

'EFFECTIVE SOCIAL DELIVERY THROUGH BETTER MONITORING, IT SYSTEMS AND CAPACITIES'

Annual Progress Report (19.05.2015 - 15.12.2017)

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Acronyms and abbreviations:

MoFSP: Ministry of Family and Social Policies

UNDP: United Nations Development Programme

For UNDP:

Synopsis

Award No	00091379
Business Unit	TUR10
Award ID	Effective Social Delivery Through Better Monitoring, IT Systems and Capacities
Description	<p>The overall objective of the project is to improve the IT infrastructure to strengthen its capacities for monitoring and implementation of social service provision and establish a stronger infrastructure for the service delivery models to be set up in the future. The project, with its monitoring perspective, will also provide inputs for the policy making process relating to the service areas of the MoFSP. The project consists of a number of IT and monitoring system related activities which include hardware, network, software, database, training, capacity development activities and consultancy on social policy fields.</p>
Implementing Partner	Ministry of Family and Social Policies
Award Period	Start Date: 19 May 2015 End Date: 31 December 2017
Total Award Amount	TL 6,133,444.00 – (Gov't)* *The project budget is planned to be decreased to 3,467,186 TL through exclusion of Output 2 activities

Section 1: Project Risks and Issues

Updated Project Risks

Type	Date Identified	Description	Comment or Management Response	Flag
Organizational / Operational	August 2015-present	Technical experts within the Ministry who are working for the Project also work for other projects and consequently are very busy, so it is hard to arrange/plan the flow of project activities to fit in the originally planned durations. These have led and may still lead to some delays in the original plan.	The coordination team of the Project within MFSP is informed about the risk, and the work plan is periodically being revised accordingly.	N
	August 2015-present	Possibility of changes in trained technical staff and managers of MoFSP during the implementation of the Project.	Project is being documented to enable institutional memory, and related IT staff is working on 'back up' basis.	N
	May 2015-present	Possible changes in Ministry policy and strategies may affect the execution of the planned activities of the Project.	The coordination team of the Project within MFSP is informed about the risk, and the work plan is periodically being revised accordingly.	N

Updated Project Issues

Type	Date Identified	Description	Solution Date	Comment or Management Response	Flag
Operational	June 2015	Although the Project Document was signed in May 2015, establishment of project team and staff could be completed in August 2015 due to various reasons.	September 2015	The target of 'the start of development of 3 modules' could not be fully achieved. Development of 2 modules could be started. 2015 and 2016 project plan has been revised accordingly.	N
	January 2016	Due to changes in ministry policy and strategy output 2 may not be executed.	March 2016	In the Steering Committee which held on March, it is discussed to exclude output 2 from project. In the Steering Committee meeting dated 09 November 2017, the Committee decided to exclude Output 2 and revise the project.	H

Section 2: Output/Activity Progress

EXPECTED OUTPUTS	PLANNED ACTIVITIES <i>(and Actions)</i>	PROGRESS TO DATE	RESULTS ACHIEVED (19.05.2015-15.12.2017)
<p>Output 1: Effective and efficient service monitoring system of the Ministry through establishment of the software infrastructure and assessments/service delivery recommendations</p> <p>Baseline:</p> <ol style="list-style-type: none"> There is no integrated system to monitor services provided by MoFSP. Software at hand are not compatible with each other, operated by different branches and cannot work in direct cooperation. There are 9 modules which need to be improved 	<p>1.1 Analysis of existing software systems of MoFSP and the identification of the scope of work</p> <p>1.1.1 Recruitment and orientation of IT experts: Finalize the qualifications of the project staff to be recruited under the project and do the recruitments. UNDP will recruit the IT experts identified to work under direct supervision of UNDP and MoFSP IT Department</p> <p>1.1.2 Set up a working group with project staff and IT users of the selected DGs for providing inputs to the upcoming work, identify the need for short term expertise and do the contracting for short term consultants</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Project Administrator, Project Clerks, Database Administrator, Senior Software Developer, Software Engineers, Software Developers, Software Operator, Network Operator, System Operator, Software Analysts', Social Policy Expert, Application Server Administrator, Datacenter Operator have been mobilized. As of reporting 9 experts are on board. According to the revised plan recruitment process will be ongoing for the required positions in beginning of 2018.</p> <p>Working groups from the DGs have been established. No need for short term expertise has been identified up to now.</p>

