinalReportTurkmenistan-SPLNOBJPs_13764_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2022_FinalReportTurkmenistan-SPLNOBJPs_13764_303.pdf)	timur.dosmamedov@undp.org	9/12/2022 8:35:00 AM
5	FinalProjectReport2022_13764_303 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/FinalProjectReport2022_13764_303.pdf)	timur.dosmamedov@undp.org	9/12/2022 8:36:00 AM

4. Did the project generate knowledge, and lessons learned (i.e., what has worked and what has not) and has this knowledge informed management decisions to ensure the continued relevance of the project towards its stated objectives, the quality of its outputs and the management of risk?

3: Knowledge and lessons learned from internal or external sources (gained, for example, from Peer Assists, After Action Reviews or Lessons Learned Workshops) backed by credible evidence from evaluation, corporate policies/strategies, analysis and monitoring were discussed in project board meetings and reflected in the minutes. There is clear evidence that changes were made to the project to ensure its continued relevance. (both must be true)

2: Knowledge and lessons learned backed by relatively limited evidence, drawn mainly from within the project, were considered by the project team. There is some evidence that changes were made to the project as a result to ensure its continued relevance. (both must be true)

1: There is limited or no evidence that knowledge and lessons learned were collected by the project team. There is little or no evidence that this informed project decision making.

Evidence:

The JP has taken strategic approach to learning and sharing by Facilitating dialog among PUNOs, Government, and other stakeholders; Building communities of practice to include social services trainers and trained social workers; Critical reflection to ensure ongoing process of reflecting on the community-based social work practice that is being developed and on the evidence from the prototyped services; Creating an open learning environment and replication by showcasing prototyped models of community-based services.

Moreover, all planned knowledge products have been completed and lessons learned generated, including inventory of social services; service specifications, manuals and statutes for services; 7 training packages and Socio-economic analysis of new specialized social services. Data from the inventory of social services was shared with the Ministry of Labour and Social Protection of Turkmenistan and members of the JP Steering Committee in the form of the Social Services Inventory Report as a starting point in designing new social services. Services specifications, manuals and statutes of services will be guiding the design of new social services during the implementation of the National Social Services Development Plan until 2030. The socio-economic analysis of new social services provides strong evidence of the viability and socio-economic efficiency of new specialized services, as well as importance of non-governmental social service providers in the new model of social service delivery in Turkmenistan. The summary of this analysis with conclusions and recommendations was presented to the Government of Turkmenistan to inform government planning for social services development, including funding a national roll-out of the community based social worker service piloted by the JP, and the implementation of the new Law on Social Services beyond the lifetime of the JP.

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#	File Name	Modified By	Modified On
1	FinalProjectReport2022_13764_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/FinalProjectReport2022_13764_304.pdf)	timur.dosmamedov@undp.org	9/12/2022 8:28:00 AM
2	SAPIReportENFinal_13764_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/SAPIReportENFinal_13764_304.pdf)	timur.dosmamedov@undp.org	9/5/2022 10:38:00 AM
3	DataTurkmenistan_calculations_SEA_new_services_13764_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/DataTurkmenistan_calculations_SEA_new_services_13764_304.xlsx)	timur.dosmamedov@undp.org	9/5/2022 10:38:00 AM
4	InventoryofsocialservicesALL16102020_13764_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/InventoryofsocialservicesALL16102020_13764_304.xlsx)	timur.dosmamedov@undp.org	9/5/2022 10:39:00 AM
5	QuestionnairesconsolidatedALL16102020_13764_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/QuestionnairesconsolidatedALL16102020_13764_304.xlsx)	timur.dosmamedov@undp.org	9/5/2022 10:40:00 AM
6	Socialservicesinventoryreport_eng_13764_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Socialservicesinventoryreport_eng_13764_304.pdf)	timur.dosmamedov@undp.org	9/5/2022 10:42:00 AM
7	Socialservicesinventoryreport_rus_13764_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Socialservicesinventoryreport_rus_13764_304.pdf)	timur.dosmamedov@undp.org	9/5/2022 10:42:00 AM
8	ENGFinalEvaluationReportJPSocialServicescleanedEnglishV5_13764_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ENGFinalEvaluationReportJPSocialServicescleanedEnglishV5_13764_304.pdf)	timur.dosmamedov@undp.org	9/5/2022 10:58:00 AM
9	2022_FinalReportTurkmenistan-SPLNOBJPs_13764_304 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2022_FinalReportTurkmenistan-SPLNOBJPs_13764_304.pdf)	timur.dosmamedov@undp.org	9/12/2022 8:28:00 AM

5. Was the project sufficiently at scale, or is there potential to scale up in the future, to meaningfully contribute to development change?

- 3: There was credible evidence that the project reached sufficient number of beneficiaries (either directly through significant coverage of target groups, or indirectly, through policy change) to meaningfully contribute to development change.
- 2: *While the project was not considered at scale, there are explicit plans in place to scale up the project in the future (e.g. by extending its coverage or using project results to advocate for policy change).*
- 1: The project was not at scale, and there are no plans to scale up the project in the future.

