



PROJECT NARRATIVE AND FINANCIAL PROGRESS REPORT TEMPLATE

PROJECT NAME AND ID: EFFECTIVE SOCIAL SERVICE DELIVERY THROUGH BETTER MONITORING, IT SYSTEMS AND CAPACITIES (00091379)

REPORTING PERIOD: 2015-2019

Formatting Instructions:

- The report does not exceed 20-25 pages. Table of contents, a list of the main abbreviations and acronyms that are used in the report will also be included
- Format the entire document using the following font: 12point _ Times New Roman
- The report will be submitted in one single Word or PDF file.
- Annexes will be added to the report, clearly referenced, using footnotes or endnotes within the body of the narrative.

Project Synopsis

Project Name	Effective Social Service Delivery Through Better Monitoring, IT Systems and Capacities
Location	Ankara, Turkey
Project Duration	4 years (2015-2019)
Project Start Date	19 May 2015
Project End Date	31 December 2019
Reporting Period	2015-2019

Overall Objective	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.
Direct Beneficiary	Ministry of Family, Labor and Social Services
Target Groups	Elderly people, disabled people, women, children, and all e-government users
Final Beneficiaries	MoFLSS
Expected Results	<p>2015</p> <ol style="list-style-type: none"> 1. A roadmap for development of an integrated system will be ready 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 3. 3 modules will be ready for integration to the framework infrastructure <p>2016</p> <ol style="list-style-type: none"> 1. IT systems development will be conducted in line with the roadmap 2. Development of 6 modules will be made along with their sub-modules 3. At least 3 more modules will be ready for integration to the framework infrastructure <p>2017</p> <ol style="list-style-type: none"> 1. A framework IT infrastructure will be ready and relevant trainings conducted to staff for its use 2. At least 2 of the modules' Integration will be completed <p>2018</p> <ol style="list-style-type: none"> 1. Distribution of care services at institution will be finalized. 2. At least 7 modules will be completed. 3. Software technologies and infrastructure trainings will be organized. <p>2019</p> <ol style="list-style-type: none"> 1. The roll-out process for Adoption Module will be completed. 2. Accessibility Supervision module (ERDEM) will be finalized. 3. SED, Foster Care processes, payment, work procedures will be developed.
Main Activities	<ol style="list-style-type: none"> 1.1 Analysis of existing software systems of MoFLSS and the identification of the scope of work, 1.2 Software activities (existing software will be reviewed for functionality and decisions for development of new modules), 1.3 Database, hardware, and network related activities, 1.4 Analysis and system development activities, 1.5 Training and staff capacity development activities

EXECUTIVE SUMMARY

I. Purpose

Ministry of Family, Labor and Social Services (MoFLSS) is the partner of UNDP for “Effective Social Service Delivery Through Better Monitoring, IT Systems and Capacities” project. The main 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, provided inputs for the policy making process relating to the service areas of the MoFLSS. This project consists of the number of IT and Monitoring System related activities which include Hardware, Network, Software, Database, Training, and MoFLSS IT Department Staff Capacity Development activities. The expected outcome of this project to establish the increased provision of inclusive and responsive public as well as community-based services to strengthen equitable access to knowledge, information, and quality basic services.

Output 1: Enhancing the institutional capacity of the Ministry of Family and Social Policies regarding IT-based monitoring

The purpose is to increase the internal and external efficiency of the IT capacity of the MoFLSS and to shift towards more functional and coherent IT capacity for monitoring. As the MoFLSS had already a number of databases on social services and social assistance, developed and used by different General Directorates. However, the linkage and interaction of the existing databases were rather weak in the MoFLSS. Additionally, some of them also do not function fully. Therefore, there is a need for capacity building for IT services in order to perform an efficient monitoring system. This capacity building will build initially on the assessments conducted for the Family Information System and is expected to provide inputs to the work of the MoFLSS to develop a coherent and comprehensive knowledge system.