<p>and integrated in the integrated framework IT infrastructure</p> <p>3. None of the 9 modules are ready for integration to the infrastructure</p> <p>4. MoFSP does not conduct internal/independent assessment of its services at the local level for further policy development.</p> <p>Indicators:</p> <p>1.Existence of an integrated framework IT system to monitor the services provided by MoFSP</p> <p>2.The number of modules analysed and being developed in response to the consultation meetings with relevant DGs and local actors</p>	<p>1.1.3 Conduct a need assessment of the existing IT system: A review of all relevant systems that are used by respective DGs will be made, building on the previous study conducted by TUBITAK making updates where necessary. This need assessment will be made by the project staff and contracted ICs as needed</p> <p>1.1.4 Identification of the IT expertise needed: Building on the assessment of the existing IT systems and identification of the scope of work, the longer term IT expertise to be utilized in the project will be identified</p> <p>1.1.5 Reviewing the performance of the existing IT systems, in consultations with the users of the system</p> <p>1.1.6 Meetings with users and subjects of several different types of services provided throughout the country about the present needs from the software system. Deep analysis of the daily work done</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>A review of all relevant systems that are used by respective DGs have been made and previous study conducted by TUBITAK has been reviewed for Social Services Start Module, Child Care Services Module, Elderly and PWDs Care Services, Women Care Services Module. Process will continue as needed.</p> <p>For 2017, identification and recruitment of IT expertise have been finalized. (reported in Activity 1.1.1). According to the needs to arise in 2018, identification and additional recruitment of IT expertise may continue.</p> <p>Performance of the existing IT systems (YBS, ANKA, Minimum Standards, Kadın Hizmetleri Bilgi Sistemi, etc.) have been reviewed in consultations with the users of the system and related DGs. Process will continue with other modules in 2018.</p> <p>Software analysis process for Social Services Start Module, Child Care Services Module, PWDs and Women Care Services is ongoing. Several meetings have been held with DGs, end users in Provincial Directorates, Institutions etc. in Ankara and in Izmir. Process will continue with other modules in 2018.</p>
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<p>3.The number of modules ready for integration to the framework infrastructure</p> <p>4.Availability of qualitative assessments on provision of services and effectiveness/coverage/imp actof services</p>	<p>1.1.7 Review of international knowledge on integrated IT systems of similar institutions providing combination of such services</p> <p>1.1.8 Identify and agree on the roadmap which is applicable with the required IT related standards for improvement of the systems-including the hardware and software needs with relevant budget, including software, database, hardware, network and staff capacity improvement activities, etc.</p> <p>1.1.9 Preparation of standards roadmap for getting necessary IT and security related standards such as ISO 27001</p> <p>1.1.10 Preparation of analysis reports</p> <p>1.1.11 Preparation of monthly progress reports</p>	<p>Not started</p> <p>Ongoing</p> <p>Not started</p> <p>Ongoing</p> <p>Ongoing</p>	<p>According to the arising needs, international knowledge on integrated IT systems of similar institutions providing combination of such services will be reviewed.</p> <p>According to the identified needs, a roadmap consisting of work plan and budget plan has been agreed on. The roadmap will be revised according to the updated needs. Process will continue in 2018.</p> <p>Pre-study for the standards roadmap has been initiated by the own resources of the MoFSP. Related activities carried out by the support of the project experts. Process will continue in 2018.</p> <p>Analysis Reports have been prepared for Social Services Start Module and Child Services Module. Process will continue with other modules and sub-modules of Child Services Module. Process will continue in 2018.</p> <p>Project experts and staff prepare monthly mission reports to document the tasks and studies being carried out.</p>
<p>Targets (2015)</p> <p>1. A roadmap for development of an integrated system will be ready</p> <p>2. Development of 3 modules will be started along with their sub-modules, the initial work of 6 more will be launched in line with the roadmap</p> <p>3. 3 modules will be ready for integration to the framework infrastructure</p>	<p>Targets (2016)</p>		