Evidence:

As part of its component within the JP, UNDP has built capacity of more than 400 social service practitioners and para-professionals from all the regions of Turkmenistan and two national CSOs – Yenme and National Red Crescent Society that stand ready to support the roll out of the new model of social services throughout the country. The 7 training packages developed and used for training of the social service workforce will be further used by the Ministry of Education and the MLSP for preparation of new specialists in social work and retraining of the existing ones. Three new specialized social services piloted through the national CSOs will be continued, first by the MLSP territorial social service centers as envisioned on the draft National Social Services Development Plan, and then possibly outsourced to non-governmental social service providers through social contracting mechanism, if and when relevant legal documents regulating such activities are developed and approved by the Government.

It is expected that sustainability of the JP results will be further supported by the next phase of joint work by UNDP, UNICEF and UNFPA and the MLSP as part of the three-year joint project with government co-funding to support the implementation of the NSDP. In the proposed project, UNDP will support relevant activities of the NSSDP to which UNDP is best positioned to contribute, making the most of its previous successful experience of cooperation as part of the Joint Programme. As part of the new phase of joint work, UNDP will support the MLSP in training and retraining of personnel with the function of social work specialist and other social service workforce at the central and local level, taking advantage of UNDP experience gained during above mentioned large-scale trainings as well as trained national trainers and training materials used within the framework of Joint Programme. UNDP will also support the MLSP in developing and introducing an information management system across the country. This system is related to case management by social workers that would help them enter data directly into the general database of the Ministry of Labor, as well as collect statistical data and provide periodic reports on key indicators. Such an information management system is a very important component of the new model of social services aligned with national digital development priorities.

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1	Protocol_5thSteeringCommitteeMeeting_30.06.2022_13764_305 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Protocol_5thSteeringCommitteeMeeting_30.06.2022_13764_305.pdf)	timur.dosmamedov@undp.org	9/13/2022 9:23:00 AM
2	2022_FinalReportTurkmenistan-SPLNOBJPs_13764_305 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2022_FinalReportTurkmenistan-SPLNOBJPs_13764_305.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:03:00 AM
3	FinalProjectReport2022_13764_305 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/FinalProjectReport2022_13764_305.pdf)	timur.dosmamedov@undp.org	9/12/2022 8:33:00 AM
4	ENGFinalEvaluationReportJPSocialServicescleanedEnglishV5_13764_305 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ENGFinalEvaluationReportJPSocialServicescleanedEnglishV5_13764_305.pdf)	timur.dosmamedov@undp.org	9/12/2022 8:38:00 AM

Principled

Quality Rating: Satisfactory

6. Were the project's measures (through outputs, activities, indicators) to address gender inequalities and empower women relevant and produced the intended effect? If not, evidence-based adjustments and changes were made.

3: The project team gathered data and evidence through project monitoring on the relevance of the measures to address gender inequalities and empower women. Analysis of data and evidence were used to inform adjustments and changes, as appropriate. (both must be true)

2: *The project team had some data and evidence on the relevance of the measures to address gender inequalities and empower women. There is evidence that at least some adjustments were made, as appropriate. (both must be true)*

1: The project team had limited or no evidence on the relevance of measures to address gender inequalities and empowering women. No evidence of adjustments and/or changes made. This option should also be selected if the project has no measures to address gender inequalities and empower women relevant to the project results and activities.

Evidence:

The UNDP conducted the socio-economic analysis of new and traditional social services which includes a gender perspective:

- All JP monitoring data has been disaggregated for men, women, boys and girls including women and girls with disabilities – 53% of people whose needs were assessed by the etrap social workers were women.
- The JP analysis of cases indicates that the proportion of women in need of support and services increases with age and the JP has helped to raise awareness of the need for gender-responsive social services in old age.
- 50% of social workers deployed in 20 etrap during the JP were women.
- Piloted social services are gender responsive and social workers who are working in them have been trained to be aware of gender and its intersection with other vulnerabilities including disability, poverty and violence.
- Gender based violence standard operating procedures have been developed and incorporated into training modules for allied workforce and social workers.
- 2 specialised services specifically target women survivors of gender based and domestic violence and women who are experiencing unplanned pregnancy or are at risk of abandoning their baby at birth were piloted by UNFPA
- Women's Union and women-led CSOs Yenme, Beyik Eyyam as well as CSO Keyik Okara providing GBV services have been key partners at the strategic as well as operational levels.

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1	2022_FinalReportTurkmenistan-SPLNOBJPs_13764_306 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2022_FinalReportTurkmenistan-SPLNOBJPs_13764_306.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:07:00 AM
2	SAPIReportENFinal_13764_306 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/SAPIReportENFinal_13764_306.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:07:00 AM

7. Were social and environmental impacts and risks successfully managed and monitored?

- 3: Social and environmental risks were tracked in the risk log. Appropriate assessments conducted where required (i.e., Environmental and Social Impact Assessment (ESIA) for Substantial and High risk projects and some level of social and environmental assessment for Moderate risk projects as identified through SESP). Relevant management plan(s) developed for identified risks through consultative process and implemented, resourced, and monitored. Risks effectively managed or mitigated. If there is a substantive change to the project or change in context that affects risk levels, the SESP was updated to reflect these changes. (all must be true)
- 2: Social and environmental risks were tracked in the risk log. Appropriate assessments conducted where required (i.e., Environmental and Social Impact Assessment (ESIA) for Substantial and High risk projects and some level of social and environmental assessment for Moderate risk projects as identified through SESP). Relevant management plan(s) developed, implemented and monitored for identified risks. OR project was categorized as Low risk through the SESP.
- 1: Social and environmental risks were tracked in the risk log. For projects categorized as High, Substantial, or Moderate Risk, there was no evidence that social and environmental assessments completed and/or management plans or measures development, implemented or monitored. There are substantive changes to the project or changes in the context but SESP was not updated. (any may be true)

