



## Final Joint Programme Review Report

[2022]

### United Nations Development Programme in Turkmenistan

**UN-Turkmenistan Joint Programme "Improving the system of social protection through the introduction of quality inclusive community-based social services"**

**Award ID: 00119451**

**Project Duration: Start date – 19.12.2019, End date  
31.01.2022 Extension(s): 30.06.2022**

**Implementing Partner: UNICEF, UNDP, UNFPA,  
UNODC, Ministry of Labour and Social Protection of  
Turkmenistan**

**Total JP Budget: USD 2 350 000**

**Joint SDG Fund Contribution to UNDP: USD 633 878**

**UNDP TRAC Fund: USD 70 000**

**CO Focal Points: Akmyrat Danatarov, Programme  
Analyst; Ogulshirin Yazlyyeva, Programme Associate;  
Timur Dosmamedov, Cluster Project Manager**

**Report Prepared By: Timur Dosmamedov, Cluster  
Project Manager**

**Date of Report: 18.08.2022**

---

## EXECUTIVE SUMMARY

The purpose of the JP is to make a transformative change in the current system of social service delivery in Turkmenistan, to reach out to the most deprived and vulnerable population and to address their specific needs. The JP aimed to achieve one outcome: **"The social protection system is ready to provide inclusive quality community-based social services"**. This outcome has been achieved through implementation of three outputs:

Output 1: An inclusive community-based social service model is developed, with its key elements prototyped to address multiple vulnerabilities of the most in need and ready for scaling up

Output 2. Legislative and regulatory framework enforced, and institutional mechanisms established to facilitate the introduction of the new community based social services delivery system.

Output 3 The country's social work and social service workforce capacity strengthened

- After two and a half years of joint work and advocacy within the framework of the Joint program (JP), a breakthrough has been achieved in the social protection sector of Turkmenistan. Ministry of Labour and Social Protection (MLSP) of Population of Turkmenistan has demonstrated leadership to accelerate the introduction of inclusive quality community based social services in the country. Within this period from the start of the JP:
- A new Law on Social Services was adopted by the Mejlis (parliament) in December 2021, setting out provisions for the development of community based social services that will have a transformational impact on the lives of vulnerable and excluded people.
- Forty-five social worker posts have been introduced into the MLSP budget for 2022 as well as the regulatory framework to enable their deployment in the community has been provided to MLSP by the JP. MLSP aims for a further 70 social worker posts to be added to the 2023 state budget, ensuring minimal coverage in every district of the country.
- Over 100 training days were delivered to over 400 new and existing social service practitioners and para-professionals who learned the basics of community-based social work and applied in practice the newly acquired skills. Seven ready-made training packages on basic theory and practice of social work handed to the MLSP and MoE of Turkmenistan for further use.
- Social Workers reached out to over 6000 people running over 1000 cases. At the same time cases from 878 households concerning 4053 individuals (including 1667 children – 824 girls - and 2374 adults of which 1340 women) were analyzed

In response to this challenge, the United Nations and the Government of Turkmenistan signed a two-year Joint Programme in December 2019 on improving the system of social protection through the introduction of inclusive quality community-based social services. The participating UN agencies include UNDP, UNICEF, UNFPA and UNODC. The leading implementing partner is the Ministry of Labour and Social Protection of the Population of Turkmenistan.

The JP aimed to achieve one outcome "The social protection system is ready to provide inclusive quality community-based social services". This outcome has been achieved through implementation of three outputs.

Output 1: An inclusive community-based social service model is developed, with its key elements prototyped to address multiple vulnerabilities of the most in need and ready for scaling up

Output 2. Legislative and regulatory framework enforced, and institutional mechanisms established to facilitate the introduction of the new community based social services delivery system.