<p>1. IT systems development will be conducted in line with the roadmap</p> <p>2. Development of 6 modules will be made along with their sub-modules</p> <p>3. At least 3 more modules will be ready for integration to the framework infrastructure</p> <p>Targets (2017)</p> <p>1. A framework IT infrastructure will be ready and relevant trainings conducted to staff for its use</p> <p>2. At least 2 of the modules' integration will be completed</p>	<p>1.2 Software Activities (existing software will be reviewed for functionality and decisions for development of new modules)</p> <p>1.2.1 Preparing the Framework of software for the existing and to-be-developed systems</p> <p>1.2.2 Analyzing the current systems' codes and carrying out integration studies</p> <p>1.2.3 Social Services Start Module: This module will lay the foundation and framework of the support provided to the third parties. The sub-module activities are as follows:</p> <ul style="list-style-type: none"> - Notice and Application module - First Interview with the Person module - Social Analysis module - Review and Decision module 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Related task is being carried out. Technical tasks under Attachment I have been completed. Within this context, the MILKEP in which employee and organization information are held and provide infrastructure for care it institutions, was opened.</p> <p>Framework preparation process will continue till the end of the Project.</p> <p>Code reviews of the existing systems (YBS, ANKA/BIRDEF, PYS, EBYS etc) and making necessary preparations for integration have started. This process will be continued for all modules in line with the work plan of the Project in 2018.</p> <p>Coding/development process for this module is nearly completed by the end of December 2015. In 2016, according to the arising needs and feedbacks of the main social services module analysis process, updating the coding/development activities for this module have been continued. The Child Care Services Module sub module which track records of the child under care in the ministries institutions, opened in January 2017.</p> <p>In April 2017, Social Services Start module with other business process opened to the test.</p>
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<p>UYAP 6284 injunctions for the Victim of the Violence module opened. In 2017 this module integrated with Social Services Start module and Women Care at Institutions module.</p> <p>In 2018, Social Services Center module will be developed and integrated with the system.</p>		<p>Ongoing</p>	<p>Under this activity ASDEP (Family and Social Support Programme), TEMA (Terror Victims Supporting Programme), SEGA (Incident Management System) which for now is operational for 15 July Martyrs and Veterans sub systems have been deployed. Other sub-activities such as development of reporting tools and integration with social services start module are planned to be started in 2018.</p> <p>SOYBIS integration, and integration with the other public bodies such as EGM, MEB, Ministry of Health etc. has completed. In 2018 other system integrations will continue with other processes.</p>
<p>1.2.4 Preventive and Protective Services Module</p> <ul style="list-style-type: none"> - Establishment of a common database for the services provided to women/children/family and PWDS. - Common risk identification and proactive action module - Identification of Women Under Risk Module - Identification of Children Under Risk Module - Identification of Families Under Risk Module - Identification or PWDS Under Risk Module - Establishment of data integration and data flow amongst the modules 		<p>Ongoing</p>	<p>1.2.5 Care at Institutions Module;</p> <ul style="list-style-type: none"> - Common Services: The foundation of the system will be built - Services and Monitoring Module - Service termination module - Post service tracking module and integration

<p>In April 2017 Care at Institutions module opened to the test for Child Care, Women Care, PWDs and Elderly Care Services.</p> <p>In 2018 Private Institutions module will be opened. Also in 2018 payment tracking system will be opened.</p>		<p>Women Care Services at Institutions</p> <p>Child Care Services at Institutions</p> <p>PWDs Care Services at Institutions</p> <p>Elderly Care Services at Institutions</p> <p>Personal Care Services module will be improved</p>
<p>Coding of the foundation of the system (common services) has been started. For the Child Care Adoption Module, Foster Care Module and Social and economic support (SED) related development process will be continuing according to the need arises in 2018.</p> <p>Payments module will open in 2018.</p>	<p>Ongoing</p>	<p>1.2.6 Family Stay / Care at Home Services Module;</p> <ul style="list-style-type: none"> - A base module will be built for the various parties involved - Family Stay / Care at Home Services for Child Care - Social and Economic Support Services Module - Adoption Module - Foster Care Module - PWDs Home Care Module
<p>Studies have been started on the existing software systems data.</p> <p>Proof of concept and test migration studies were carried out for data migration.</p>	<p>Ongoing</p>	<p>1.3 Database, Hardware and Network Related Activities</p>