Evidence:

The project conducted do-no-harm/due diligence and was designed to take into consideration opportunities in the areas of the environment and climate change. UNDP monitored and adequately reacted to the social risk related to COVID-19 pandemic which posed a risk for capacity building for social workforce component of the programme. Swift change in programme design, related to delivering trainings by international experts and reprogramming the travel-related funds to invest into the training of local trainers via training of trainers (ToT) courses was a significant investment into the training resources for future capacity building in the country.

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1	SESP_Community_based_social_services.docx_13764_307 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/SESP_Community_based_social_services.docx_13764_307.pdf)	timur.dosmamedov@undp.org	9/12/2022 10:17:00 AM

8. Were grievance mechanisms available to project-affected people and were grievances (if any) addressed to ensure any perceived harm was effectively mitigated?

- 3: Project-affected people actively informed of UNDP's Corporate Accountability Mechanism (SRM/SECU) and how to access it. If the project was categorized as High, Substantial, or Moderate Risk through the SESP, a project-level grievance mechanism was in place and project affected people informed. If grievances were received, they were effectively addressed in accordance with SRM Guidance. (all must be true)
- 2: *Project-affected people informed of UNDP's Corporate Accountability Mechanism and how to access it. If the project was categorized as Substantial or High Risk through the SESP, a project -level grievance mechanism was in place and project affected people informed. If grievances were received, they were responded to but faced challenges in arriving at a resolution.*
- 1: Project-affected people was not informed of UNDP's Corporate Accountability Mechanism. If grievances were received, they were not responded to. (any may be true)

Evidence:

Feedback loops have been established to ensure that national decision-makers have been able to reflect on emerging practice from the etrap. The JP Steering Committee meetings focused on analysis of quantitative data and qualitative case stories presented by NGOs and practitioners. Feedback from specialized social service users was also very helpful for non-governmental social service providers for improvement and readjusting their services to the needs of users. Social service users were also able to convey their grievances through the social work specialists and the user satisfaction survey conducted as part of the socio-economic analysis of the new social services in the country.

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1	SAPIReportENFinal_13764_308 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/SAPIReportENFinal_13764_308.pdf)	timur.dosmamedov@undp.org	9/12/2022 8:47:00 AM

Management & Monitoring

Quality Rating: Highly Satisfactory

9. Was the project's M&E Plan adequately implemented?

3: The project had a comprehensive and costed M&E plan. Baselines, targets and milestones were fully populated. Progress data against indicators in the project's RRF was reported regularly using credible data sources and collected according to the frequency stated in the Plan, including sex disaggregated data as relevant. Any evaluations conducted, if relevant, fully meet decentralized evaluation standards, including gender UNEG standards. Lessons learned, included during evaluations and/or After-Action Reviews, were used to take corrective actions when necessary. (all must be true)

2: The project costed M&E Plan, and most baselines and targets were populated. Progress data against indicators in the project's RRF was collected on a regular basis, although there may be some slippage in following the frequency stated in the Plan and data sources was not always reliable. Any evaluations conducted, if relevant, met most decentralized evaluation standards. Lessons learned were captured but were used to take corrective actions. (all must be true)

1: The project had M&E Plan, but costs were not clearly planned and budgeted for, or were unrealistic. Progress data was not regularly collected against the indicators in the project's RRF. Evaluations did not meet decentralized evaluation standards. Lessons learned were rarely captured and used. Select this option also if the project did not have an M&E plan.

Evidence:

The JP maintained a comprehensive and costed M&E plan with baselines, targets and milestones per output. UNDP fully contributed to reporting progress under relevant outputs in the M&E plan against indicators in the JP RRF. As a whole, UNDP provided inputs to the below monitoring activities:

- National coordinator collected monthly data from the Etrap social workers and 12 specialized services, summarizing numbers and types of cases.
- The social workers provided detailed information to CTAG on 878 cases through May 2022. This has enabled completion of the analysis on the need for services and the types of services needed with disaggregation by sex, age, geographic location, disability and household composition.
- MLSP provided data on recipients of social benefits which enabled some estimates of coverage and better understanding of the need for services.
- Monitoring visits to the regions have not been possible due to COVID-19 mobility restrictions.

The final evaluation report was prepared by the international consultant in consultation with UNDP and other JP PUNOs. UNDP provided all available data, held a meeting with the international consultant to update him on UNDP activities in the JP, provided inputs to the inception report and validated it together with other JP PUNOs.