Output 3 The country's social work and social service workforce capacity strengthened

UNDP supported the achievement of the above outputs by 1) conducting the inventory of the existing services together with an individual needs assessments of target groups in pilot communities that provided evidence for development and implementation of a new model of social services provision, including all its key elements (legislation, regulatory framework, institutional mechanisms for delivering services, referral and gatekeeping mechanisms); 2) establishing, training and strengthening the capacity of the social work and social service workforce in Turkmenistan to create the necessary human resources for the development in practice of a new model of social service provision and its preparation for full implementation and scaling up; 3) providing technical support to the government to cost services and put funding mechanisms in place to equip the government to take decision for allocation of budget for provision of the new model of social services at scale; 4) introducing a person-centred approach in the design and prototyping of the services and empowering service users to ensure greater equity, open important entry points for addressing additional vulnerabilities, leading to diversification of social service providers including government contracting of social service delivery by CSOs; 5) successful implementation of prototype services and models of inclusive, community-based service provision to provide evidence to national counterparts that the model is feasible and based on experiences from the prototypes to convince the

government authorities (Khyakimlik), the six MoLSP centres for social care at the Velayat level, regional level branches of national CSOs such as the Deaf and Blind Society, Keyik Okara and Yenme.

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.

## II. PROJECT RESULTS SUMMARY

In the JP, UNDP was the lead PUNO on building capacity of the social service workforce and developing and testing a social contracting mechanism, as well as piloting new personal assistant social services for people with official status of disabilities, elderly people living alone in need of support with basic care and people with chronic illnesses.

### **Output 1: An inclusive community-based social service model is developed, with its key elements prototyped to address multiple vulnerabilities of the most in need and ready for scaling up**

#### **Output indicators:**

1.1. Prototype services are designed and effectiveness measured and costed

1.2. Standards and service specifications are in place including mainstreaming of gender-responsive, child-sensitive and disability inclusive approaches

1.3. Indicator number and % of vulnerable population in 5 pilot Etraps covered by services responsive to their needs disaggregated by vulnerability, age, sex

#### **Output targets:**

1.1 Number of new services piloted in target etraps.

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

1.2. Standards, service specifications and SOPs finalized

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

1.3 Number of service users who have received services

effectively readjusting to the online mode of work that did not affect quality of the implementation process. On the contrary, the timely launch by UNDP of the cascade online and in-person training of the social service workforce enabled the Ministry of Labour and Social Protection of the Population to deploy on time the newly recruited 45 social workers in the places of their assignment in all regions of Turkmenistan for initial assessment of vulnerabilities of the population and identification of gaps in the existing social service provision. The launch of first phase of training of social workers signified a major milestone in moving the JP forward despite concerns of possible postponement of trainings and other JP activities in general in view of the pandemic situation.

The timely start of trainings was largely due to contracting in a short time of **the pool of national trainers** for online TOT training by an international education institution and provision of in-person training by national trainers for the social service workforce in the regions and Ashgabat. Eventually, this option proved an effective solution to the pandemic challenge.

The Ministry of Labour and Social Protection of the Population of Turkmenistan, as the lead national partner, provided effective support to organizing in-person training of the social service workforce in the city of Ashgabat and regions of Turkmenistan. The MLSP ensured quality coordination and implementation of all trainings and follow-up feedback from trainees to UNDP and JP Chief Technical Advisory Group.

Piloting of three new specialized personal assistant social services through two national CSOs have been successfully completed despite mobility restrictions posed by COVID-19 pandemic. 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.

**Output 2. Legislative and regulatory framework enforced, and institutional mechanisms established to facilitate the introduction of the new community based social services delivery system.**

**Output indicators:**

2.1 Costing and funding standards developed and finalized

event brought together over 150 participants, including heads and staff of the



Participating UN Agencies, high-level officials of the Ministry of Labor and Social Protection of the Population (MLSP) and other relevant ministries, representatives of regional administrations, governmental and non-governmental social service providers from all regions of the country, raising their awareness of the importance of coordinated

work with social workers and learning the practice of the social work profession during the upcoming trainings in the regions that they are expected to attend.