	<p>1.3.1 Database migration and data deduplication activities</p> <p>1.3.2 Hardware and network related activities;</p> <ul style="list-style-type: none"> - Analysis of the existing servers - Cluster based system installation - Virtual server installation and system migration - Security actions - Network security assurance will be performed - VPN installation on main system will be completed - VPN installation on field offices will be completed <p>1.3.3 Maintenance and Enhancement Activities;</p> <ul style="list-style-type: none"> - Hardware maintenance and enhancement with the existing or externally procured hardware - Network maintenance and enhancement <p>1.4 Analysis & System Development Activities</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Studies have been started on the existing servers.</p> <p>Studies have been started..</p> <p>Agile method is being used for software development to improve user participation at system development.</p> <p>Software analysis process for Social Services Start Module, Women Care Services, PWDs and Elderly Care Services and Child Care Services Module for first phase is completed and for second phase is</p>
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	<p>1.4.1 Meetings with users and subjects on developed functionalities to improve user participation at system usage</p> <p>1.4.2 Determining possible up-to-date needs by studies and researches on local & global sources. Recommending improvements on the software to development team</p> <p>1.4.3 Support on providing effective reports and statistics to related staff according to the results achieved on studies and researches.</p> <p>1.4.4 Preparing analyses reports</p> <p>1.4.5 Preparing monthly progress report</p>	<p>Ongoing</p> <p>Finalized</p> <p>Not started</p> <p>Ongoing</p> <p>Ongoing</p>	<p>ongoing. Several meetings have been held with DGs, end users in Provincial Directorates, Institutions etc. in Ankara and in Izmir.</p> <p>IT usage in welfare systems in the EU Countries reviewed by literature study.</p> <p>In 2018, this activity will be initiated.</p> <p>Analysis Reports have been prepared for Social Services Start Module, Women Care Module, PWDs and Elderly Care Services and Child Services Module.</p> <p>Project experts and staff prepare monthly mission reports to document the tasks and studies being carried out.</p>
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	<p>1.4.6 Making necessary improvements and developments in line with the prepared standards roadmap</p> <p>1.5 Training & Staff Capacity Development Activities</p> <p>1.5.1 Training of the MoFSP staff</p> <p>1.5.2 On the Job Training of MoFSP through working with the Project staff</p>	<p>Not started</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Related activities are planned to be carried on in 2018, if necessary.</p> <p>Below trainings have been provided in 2015, 2016 and 2017;</p> <ul style="list-style-type: none"> - Trainings on software technologies to be used for the development of the system (MVC, HTML5, .NET, etc.) have been provided to 15 MoFSP staff (6 sessions of 1 week each) by the Senior Software Engineer utilized under the Project. - Trainings on Oracle and SQL have been provided to the database experts of the MoFSP by the Database Administrator utilized under the Project. - Training of Team Foundation Server for Agile Project Management methodology held in June. <p>Similar trainings will continue due the upcoming requirements in 2018.</p> <p>Technical capacity of the MoFSP staff is improved on software, database and infrastructure issues. On the job trainings provided by the experts of the Project will continue.</p> <p>Technical capacity of the MoFSP staff is improved on software, database and infrastructure issues. Necessary educations provided by the experts of the Project will continue in 2018, to prepare them to carry out development, maintenance and security issues of deployed software.</p>
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	<p>1.5.3 Giving necessary education and expertise through working together with MoFSP IT Department personnel to prepare them to carry out development, maintenance and security issues of deployed software.</p>	Ongoing	
<p>Output 2: Enhanced institutional capacity of the MoFSP for more effective and supply driven delivery of social assistance and social services</p> <p>Baseline:</p> <ol style="list-style-type: none"> ASDEP staff is inexperienced and in need of training MoFSP does not conduct internal/independent assessment of its services at the local level for further policy development. <p>Indicators:</p> <ol style="list-style-type: none"> Number of training materials and guidelines available for staff for ASDEP implementation... 	<p>2.1 Development of guidelines and training materials needed for ASDEP implementation</p> <p>2.1.1 Meetings with the Ministry staff and managers for a better understanding of the objectives of the planned system and ASDEP model</p> <p>2.1.2 Comparative review of existing models of service delivery in selected countries with a view to understand the systems and mechanisms</p> <p>2.1.3 Meetings with the staff working in the ASDEP pilot provinces to understand their experiences, existing documents in</p>	<p>Ongoing</p> <p>Not started</p> <p>Not started</p>	<p>3 meetings have been held with the DG of Family and Community Services to understand the objectives of the ASDEP model, and to discuss and decide on the activities to be conducted within the scope of the Project. Regarding the changing strategies of the MoFSP on utilization of the resources of the current Project, the Ministry carried out the activities identified under Output 2 in the scope of another project with dedicated resources run by the Ministry. Therefore contingent to the decision of the Project Steering Committee, this output along with the specific activities therein (i.e. 2.1 and 2.2) will be excluded in 2018. Activities under 2.3 has been completed/finalized through mobilization of a capacity development staff (social policy expert)</p> <p>*</p>