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1	2022_FinalReportTurkmenistan-SPLNOBJPs_13764_309 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2022_FinalReportTurkmenistan-SPLNOBJPs_13764_309.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:18:00 AM
2	ENGFInalEvaluationReportJPSocialServicescleanedEnglishV5_13764_309 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ENGFInalEvaluationReportJPSocialServicescleanedEnglishV5_13764_309.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:19:00 AM

10. Was the project's governance mechanism (i.e., the project board or equivalent) function as intended?

- 3: *The project's governance mechanism operated well, and was a model for other projects. It met in the agreed frequency stated in the project document and the minutes of the meetings were all on file. There was regular (at least annual) progress reporting to the project board or equivalent on results, risks and opportunities. It is clear that the project board explicitly reviewed and used evidence, including progress data, knowledge, lessons and evaluations, as the basis for informing management decisions (e.g., change in strategy, approach, work plan.) (all must be true to select this option)*
- 2: The project's governance mechanism met in the agreed frequency and minutes of the meeting are on file. A project progress report was submitted to the project board or equivalent at least once per year, covering results, risks and opportunities. (both must be true to select this option)
- 1: The project's governance mechanism did not meet in the frequency stated in the project document over the past year and/or the project board or equivalent was not functioning as a decision-making body for the project as intended.

Evidence:

The development and implementation of the JP was overseen through the following governance mechanisms: 1) the UN-GoT National Steering Committee; 2) Joint Programme Steering Committee established for this JP (JPSC); 3) Technical Working Group of the JPSC and 4) the UN Programme Management Board. The JP Steering Committee meetings were conducted once half a year to discuss the progress of the JP and challenges to be resolved.

Regular meetings of the JP Joint Steering Committee co-chaired by the UNRC and MLSP, and consisting of the key national partners, including Mejlis (the Parliament), Ministry of Finance and Economy, Ministry of Education, Ministry of Internal Affairs, Ministry of Health, Ministry of Foreign Affairs, State Statistics Committee, CSOs, and the Participating UN Organizations (PUNOs) reviewed the progress made towards achievement against the stated results, accelerating efforts where necessary and making sure to stay on track.

The Technical Working Group meetings were held regularly and focused on the programme priorities and progress.

Regular weekly coordination meetings among the PUNOs technical team were also held, resulting in better coherence as well as resulted in reduced transaction costs in terms of joint operational support.

Regular UNCT updates and UNCT Coordination meetings were instrumental in keeping the focus on strategic issues refining the joint advocacy messages and approaches to dealing with the government partners at all levels.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	Protocol_5thSteeringCommitteeMeeting_30.06.2022_13764_310 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Protocol_5thSteeringCommitteeMeeting_30.06.2022_13764_310.pdf)	timur.dosmamedov@undp.org	9/13/2022 9:25:00 AM
2	3rdSteeringcommitteeProtocol_13764_310 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/3rdSteeringcommitteeProtocol_13764_310.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:21:00 AM
3	Protocol_2ndSteeringCommitteeMeeting04.11.2020_13764_310 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Protocol_2ndSteeringCommitteeMeeting04.11.2020_13764_310.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:21:00 AM
4	ProtocolSteeringCommittee05.03.2020Signed_13764_310 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ProtocolSteeringCommittee05.03.2020Signed_13764_310.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:21:00 AM
5	Minutes_WGsecondmeetingon23June_13764_310 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Minutes_WGsecondmeetingon23June_13764_310.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:22:00 AM
6	Minutes_5thWorkGroupJP_21October_signed_13764_310 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Minutes_5thWorkGroupJP_21October_signed_13764_310.PDF)	timur.dosmamedov@undp.org	9/5/2022 11:22:00 AM

11. Were risks to the project adequately monitored and managed?

3: The project monitored risks every quarter and consulted with the key stakeholders, security advisors, to identify continuing and emerging risks to assess if the main assumptions remained valid. There is clear evidence that relevant management plans and mitigating measures were fully implemented to address each key project risk and were updated to reflect the latest risk assessment. (all must be true)

2: *The project monitored risks every year, as evidenced by an updated risk log. Some updates were made to management plans and mitigation measures.*

1: The risk log was not updated as required. There was may be some evidence that the project monitored risks that may affected the project's achievement of results, but there is no explicit evidence that management actions were taken to mitigate risks.

Evidence:

UNDP monitored risks every quarter and reflected the status of risks in Atlas. All risks were adequately addressed and mitigated. UNDP successfully managed the risk of underbudgeting of its activities in the JP and part of UNDP's expenses for learning activities were shared by other JP PUNOs. UNDP managed to save on contractual services of international experts by shifting online their part of training. On the other hand, UNDP used unspent resources by UNRC office to extend piloting of two new social services. UNDP also successfully mitigated the risks posed by the country lockdown due to the global pandemic by holding online TOT trainings to the team of national trainers, who in turn covered a larger audience of trainees in person in the regions of Turkmenistan.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	FinalProjectReport2022_13764_311 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/FinalProjectReport2022_13764_311.pdf)	timur.dosmamedov@undp.org	9/13/2022 9:27:00 AM

Efficient

Quality Rating: Exemplary

12. Adequate resources were mobilized to achieve intended results. If not, management decisions were taken to adjust expected results in the project's results framework.