The information session was the major JP outreach event preceding another UNDP landmark result, such as the launch of the major training for the national social service workforce under output 3.

### **Output 3 The country's social work and social service workforce capacity strengthened**

#### **Output indicators:**

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

#### **Output targets:**

3.1. Delivery of training packages completed

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

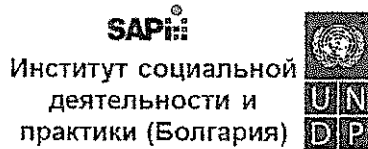


Under this output UNDP worked to ensure the human capacity required to implement output 1 is built and supervised to deliver quality social work adapted for the national context. UNDP also worked to ensure that all other actors engaged in the JP and aligned stakeholders at all levels have the training they need to support implementation and prepare for eventual scale

up of the new model across the country.

knowledge while piloting new social services in the field with the support of local authorities.

Периодический Результат 3:



The success factors contributing to the achievement of this output included contracting through the competitive tender process of the Bulgarian Social Activities and Practice Institute for provision of the long-term training services in the online format. The challenge was not only to develop a complex TOR but also headhunt for a reputable international social work/services training institution with experience in community-based social services that would be willing to embark on such a complex assignment in the online format within a short period of time. Another success factor was the decision to move to the online mode. The shift to the online mode of work opened up many new untapped opportunities, including the opportunity of simultaneous virtual engagement with broader audiences across the regions of Turkmenistan and delivering services by international consultants/companies from the place of their physical location to the national target audiences in the country without compromising quality of services. This practice also proved very efficient in terms of time and cost saving. It allowed UNDP to make up for the time lost due to the outbreak of the pandemic and plan even better for efficient delivery of the training program.

### III. PERFORMANCE REVIEW

#### PROGRESS REVIEW

- (i) Overall progress towards the CPAP outcome and output(s)

The UNDP work in the JP supported the achievement of certain targets of the National Socio-Economic Development Program for 2019-2025 of the President of Turkmenistan namely a) Policy-level changes for improvement of the legislative base related to social protection and secured employment and b) Policy changes for improvement of social service methods for the vulnerable groups and citizens in need; the State Programme "Health" up to 2025 to achieve the Establishment of the nursing services to provide medico-social with chronic diseases and elderly; the National Human Rights Action Plan for 2015-2020 the achieve the fulfillment of the Action Plan of the Rights of People with Disabilities for Work in Turkmenistan for 2017-2020.

In the reported period, UNDP directly contributed to the Output 5 of Outcome 4 of the new UN Cooperation Framework: "Regulatory framework and technical capacities developed to introduce a system of social protection to provide quality, inclusive and

adoption by the national parliament of the new Law on Social Services to expand the range of social services, improve access and coverage of wider vulnerabilities; 6) y developing normative documents for specialized social services to address the needs of the JP's vulnerable groups (people with disabilities; people in need of support with basic care; people with chronic illnesses) 7) by supporting the establishment of a government inter-sectoral coordination mechanism for promoting reforms related to introduction of community based social services into the system of social protection of the country.

### (iii) Gender Mainstreaming

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 etraps 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.

### (iv) Human Rights Mainstreaming

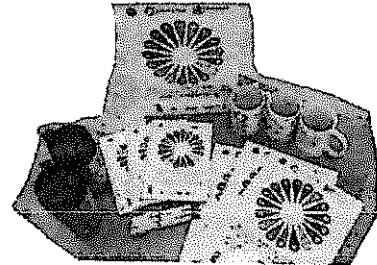
Human rights mechanisms are a foundational pillar of the theoretical framework of the model of social work and social services in the ToC. The guidance for social workers took international human rights mechanisms as the foundation for all social work development with a particular focus on CRC, CRPD and CEDAW but also CESC and UPR. This guidance formed the basis for all training and communications



(1000 copies in each language). The other is for general public (5000 copies in each language).

**Animation video** about social inclusion as an addition to the above mentioned booklet for general audience to raise awareness about social inclusion and the work of JP.