<p>2. Number of ASDEP staff who received on the job training</p>	<p>hand with a view to reflect in the training materials and guidelines</p>		
<p>3. Number of ASDEP staff that received training for more effective service delivery</p>	<p>2.1.4 Preparation of the procedures guidebook for the full cycle of ASDEP implementation (from application/identification to monitoring)</p>	<p>Not started</p>	
<p>4. Availability of qualitative assessments on provision of services and effectiveness/coverage/impact of services</p>	<p>2.1.5 Preparation of the training materials for field technics such as social investigation and interview to help ASDEP staff for understanding visited family situation properly</p>	<p>Not started</p>	
<p>Targets (2015)</p>			
<ul style="list-style-type: none"> • 1. Guidelines and training materials for full implementation of ASDEP available (for further revisions as needed) 	<p>2.1.6 Preparation of the training materials that will upskill ASDEP staff to provide accurate and efficient guidance to people about public services and assistance provided by MoFSP and other institutions</p>	<p>Not started</p>	
<ul style="list-style-type: none"> • 2. At least 25 inexperienced ASDEP(Family Social Support Programme) staff received on the job training accompanied by field trainers/experts. (tbc as the number of new recruitments clear) 	<p>2.1.7 Preparation of training materials in line with the guidelines and other needs identified</p>	<p>Not started</p>	
<ul style="list-style-type: none"> • 3. At least 50 ASDEP (Family and Social 	<p>2.2 Training of staff responsible for ASDEP implementation</p>	<p>Not started</p>	