- Yes
- No

Evidence:

In terms of budget, UNDP used Joint SDG Fund resources and UNDP TRAC resources to implement its part of activities in the JP. Despite the fact that the UNDP activities were heavily underbudgeted due to miscalculations in the planning stage of the JP, UNDP managed to agree with other JP PUNOs on sharing expenses for learning activities. UNDP also used unspent resources by UNRC office to extend piloting of two new social services. UNDP hired a project manager and project specialist to support the quality implementation of its activities in the JP.

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No documents available.

13. Were project inputs procured and delivered on time to efficiently contribute to results?

3: *The project had a procurement plan and kept it updated. The project quarterly reviewed operational bottlenecks to procuring inputs in a timely manner and addressed them through appropriate management actions. (all must be true)*

2: The project had updated procurement plan. The project annually reviewed operational bottlenecks to procuring inputs in a timely manner and addressed them through appropriate management actions. (all must be true)

1: The project did not have an updated procurement plan. The project team may or may not have reviewed operational bottlenecks to procuring inputs regularly, however management actions were not taken to address them.

Evidence:

UNDP maintained a procurement plan and completed all procurement activities on time. The project quarterly reviewed operational bottlenecks to procuring inputs in a timely manner and addressed them through appropriate management actions. Although the JP as a whole started later than expected because of the late recruitment of PUNOs personnel for programme management and constraints posed by the global COVID-19 epidemic, UNDP managed to complete all procurements on time and achieve all output targets as per the JP Annual Work Plan.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	ProcurementPlan_SOCIALSERVICE_2021_13764_313 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ProcurementPlan_SOCIALSERVICE_2021_13764_313.xls)	timur.dosmamedov@undp.org	9/6/2022 8:49:00 AM
2	JPSOCIALSERV_2022ProcurementPlan_13764_313 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/JPSOCIALSERV_2022ProcurementPlan_13764_313.xls)	timur.dosmamedov@undp.org	9/6/2022 8:49:00 AM

14. Was there regular monitoring and recording of cost efficiencies, taking into account the expected quality of results?

3: *There is evidence that the project regularly reviewed costs against relevant comparators (e.g., other projects or country offices) or industry benchmarks to ensure the project maximized results delivered with given resources. The project actively coordinated with other relevant ongoing projects and initiatives (UNDP or other) to ensure complementarity and sought efficiencies wherever possible (e.g. joint activities.) (both must be true)*

2: The project monitored its own costs and gave anecdotal examples of cost efficiencies (e.g., spending less to get the same result,) but there was no systematic analysis of costs and no link to the expected quality of results delivered. The project coordinated activities with other projects to achieve cost efficiency gains.

1: There is little or no evidence that the project monitored its own costs and considered ways to save money beyond following standard procurement rules.

Evidence:

UNDP regularly reviewed costs against available procurement budget and took relevant and timely measures to maximize results delivered with given resources. UNDP actively coordinated with other JP PUNOs to ensure complementarity and sought efficiencies wherever possible. UNDP used in full the share of funds allocated from the total Joint SDG fund and its own contribution from TRAC for implementation of programme activities as per the AWP. The UNDP budget also managed the funds allocated to UNRC office for communications activities, monitoring visits and donor meetings. The UNDP major expenses included contractual services of the international experts (SAP I), national experts (10 TOT trainers), learning activities (DSA of national trainers and trainees, catering, printing, translation of materials) and grants for piloting three new specialized social services. The UNDP activities were heavily underbudgeted due to miscalculations in the planning stage of the JP, and to this effect UNDP's expenses for learning activities were shared by other JP PUNOs. UNDP managed to save on contractual services of international experts by shifting online their part of training. On the other hand, UNDP used unspent resources by UNRC office to extend piloting of two new social services.

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No documents available.

Effective**Quality Rating: Exemplary**

15. Was the project on track and delivered its expected outputs?

Yes

No

Evidence:

Although the JP as a whole started later than expected because of the late recruitment of PUNOs personnel for programme management and constraints posed by the global COVID-19 epidemic, UNDP managed to achieve all output targets as per the JP Annual Work Plan by effectively readjusting to the online mode of work. It allowed UNDP to make up for the time lost and plan ahead better. The SDG Joint Fund granted permission to no-cost extension of the JP until the end of June 2022 to complete piloting of specialized social services.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	AnnualProjectProgressReport_Timur_SS_final.docx_13764_315 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/AnnualProjectProgressReport_Timur_SS_final.docx_13764_315.pdf)	timur.dosmamedov@undp.org	9/5/2022 12:19:00 PM
2	NoCostExtentionRequest_TurkmenistanSPJP_13764_315 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/NoCostExtentionRequest_TurkmenistanSPJP_13764_315.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:39:00 AM
3	AnnualProjectProgressReport_SS_2021_TD.docx_13764_315 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/AnnualProjectProgressReport_SS_2021_TD.docx_13764_315.pdf)	timur.dosmamedov@undp.org	9/6/2022 9:23:00 AM
4	FinalProjectReport2022_13764_315 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/FinalProjectReport2022_13764_315.pdf)	timur.dosmamedov@undp.org	9/12/2022 9:14:00 AM

16. Were there regular reviews of the work plan to ensure that the project was on track to achieve the desired results, and to inform course corrections if needed?