**Visibility products** for JP, including notebooks - 1000 pcs, paper folder – 400 pcs, paper bags -250 pcs, pens - 1000 pcs, ceramic cups – 300 pcs and thermo-cups for social workers – 70 pcs.



### **Human-interest stories:**

Potential beneficiary story – shared on Joint SDG Fund and UN Turkmenistan, UNDP Turkmenistan – in Russian, Turkmen, English; Specialist of social work – based on interview of three social workers.

**Press releases on UN-Turkmenistan website and social media posts in Turkmen, English, Russian:**

**UN-Turkmenistan Joint Programme on community-based social services kicks off nationwide capacity building trainings of social work specialists;** Trainings for social workers on Twitter, Facebook, Instagram and on UNDP website

**Social services joint programme steering committee meets to review progress;** and on Twitter, Facebook, Instagram

**National stakeholders from all over the country get acquainted with UN – Turkmenistan Joint Programme on community-based social services;** and on Facebook, Twitter, Instagram

**Expert Working Group discusses implementation of Joint Programme on introduction of community-based social services** and on Facebook, Instagram, Twitter

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

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

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

National stakeholders from all over the country get acquainted with UN – Turkmenistan Joint Programme on community-based social services;

В Туркменистане рассмотрен прогресс в реализации Совместной программы по социальным услугам;

Стартовали тренинги для специалистов по социальным услугам Программы ООН и Правительства Туркменистана

В Туркменистане стартовала серия тренингов для соцработников

#### IMPLEMENTATION STRATEGY REVIEW

##### (i) Sustainability

As part of the JP work as a whole, UNDP contributed to the establishment of the high level inter-ministerial engagement through the Steering Committee and Working Groups underpinned by regular communications between the PUNOs and national partners that engendered strong ownership of the JP processes and results from the government of Turkmenistan. This approach is likely to be sustained through the proposed architecture for the emerging system of community based social and is being institutionalised by the new Law on Social Services which places the overall leadership and responsibility for social services system development with the Cabinet of Ministers. The funding approved by Ministry of Finance and Economy for MLSP social workers in 20 etraps (districts) and for social work student places in Universities in the 2022 budget is a good indication that the results of the JP will be institutionalised and funding for scale up to all etraps (districts) can realistically be expected. This is further confirmed by the use the MLSP is making of the JP evidence, policy briefs, regulatory framework and guidance in deploying the social workers and ensuring that social services development is in the national strategic development plans through 2050. A key issue will be to ensure that specialised social services are also included in the government planning as they are currently not secured by government budget allocations although the Law on Social Services indicates that they will be. The JP has helped to ensure local level participation of Hyakimliks (municipalities) and MLSP etrap and velayat level managers, but it could have strengthened ownership at this level with even greater participation of these layers of management and decision-making and coordination at the local level. Stronger M&E systems could have helped to ensure more efficient processing and analysis of data emerging from the programme and strengthening M&E for social services and

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.

(ii) Participatory/consultative processes

The JP was drafted based on the planned work within the UNPFD, in close consultations with the Ministry of Labour and Social Protection as the lead national partner as well as with the Parliament and the ministries of Finance and Economy, Education, Health and Medical Industry and Interior.

In preparation for the JP, consultations were held at all levels, including technical and high-level meetings between the UN Resident Coordinator and the Minister of Labour and Social Protection on 18 April 2019, to discuss the priorities in social protection area and define the scope of the proposed joint programme.

To ensure coordination between the different stakeholders and alignment with the country's human rights commitments, the Ministry of Foreign Affairs organized a joint meeting between the UNCT and national stakeholders, including Parliament, key ministries and CSOs, to review the proposal and get their commitment. As a coordinating body, the MFA also internally collected individual endorsement letters from the participating government agencies and communicated the whole-of-government endorsement of the JP to the UN RC through the note verbale.