<p>Support Programme) staff received training for more effective and efficient social service delivery</p> <p>Targets (2016)</p> <ul style="list-style-type: none"> • 1. Guidelines and training materials for full implementation of ASDEP available and revised (for further revisions as needed) • 2. At least 25 inexperienced ASDEP(Family Social Support Programme) staff received on the job training accompanied by trainers/experts.(tbc as the number of new recruitments clear) • 3. At least 100 additional ASDEP (Family Social Support Programme) staff received training for more effective and efficient social service delivery • 4. At least 2 additional studies conducted for 	<p>2.2.1 Training of trainers for selected Ministry staff for delivery of social assistance and social services</p> <p>2.2.2 Training of staff in selected provinces for more effective service delivery, including on the job training through short terms experts accompanying the field staff operating for ASDEP, in line with the guidelines and general principles. Training reports shared with project management as lessons learned</p> <p>2.2.3 Fine tuning and revisions in training materials in line with the experiences of the training of field staff. (on a six-monthly basis)</p> <p>2.3 Consultancy on social policy field in areas within the mandate of the Ministry</p> <p>2.3.1 Assessments conducted and recommendations developed for more coherent and effective service delivery of MoFSP, and MoFSP's individual capacity development</p> <p>- Themes and service areas selected for assessment of the services provided to the</p>	<p>Finalized</p>
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<p>more effective and efficient social service delivery</p> <p>Targets (2017)</p> <ul style="list-style-type: none"> • 1. Guidelines and training materials for full implementation of ASDEP updated • 2. At least 25 inexperienced ASDEP(Family Social Support Programme) staff received on the job training accompanied by field trainers/experts.(tbc as the number of new recruitments clear) • 3. At least 50 additional ASDEP (Family and Social Support Programme) staff received training for more effective and efficient social service delivery • 4. At least 2 additional studies conducted for more effective and efficient social service delivery 	<p>beneficiaries in consultation with the Ministry senior management</p> <ul style="list-style-type: none"> - The topics of assessments and relevant timelines are agreed and contracting made - At least two assessments conducted, with a view to assess the effectiveness, efficiency and inclusiveness of the services provided by the MoFSP as well as its interactions with its local branches, other line ministries, etc. 	<p>An EU funded project (Technical Assistance for Increasing Institutional Capacity of the MoFSP in the Field of Social Inclusion) is being implemented by the Dept. of EU and Foreign Affairs of the MoFSP, mainly focusing on monitoring of the social services provided.</p> <p>Due to the mutual needs of both projects, meetings have been held with all DGs and most of the departments of the MoFSP, with the presence of the Social Policy Expert of the UNDP Project, to understand the needs of the DGs. Linkage and synergy is being established between the two projects to be able to fully respond the related needs of the MoFSP, in a coherent and coordinated manner.</p> <p>An assessment report has been prepared for a better understanding and documentation of these needs within the last quarter of 2015.</p> <p>Below activities took place within the first 6 months of 2016;</p> <ul style="list-style-type: none"> • 4 trainings were delivered to the staff of the MoFSP on preparation of projects in the field of social policy: <ul style="list-style-type: none"> - 3 trainings for central staff of the MoFSP (75 staff in total) - 1 training for the local staff of MoFSP (250 staff in total) • Support to the General Directorate of People with Disabilities and Elderly People: <ul style="list-style-type: none"> -Training was delivered to the staff of 30 municipalities on YADES (Support Program for Elderly People) and project preparation (30 staff) -Coordination of preparation of comparative reports on residential and home care models of elderly people • Support to the General Directorate of Children Services Department of Protective and Preventive Services for Children:
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Section 3: Revised Annual Work Plan*

* In line with the Project Steering Committee Decisions dated 09.11.2017.

EXPECTED OUTPUTS	PLANNED ACTIVITIES (and Actions)	TIMEFRAME														
		2015			2016				2017				2018			
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Output 1: Effective and efficient service monitoring system of the Ministry through establishment of the software infrastructure and assessments/service delivery recommendations	1.1 Analysis of existing software systems of MoFSP and the identification of the scope of work	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Baseline:	1.1.1 Recruitment and orientation of IT experts: Finalize the qualifications of the project staff to be recruited under the project and do the recruitments. UNDP will recruit the IT experts identified to work under direct supervision of UNDP and MoFSP IT Department		X	X	X	X	X	X	X	X	X	X	X	X		
1. There is no integrated system to monitor services provided by MoFSP. Software at hand are not compatible with each other, operated by different branches and cannot work in direct cooperation.	1.1.2 Set up a working group with project staff and IT users of the selected DGs for providing inputs to the upcoming work, identify the need for short term expertise and do the contracting for short term consultants		X	X	X	X	X	X	X	X	X	X	X	X		
2. There are 9 modules which need to be improved and integrated in the integrated framework IT infrastructure	1.1.3 Conduct a need assessment of the existing IT system: A review of all relevant systems that are used by respective DGs will be made, building on the previous study conducted by TUBITAK making updates where necessary. This need assessment will be made by the project staff and contracted ICs as needed		X	X	X	X	X	X	X	X	X	X	X	X		
3. None of the 9 modules are ready for integration to the framework infrastructure	1.1.4 Identification of the IT expertise needed: Building on the assessment of the existing IT systems and identification of the scope of work, the longer term IT expertise to be utilized in the project will be identified.	X	X	X	X	X	X	X	X	X	X	X	X	X		
4. MoFSP does not conduct internal/independent assessment of its services at the local level for further policy development.																