3: Quarterly progress data informed regular reviews of the project work plan to ensure that the activities implemented were most likely to achieve the desired results. There is evidence that data and lessons learned (including from evaluations /or After-Action Reviews) were used to inform course corrections, as needed. Any necessary budget revisions were made. (both must be true)

2: There was at least one review of the work plan per year with a view to assessing if project activities were on track to achieving the desired development results (i.e., outputs.) There may or may not be evidence that data or lessons learned were used to inform the review(s). Any necessary budget revisions have been made.

1: While the project team may have reviewed the work plan at least once over the past year to ensure outputs were delivered on time, no link was made to the delivery of desired development results. Select this option also if no review of the work plan by management took place.

Evidence:

The JP quarterly checks, 6 month updates and annual progress reports as well as regular financial reports to the Joint SDG Fund informed regular reviews of the UNDP project work plan to ensure that the activities implemented were most likely to achieve the desired results.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	SUMMARY-UPDATEDTKMJpbudgetandWP_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/SUMMARY-UPDATEDTKMJpbudgetandWP_13764_316.xlsx)	timur.dosmamedov@undp.org	9/13/2022 9:38:00 AM
2	2022_FinalReportTurkmenistan-SPLNOBJPs_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2022_FinalReportTurkmenistan-SPLNOBJPs_13764_316.pdf)	timur.dosmamedov@undp.org	9/13/2022 9:32:00 AM
3	2020_AnnualProgressReport-SPLNOB_Turkmenistan_FINAL_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2020_AnnualProgressReport-SPLNOB_Turkmenistan_FINAL_13764_316.pdf)	timur.dosmamedov@undp.org	9/13/2022 9:33:00 AM
4	2021_AnnualProgressReport2021-SPLNOB_Turkmenistan_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2021_AnnualProgressReport2021-SPLNOB_Turkmenistan_13764_316.pdf)	timur.dosmamedov@undp.org	9/13/2022 9:33:00 AM
5	ProgressupdateonJPtorequesttorequest2ndtranche_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ProgressupdateonJPtorequesttorequest2ndtranche_13764_316.pdf)	timur.dosmamedov@undp.org	9/13/2022 9:37:00 AM
6	6-monthupdateTKM_final_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/6-monthupdateTKM_final_13764_316.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:42:00 AM
7	LNOB-Q3quarterlycheck2021-Turkmenistan_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/LNOB-Q3quarterlycheck2021-Turkmenistan_13764_316.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:43:00 AM
8	QuarterlycheckLNOBQ12021-TKM_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/QuarterlycheckLNOBQ12021-TKM_13764_316.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:43:00 AM

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| 9 | QuarterlycheckQ3update_Turkmenistan23.10.2020_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/QuarterlycheckQ3update_Turkmenistan23.10.2020_13764_316.pdf) | timur.dosmamedov@undp.org | 9/5/2022 11:43:00 AM |
| 10 | Quarterlycheck_Turkmenistan13.04.2020_13764_316 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Quarterlycheck_Turkmenistan13.04.2020_13764_316.pdf) | timur.dosmamedov@undp.org | 9/5/2022 11:43:00 AM |

17. Were the targeted groups systematically identified and engaged, prioritizing the marginalized and excluded, to ensure results were achieved as expected?

- 3: *The project targeted specific groups and/or geographic areas, identified by using credible data sources on their capacity needs, deprivation and/or exclusion from development opportunities relevant to the project's area of work. There is clear evidence that the targeted groups were reached as intended. The project engaged regularly with targeted groups over the past year to assess whether they benefited as expected and adjustments were made if necessary, to refine targeting. (all must be true)*
- 2: The project targeted specific groups and/or geographic areas, based on some evidence of their capacity needs, deprivation and/or exclusion from development opportunities relevant to the project's area of work. Some evidence is provided to confirm that project beneficiaries are members of the targeted groups. There was some engagement with beneficiaries in the past year to assess whether they were benefiting as expected. (all must be true)
- 1: The project did not report on specific targeted groups. There is no evidence to confirm that project beneficiaries are populations have capacity needs or are deprived and/or excluded from development opportunities relevant to the project area of work. There is some engagement with beneficiaries to assess whether they benefited as expected, but it was limited or did not occurred in the past year.
- Not Applicable

Evidence:

As part of the JP, UNDP piloted three new specialized personal assistant social services for people with official status of disability, elderly people living alone and people with chronic illnesses in the city of Ashgabat through the national non-governmental social service providers. Service users were identified by the social service providers based on credible data. More than 130 people (of which 84 are women) from targeted vulnerable groups received specialized social services at the place of their residence based on individual plans with the support of personal assistants. Personal assistants were able to keep up with the schedule of visits to provide assistance at home for targeted vulnerable groups based on the individual and complex assessment of needs and individual plans of assistance. UNDP was able to extend the period of provision of social services until end of June 2022 for two services with savings on communication activities made by the UNRC office. All narrative and financial reports by CSOs were provided.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	Annex3_Disabled_tranche1_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Annex3_Disabled_tranche1_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:47:00 AM
2	Annex3_Elderly_tranche1_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Annex3_Elderly_tranche1_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:47:00 AM
3	Описательныйотчет_disabled_tranche_1_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Описательныйотчет_disabled_tranche_1_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:47:00 AM
4	Описательныйотчет_elderly_tranche_1_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Описательныйотчет_elderly_tranche_1_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:47:00 AM
5	Annex3_Финансовыйотчет_люди_с_инвалидностью_транш2_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Annex3_Финансовыйотчет_люди_с_инвалидностью_транш2_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:48:00 AM
6	Annex3_Финансовыйотчет_пожилые_транш2_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Annex3_Финансовыйотчет_пожилые_транш2_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:48:00 AM
7	Описательныйотчет_пожилые_транш2_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Описательныйотчет_пожилые_транш2_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:48:00 AM
8	ReportDisabled_tranche3_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ReportDisabled_tranche3_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:49:00 AM
9	ReportElderly_tranche3_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/ReportElderly_tranche3_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:49:00 AM
10	Описательныйотчет_люди_с_инвалидностью_транш2_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Описательныйотчет_люди_с_инвалидностью_транш2_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:48:00 AM
11	FinalReport-Disabled_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/FinalReport-Disabled_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:49:00 AM

12	NRCSFirsttranchenarrativereport_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/NRCSFirsttranchenarrativereport_13764_317.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:50:00 AM
13	NRCSFinancialReportontheuseoftranch1_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/NRCSFinancialReportontheuseoftranch1_13764_317.PDF)	timur.dosmamedov@undp.org	9/5/2022 11:50:00 AM
14	NRCSfinalreport_13764_317 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/NRCSfinalreport_13764_317.PDF)	timur.dosmamedov@undp.org	9/5/2022 11:52:00 AM

Sustainability & National Ownership

Quality Rating: Highly Satisfactory

18. Were stakeholders and national partners fully engaged in the decision-making, implementation and monitoring of the project?

3: Only national systems (i.e., procurement, monitoring, evaluation, etc.) were used to fully implement and monitor the project. All relevant stakeholders and partners were fully and actively engaged in the process, playing a lead role in project decision-making, implementation and monitoring. (both must be true)

2: National systems (i.e., procurement, monitoring, evaluation, etc.) were used to implement and monitor the project (such as country office support or project systems) were also used, if necessary. All relevant stakeholders and partners were actively engaged in the process, playing an active role in project decision-making, implementation and monitoring. (both must be true)

1: There was relatively limited or no engagement with national stakeholders and partners in the decision-making, implementation and/or monitoring of the project.

Not Applicable

Evidence:

UNDP along with other JP PUNOs managed to foster coherent and strategic engagement with the Government and facilitate a high degree of government engagement in procurement, monitoring and evaluation of the JP thus ensuring ownership of processes and results – a new Law on Social Services, new social work degree courses in the universities and budget allocations for social worker positions in the 2022 budget, with all accompanying regulatory and institutional framework testify to this as does the MLSP drafting a long-term plan 2022-2030, based on the results of the JP, for continuing social services development and taking the results of the JP to scale. MLSP is considering how to establish a training and capacity building unit that can train new social workers both to replace those who have left and the new intake. MLSP is already using the National Social Services Development Plan 2022-2030 to make sure that social services development will be firmly on the national government development agenda through to 2050. The MLSP is leading the ongoing development of social services. and MoE. MoI. MoHMI are all given m

mandates and roles in social service development and delivery in the new Law on Social Services and a cross-ministry leadership is expected through the Cabinet of Ministers as set out in the Law and in the National Social Services Development Plan.

Reflection took place through multiple activities – we binars to share theoretical framework and guidance, briefing notes, preparation for Steering Committee meetings, training and supervision of social workers and other target groups, online chat groups, weekly trainer review discussions. Feedback loops have been established to ensure that national decision-makers have been able to reflect on emerging practice from the traps. The JP Steering Committee meetings focused on analysis of quantitative data and qualitative case stories presented by NGOs and practitioners. Feedback from specialized social service users was also very helpful for non-governmental social service providers for improvement and readjusting their services to the needs of users.

UNDP strengthened strategic partnership with the Ministry of Labour and Social Protection of Population, ensuring ownership of the JP implementation and the proposed model of community-based social workers and specialised social services. Partnerships with Mejlis (Parliament) and Ministry of Finance and Economy was strengthened, ensuring that the new Law was adopted in time and that the necessary budget items were incorporated into the 2022 state budget providing the evidence generated throughout the JP implementation. Strategic partnership has been established with two CSOs to serve as primary social service providers to support the people in need. Partnerships were strengthened with other Ministries, the participating UN Agencies and the training team in developing and disseminating a common understanding of social work and emerging social services in Turkmenistan. Close interaction with a wide range of national stakeholders represented at the Joint programme both in technical level and the high level were instrumental for advocacy and ownership over the proposed reforms by the national stakeholders, including the line ministries, CSOs and representatives of organizations with disabilities. The Social Activities and Practice Institute (SAPI) developed the full package of social workforce capacity building TOT cascading courses, supporting the trainings of the social workers, allied workforces, social services providers, and managers. The company also conducted the socio-economic analysis to provide evidence for further fiscal space creation for the proposed social services model.

National partners were engaged in evaluation of the JP by providing inputs and comments to the inception report.