The Theory of Change was discussed and agreed during formal consultations with other stakeholders and partner ministries, who also agreed to establish a robust feedback mechanism to inform and if necessary, to adjust the Theory of change throughout and beyond the implementation of the JP. This Theory of Change was also discussed with CSOs, representing the target groups, including the Women's Union, the Red Crescent Society, CSOs of persons with disabilities such as Yenme and Keyik Okara.

(iv) National Ownership

The high level inter-ministerial engagement through the Steering Committee and Working Groups underpinned by regular communications between the PUNOs and national partners has engendered strong ownership of the JP processes and results from the government of Turkmenistan.

Considering that the programme was designed based on the national priorities and are in line with the strategic National Socio-Economic Development plan for 2019-2025, one of the biggest achievements is that the government takes full ownership over the programme results. There is a demonstrated ownership from the Ministry of Labour and Social Protection over the programme results in general, from Mejlis (Parliament) with regards to the new Law on Social Services, and buy-in for budget allocation with the Ministry of Finance and Economy of Turkmenistan.

Strong leadership and ownership of the national stakeholders allowed to test the model in every region, covering 20 districts for over a year.

The JP PUNOs altogether managed to foster coherent and strategic engagement with the Government and facilitate a high degree of government 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, Mol, MoHMI are all given 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.

communications activities, monitoring visits and donor meetings. The UNDP major expenses included contractual services of the international experts (SAPI), 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.

UN-Turkmenistan Joint Programme "Improving the system of social protection through the introduction of quality inclusive community-based social services"  
Award ID 00119451  
UNDP Turkmenistan

training activities				PUNOs Priority = 5					
2 Delay in the implementation of the JP training activities due to COVID-19 external and internal travel restrictions	Mid 2020 when external and internal travel restrictions were imposed	Request for Change	The late start of UNDP training activities could have had a negative impact on the JP implementation as a whole Priority = 5	Training activities by international experts were moved online through the pool of national trainers contracted by UNDP. National trainers provided in-person training for social service workforce in the regions.	UNDP RR	UNDP Project Manager	Mid 2021	Solved	
3 Short period of piloting of three new specialized social services by national CSOs. No extra funds to extend piloting period	Mid 2021	Other	Short period of piloting could have produced insufficient evidence for national partners of cost-effectiveness and social value of new social services Priority = 3	Following a no-cost extension of the JP as a whole for another 6 months, two out of three pilot services were extended until end of June 2022. UNRC office shared unspent funds from its activities.	UNDP Project Manager	UNDP Project Manager	April 2022	Solved	

	<p>Protection of the Population of Turkmenistan.</p> <p>The success of the JP as a whole depended very much on the timely start of the UNDP-led training of national social service workforce, including newly recruited 45 social work specialists to begin other JP activities on time. So, the major challenge for UNDP was to begin the large-scale training of the social service workforce as planned against the background of the COVID-19 mobility restrictions affecting the travel of international experts to Turkmenistan.</p>
<b>Brief description of project</b>	<p>A short description of the project should be provided here.</p> <ul style="list-style-type: none"><li>○ What were the issues the project tried to address?</li><li>○ What solutions the project tried to offer? What were its major outputs?</li></ul> <p>In the JP, UNDP was responsible for building capacity of the national social service workforce through training, piloting three new specialized social services for targeted vulnerable groups through national CSOs, testing a social contracting mechanism, conducting an inventory of existing social services and a socio-economic analysis of new social services – all under different outputs, contributing to the JP outcome, i.e. "The social protection system is ready to provide inclusive quality community-based social services".</p> <p>Other than achieving the targets within UNDP responsibility in the JP as per the AWP, one of the main issues for UNDP was to test the social contracting mechanism through national CSOs for possible adaptation at the national level in the future with the view of increasing the number of specialized social services and scaling them up across the country. UNDP aimed to provide evidence for the Government of the viability and importance of this mechanism for the new model of community-based social service.</p> <p>UNDP eventually succeeded to pilot three new specialized social services under the social contracting mechanism through national CSOs (public association Yenme and National Red Crescent Society of Turkmenistan) for persons with official status of disability, elderly people living alone and people with chronic illnesses in the city of Ashgabat. The above CSOs were awarded</p>

100 days in the period of more than 8 months.