<p>Targets (2018)</p> <p>1. A framework IT infrastructure will be ready and relevant trainings conducted to staff for its use</p> <p>2. Maintenance of the existing modules</p> <p>3. At least 2 of the modules' integration will be completed</p>	1.2.3.1.3 Social Analysis module												X																										
	1.2.3.1.3.1 Initial Review module													X	X	X	X	X	X	X	X	X	X	X	X	X	X												
	1.2.3.1.3.2 External system/databases query system will be built and integration will be provided												X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
	1.2.3.1.3.3 Review at Location module													X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
	1.2.3.1.4 Review and Decision module													X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
	1.2.4 Preventive and Protective Services Module:																																						
	1.2.4.1.1 Establishment of a common database for the services provided to women/children/family and PWDS.																																						
	1.2.4.1.2 Common risk identification and proactive action module																																						
	1.2.4.1.3 Identification of Women Under Risk Module																																						
	1.2.4.1.4 Identification of Children Under Risk Module																																						
	1.2.4.1.5 Identification of Families Under Risk Module																																						
	1.2.4.1.6 Identification or PWDS Under Risk Module																																						
	1.2.4.1.7 Establishment of data integration and data flow amongst the modules																																						
	1.2.5 Care at Institutions Module																																						
	1.2.5.1 Common Services: The foundation of the system will be built																																						
	1.2.5.2 Services and Monitoring Module																																						
1.2.5.2.1 Establishing Orderly Module																																							
1.2.5.2.2 Transfer Module																																							

1.5.2 On the Job Training of MoFSP through working with the Project staff		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
1.5.3 Giving necessary education and expertise through working together with MoFSP IT Department personnel to prepare them to carry out development, maintenance and security issues of deployed software.		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
1.6 2018 Activities																					
1.6.1 Maintenance and support processes to ensure the sustainability of the developed software													X	X	X	X	X	X	X	X	X
1.6.2 Development of mobile modules / e-government portal integration for online access to services																		X	X	X	X
1.6.3 Development of e-signature and electronic document management system integration																			X	X	X
1.6.4 Continue the development processes of new processes as sub-modules																			X	X	X
1.6.5 Preparation of the roadmap for business intelligence system																			X	X	X
2.1 Development of guidelines and training materials needed for ASDEP implementation	Output 2: Enhanced institutional capacity of the MoFSP for more effective and supply driven delivery of social assistance and social services																				
2.1.1. Meetings with the Ministry staff and managers for a better understanding of the objectives of the planned system and ASDEP model	Baseline: 1. ASDEP staff is inexperienced and in need of training																				
2.1.2. Comparative review of existing models of service delivery in selected countries with a view to understand the systems and mechanisms																					
As per the Project Steering Committee Decisions dated 09.11.2017, Output 2 (specifically Activities 2.1 and 2.2) have been excluded from the Project.																					