List of Uploaded Documents

#	File Name	Modified By	Modified On
1	2022_FinalReportTurkmenistan-SPLNOBJPs_13764_318 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/2022_FinalReportTurkmenistan-SPLNOBJPs_13764_318.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:54:00 AM

19. Were there regular monitoring of changes in capacities and performance of institutions and systems relevant to the project, as needed, and were the implementation arrangements⁸ adjusted according to changes in partner capacities?

- 3: Changes in capacities and performance of national institutions and systems were assessed/monitored using clear indicators, rigorous methods of data collection and credible data sources including relevant HACT assurance activities. Implementation arrangements were formally reviewed and adjusted, if needed, in agreement with partners according to changes in partner capacities. (all must be true)
- 2: Aspects of changes in capacities and performance of relevant national institutions and systems were monitored by the project using indicators and reasonably credible data sources including relevant HACT assurance activities. Some adjustment was made to implementation arrangements if needed to reflect changes in partner capacities. (all must be true)
- 1: Some aspects of changes in capacities and performance of relevant national institutions and systems may have been monitored by the project, however changes to implementation arrangements have not been considered. Also select this option if changes in capacities and performance of relevant national institutions and systems have not been monitored by the project.
- Not Applicable

Evidence:

HACT assurance activities were not applicable to UNDP part of JP.

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No documents available.

20. Were the transition and phase-out arrangements were reviewed and adjusted according to progress (including financial commitment and capacity).

- 3: The project's governance mechanism regularly reviewed the project's sustainability plan, including arrangements for transition and phase-out, to ensure the project remained on track in meeting the requirements set out by the plan. The plan was implemented as planned by the end of the project, taking into account any adjustments made during implementation. (both must be true)
- 2: There was a review of the project's sustainability plan, including arrangements for transition and phase-out, to ensure the project remained on track in meeting the requirements set out by the plan.
- 1: The project may have had a sustainability plan but there was no review of this strategy after it was developed. Also select this option if the project did not have a sustainability strategy.

Evidence:

Despite challenges posed by COVID-19 pandemic travel restrictions within the country, UNDP successfully managed to achieve all targets under the AWP by effectively readjusting to the online mode of work that did not affect quality of the implementation processes.

The Draft National Social Services Plan set the main directions of the UN Joint proposal for Government co-financing for the Phase II that was submitted in August, 2022. Three agencies: UNDP, UNICEF, and UNFPA committed to support implementation of the reform, with a primary focus on the following four work packages: (1) Community based social-services system strengthened at all levels; (2) Evidence generation for better decision making: Development of the integrated social services case management information system; (3) Introduction of social contracting mechanisms and expanding on the specialized social services; (4) Labour and Social protection Workforce strengthening, including the launch of the Center for training and excellence of the Labour and Social Protection and support to establishment of theory and practice of social work in Universities of Turkmenistan. While the joint proposal was in the pipeline, in order to not lose the momentum and catalyze on its results, the SDG Fund Development Emergency Modality grant was successfully received for preparation of the National Social Services Development Plan 2023-2030 with M&E framework, financing strategy and information management system to ensure sustainability of the inclusive quality community based social services reform in Turkmenistan. This funding opportunity was of strategic importance for acceleration of adoption of the National Social Services Development plan (NSSDP) by the government, ensuring the sustainability of the social protection reform through the multisectoral approach and timely scale up of inclusive social services to every etrap (district) in the country, reaching out to the most vulnerable and securing smooth transition to the Phase II of the Joint Programme.

The new programme is delivered jointly by UNICEF and UNDP, contributing to establishment of a high level Inter-Ministerial Commission on Social Protection as the main political decision-making body and adoption of the multi-stakeholder NSSDP with integrated M&E framework, costing and assessed financing flows. The costing and analysis of financial flows will be supported by the UN-Government Joint Experts Group on SDG financing where the entire UNCT is present. In addition, the consultations with IFIs will be held to support the analysis. This will ensure the holistic approach to the proposed assessments and strengthen government resilience and ability to respond to the needs of the population during the crisis. Additionally, conducting the Social Protection MIS Feasibility assessment with costed Roadmap and draft M&

E framework of the social services with the system of indicators will further facilitate development of the integrated social services case management information system to be used for day-to-day analysis and policy making.

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#	File Name	Modified By	Modified On
1	Turkmenistan__JP_ProDoc_DEMmf_13764_320 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/Turkmenistan__JP_ProDoc_DEMmf_13764_320.pdf)	timur.dosmamedov@undp.org	9/5/2022 11:58:00 AM
2	FinalProjectReviewReport_SC_2022_13764_320 (https://intranet.undp.org/apps/ProjectQA/QAFormDocuments/FinalProjectReviewReport_SC_2022_13764_320.pdf)	ogulshirin.yazlyyeva@undp.org	9/8/2022 9:32:00 AM

QA Summary/Final Project Board Comments

- Finalize the draft National Plan for the Development of Social Services for 2022-2030, prepared on the basis of the results of the Joint Program to implement the tasks set by the Law on Social Services adopted in 2021;
- Review the project document of Phase II of the Joint Program on integration of inclusive social services into the system of social protection of the population to support further the reform of the system of social service provision at the local level.