Output 2: Enhanced institutional capacity of the MoFLSS for more effective and supply-driven delivery of social assistance and social services

The purpose is to increase efficiency of the social services and social assistance delivery capacity of the MoFLSS and to shift towards more effective identification of the people in need of social assistance and social services.

The most critical aspect of the social service and social assistance delivery is the social analyses, identification and collecting data of the people in need of social assistance. Preventative and Protective Services of the Ministry aims to identify people in need without any report or personal application; register them in the system to provide social assistance and social services. These duties, among other duties, right now are carried out by ASDEP (Family Social Support Programme) Staff of the MoFLSS stationed in the field. ASDEP has been launched in end January 2015 in four cities (Rize, Kırikkale, Sakarya and Ankara/Altındağ) with the current staff of the MoFLSS and for the further expansion of the Programme throughout Turkey will be carried out by recruitment of the new personnel. However, these staff will be inexperienced and in need of training and on the job training. Therefore, there is a need a capacity building of ASDEP Staff. To achieve that UNDP will provide training, guidance to the ASDEP staff and will prepare guidelines, toolkits and other standard programme implementation materials to be used by the staff.

UNDP will also conduct policy related assessments to support this integration and reform process. Such policy related assessments will both look into the existing services and provide insights on the accessibility, coverage and inclusiveness of the services as well as conduct studies to develop proposals in line with international experience and expertise, particularly on issues of high priority such as developing service models for assessing the needs, also through establishing partnerships at the local level.

II. Results

The Family Information System Project is one of the best practices concerning social service delivery mechanism which supports participatory accountable and transparent services. The project enhances e-governance applications and increases tracking of the government services worldwide.

Creation of user-friendly, accessible and smooth interface, as well as constant system support, is very crucial for good governance practices. In this regard; the business processes in which old technologies were used and did not correspond to the modern day's process, report, and security needs were updated with regards to today's advanced technology and they have been added to the Family Information System which has dynamic reporting and monitoring capabilities.

Through implementing other functional requests, enhancing current functions, increasing user experience was provided. Currently, 4 personnel are working on the Project as of 31 December 2019.

i) Narrative reporting on results:

The project is aiming to contribute towards the streamlining the scattered IT infrastructure of the MoFLSS. After the establishment of the Ministry in 2011, to continue the provided services, the IT services had to continue using the already established software systems. However, the systems continued to run independently, without a connection or coordination in between. In some cases, different software systems were built to perform similar duties in different branches of the ministry. As a direct result of this distributed infrastructure, the software at hand are not compatible with each other and cannot work concordantly. These software's are person-dependent, and this situation causes problems in optimization, implementation and sustainability. In addition, each software has specific requirements, and require separate procurement for different licenses causing increases in the overall cost. This distributed approach impedes the efforts to increase the overall security of the network and data integrity. Therefore, the Ministry urgently needs 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.

Main beneficiary is Ministry of Family, Labor and Social Services.

Outcome 4: Increased provision of inclusive and responsive public as well as community-based services to strengthen equitable access to knowledge, information and quality basic services.

First output is effective and efficient service monitoring system of the Ministry through establishment of the software infrastructure and assessments/service delivery recommendations. Second output is enhanced institutional capacity of the MoFLSS for more effective and supply driven delivery of social assistance and social services. The planned outputs which have been achieved are as follows;

2015:

The project document was signed in April 2015, the activities regarding the employment processes of the project team and experts have been completed. Moreover, content identification for project modules, technology, and R&D studies, preparation of analysis and roadmaps have been completed. The actions on creating a technological framework with Institutional Application Framework, Survey/Form/Report Framework, Integration services in which the system will be deployed upon have been continued.

Analysis Reports have been prepared for Social Services Start Module, Women Care, Elderly Care, and PWDs and Child Services Module.

Code reviews of the existing systems (YBS, ANKA/BIRDEF, PYS, EBYS etc...) and making necessary preparations for integration have finalized.