<p>2. MoFSP does not conduct internal/independent assessment of its services at the local level for further policy development.</p> <p>Indicators:</p> <ol style="list-style-type: none"> 1. Number of training materials and guidelines available for staff for ASDEP implementation. 2. Number of ASDEP staff who received on the job training 3. Number of ASDEP staff that received training for more effective service delivery 4. Availability of qualitative assessments on provision of services and effectiveness/coverage/impact of services <p>Targets (2015)</p> <ol style="list-style-type: none"> 1. Guidelines and training materials for full implementation of ASDEP available (for further revisions as needed) 2. At least 25 inexperienced ASDEP(Family Social Support Programme) staff received on the job training accompanied by field trainers/experts. (tbc as the number of new recruitments clear) 3. At least 50 ASDEP (Family and Social Support Programme) staff received training for more effective and efficient social service delivery <p>Targets (2016)</p> <ol style="list-style-type: none"> 1. Guidelines and training materials for full implementation of ASDEP available and revised (for further revisions as needed) 2. At least 25 inexperienced ASDEP(Family Social Support Programme) staff received on the job training accompanied by field 	<p>2.1.3. Meetings with the staff working in the ASDEP pilot provinces to understand their experiences, existing documents in hand with a view to reflect in the training materials and guidelines</p> <p>2.1.4 Preparation of the procedures guidebook for the full cycle of ASDEP implementation (from application/identification to monitoring)</p> <p>2.1.5. Preparation of the training materials for field technics such as social investigation and interview to help ASDEP staff for understanding visited family situation properly</p> <p>2.1.6. Preparation of the training materials that will upskill ASDEP staff to provide accurate and efficient guidance to people about public services and assistance provided by MoFSP and other institutions</p> <p>2.1.7. Preparation of training materials in line with the guidelines and other needs identified</p> <p>2.2. Training of staff responsible for ASDEP implementation</p> <p>2.2.1. Training of trainers for selected Ministry staff for delivery of social assistance and social services</p> <p>2.2.2. Training of staff in selected provinces for more effective service delivery, including on the job training through short terms experts accompanying the field staff operating for ASDEP, in line with the guidelines and general principles. Training reports shared with project management as lessons learned</p> <p>2.2.3. Fine tuning and revisions in training materials in line with the experiences of the training of field staff. (on a six-monthly basis)</p> <p>2.3. Consultancy on social policy field in areas within the mandate of the Ministry</p>																																			
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<p>trainers/experts. (tbc as the number of new recruitments clear)</p> <p>3. At least 100 additional ASDEP (Family Social Support Programme) staff received training for more effective and efficient social service delivery</p> <p>4. At least 2 additional studies conducted for more effective and efficient social service delivery</p> <p>Targets (2017)</p> <p>1. Guidelines and training materials for full implementation of ASDEP updated</p> <p>2. At least 25 inexperienced ASDEP(Family Social Support Programme) staff received on the job training accompanied by field trainers/experts.(tbc as the number of new recruitments clear)</p> <p>3. At least 50 additional ASDEP (Family and Social Support Programme) staff received training for more effective and efficient social service delivery</p> <p>4. At least 2 additional studies conducted for more effective and efficient social service delivery</p>	<p>2.3.1. Assessments conducted and recommendations developed for more coherent and effective service delivery of MoFSP, and MoFSP's individual capacity development</p> <p>2.3.1.1. Themes and service areas selected for assessment of the services provided to the beneficiaries in consultation with the Ministry senior management</p> <p>2.3.1.2. The topics of assessments and relevant timelines are agreed and contracting made</p> <p>2.3.1.3. At least two assessments conducted, with a view to assess the effectiveness, efficiency and inclusiveness of the services provided by the MoFSP as well as its interactions with its local branches, other line ministries, etc.</p>	X	X	X	X	X	X	X	X	X	X	X	X	X	X
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Section 4: Budget and Financial Progress

Financial Status (Provisional and Indicative)

Fiscal Year	Fund	Donor	Responsible Party	Opening cash	Expenditure	Balance
2015 (cash in hand)	30071	00244	MoFSP (1 st installment)	867,039 USD	103,942.18 USD (approx. 305.000 TL)	763,097 USD
2016 (cash in hand)	30071	00244	MoFSP	763,097 USD	358,378.78 USD	404,154 USD
2017* (cash in hand)	30071	00244	MoFSP	404,154 USD	248,621 USD	156,097 USD
Total						

* as at 06.11.2017

Budget

Deposits	Deposits (TL)			Total Budget	Total Received	Remaining
	First installment (2015)	Second installment (2016)	Third installment (2017)			
	Amount (TL)	Date Received	Amount (TL)	Date to be Received	Amount (TL)	Date to be Received

GoT	2.311.526	August 2015	0	N/A	1.155.660	December 2017 (Expected)	3.467.186*	2.311.526	1.155.660
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* As per the Project Steering Committee Decisions dated 09.11.2017, Output 2 (specifically Activities 2.1 and 2.2) has been excluded from the Project, hence the budget of the project has been decreased from 6.133.444 TL to 3.467.186 TL.

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