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 process. The timely launch by UNDP of the cascade online and in-person training of the social service workforce enabled the Ministry of Labour and Social Protection of the Population to deploy on time the newly recruited 45 social workers in the places of their assignment in all regions of Turkmenistan for initial assessment of vulnerabilities of the population and identification of gaps in the existing social service provision. The launch of first phase of training of social workers signified a major milestone in moving the JP forward despite concerns of possible postponement of trainings and other JP activities in general in view of the pandemic situation.

The timely start of trainings was possibly largely due to contracting in a short time of the pool of national trainers for online TOT training by an international education institution and provision of in-person training by national trainers for the social service workforce in the regions and Ashgabat. Eventually, this option proved an effective solution to the pandemic challenge.

The pool of national trainers appeared to be a valuable asset to the national social service workforce. Being the only viable option of training delivery to the national social service workforce in the time of pandemic, national trainers, following their online education by an international training institution, yet squeezed in time and content, proved an efficient tool for reaching the larger target audiences for dissemination of knowledge and teaching social work skills in the time of pandemic mobility restrictions. Moreover, national trainers, many of whom are experienced trainers, have been able to enrich training programmes with their own vision and knowledge of national specifics and serve as an efficient channel of communication of the social work specialists' concerns and feedback on their practice work to the Ministry of Labor and Social Protection and PUNOs.



The Joint Programme has been a relevant and timely UN initiative the dedicated to reform the social service system. The Programme was prepared jointly with national stakeholders and UN agencies. The goals, objectives, activities of the Programme and many other interventions were undertaken mainly taking into account the needs and priorities of the country.

The Joint Programme has undertaken all the planned interventions and has achieved good results. The JP measures increased both the population coverage and the list of new social services that the vulnerable groups of population need.

One of the main achievements of the Joint Programme is the development and adoption of a new Law on community-based social services. Moreover, a number of strategic regulations documents (standards, guidelines, higher education curriculum) have been developed that can ensure further development of social services.

The key lessons for UNDP include:

- Piloting new specialized social services through national CSOs required more time to generate sufficient evidence for the Government of the viability and effectiveness of the social contracting mechanism. To this effect relevant by-laws and other legal instruments need to be adopted to operationalize the social contracting mechanism under the new Law on social services;
- The role and importance of NGOs as efficient non-governmental social service providers needs to be further advocated at the highest levels of government and state institutions;
- The number and content of trainings should be adapted to the needs of central and local government employees;
- Best practices of other countries with a context similar to Turkmenistan should be promoted in Turkmenistan;
- Shifting to the online mode of work opened up many new opportunities, including simultaneous virtual engagement with broader audiences across the regions of Turkmenistan and delivering services by international consultants/companies

	<p>and Social Protection and support to establishment of theory and practice of social work in Universities of Turkmenistan.</p> <p>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&amp;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.</p> <p>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&amp;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&amp;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.</p>
<b>Project Information</b>	
<b>Award ID:</b>	00119451
<b>CO Focal Points:</b>	Akmyrat Danatarov, Programme Analyst, akmyrat.danatarov@undp.org

UN-Turkmenistan Joint Programme "Improving the system of social protection through the introduction of quality inclusive community-based social services"

Award ID 00119451  
UNDP Turkmenistan

Budget item	Total approved in 2022 (in USD)	Expenses + commitments	Budget utilization in % to planned
Output 1	0	6 734	0
Output 2	11 556	13 610	118
Output 3	31 741	29 809	94
Project management	9 774	3 134	32
Total delivery in 2022	53 071	53 289	100
In % to total project budget			100

Prepared by:

Timur Dosmamedov, Cluster Project Manager



07/09/2022

Approved by:

Akmyrat Danatarov, Programme Analyst



07/09/2022