2016:

- Required analysis studies have been made regarding the system setup and framework studies that have started. Data management, security, and code libraries have been prepared. ASDEP and TEMA modules have been completed. Under this activity ASDEP (Family and Social Support Program) and TEMA (Terror Victims Supporting Program), SEGA sub-modules completed. With ASDEP module and Social Service interviews in the module risk identification for disadvantaged groups can be made.
- The managerial module has been completed. Within this module, there are three frameworks that focus on user and authorization, recognition of system parameters, and dynamic report creation.
- Within the context of Care Services at the institution, UYAP 6284 Decision Tracking System and Women Services, Institutional Care Services have begun for Women, Child, Disabled and Elderly people. Required institution and personnel infrastructure framework (MILKEP) have been completed. The preliminary study had been realized for Output 2 but given the changes in institutional needs and steering committee decision, this output has been excluded from the project.
- Pre-study for the standards roadmap has been initiated by the own resources of the MoFLSS and the 27001 certificates have been received. Related activities carried out by the support of the project experts.
- Institutional Software Framework has been developed and totally 21 sub-system implemented in this framework. Framework preparation process will continue till the end of the Project.

2017:

- In 2017, framework and system library improvements have been continued. The roll-out process for ASDEP module have been completed. UYAP 6284 module have been completed. Social Service Initiation, Transfer and Distribution Modules have been completed. The development procedures for institutional Elderly Care, Disabled Care, Child Care and Women Care Services have been finalized. Woman Counseling and Consultancy Module have been completed. Service infrastructure have been carried into new technology.
- Dowery Housing Support Module has been completed. Foster Care, Adoption, SED modules development studies have begun. Person Follow-Up module studies have been completed. Software technologies and infrastructure trainings have been organized. Software framework development studies have been continued. Reporting tools have been opened and will continue in light of the arising needs.
- Establishment of data integration and data flow amongst the Social Services Start Module completed.

2018

- Distribution of care services at institution have been finalized. 7 care modules have been opened on e-government platform. Adoption Module have been completed. National Disabled Database has been opened for service. Data migration procedures in old systems are finalized. Domestic Violence Forms module has been developed. Family Education Module is completed. Software technologies and infrastructure trainings have been organized.
- Eight services have been opened in e-government system for application (Foster Family former application, Adaptation former application, PWD care former application formal intuitions and private intuitions, Elderly Care application formal intuitions and private intuitions, Social and Economic Support former application, PWDs ID former application)
- Women Care Module In 2018, integrated with ASDEP module for Social Service Start of Women Care Services.
- SOYBIS integration, and integration with the other public bodies such as EGM, MEB, Ministry of Health etc has completed. In 2018 other system integrations with the public bodies such as will continue
- Proof of concept and test migration studies were carried out for data migration for child care and PWDs care from YBS and Women Care from UYAP.
- Software technologies and infrastructure trainings have been organized. Software framework development studies have been continued.

2019

- Divorce Consultancy Process opened in e-government platform. The roll-out process for Adoption Module has been completed. Disabled Identity Card Module has been finalized. Accessibility Supervision module (ERDEM) is completed. SED, Foster Care processes, payment, work procedures have begun to develop. Software technologies and infrastructure trainings have been organized. Software framework development studies have been continued.
- Module improvement will continue regarding the arising needs and end users' feedbacks.

In process of reorganization of Ministries in Turkey, Ministry of Family and Social Policies merged with Ministry of Labor and Social Security. This have led and may lead some delays in project activities during the reorganization process. Technical experts within the Ministry who are working for the Project also work for other projects and consequently were very busy, so it was 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. Possibility of changes in trained technical staff and managers of MoFLSS during the implementation of the Project. Possible changes in Ministry policy and strategies may affect the execution of the planned activities of the Project. 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. Due to the changes in ministry policy and strategy output 2 may not be executed. In process of reorganization of Ministries in Turkey, Ministry of Family and Social Policies merged with Ministry of Labor and Social Security. This have led to changes in Management Information Systems such as Personnel Management System which Family Information System integrated with. Due to reorganization process of the Ministries, "Activity 1.6.3: Development of e-signature and electronic document management system integration," cannot be carried out. Ministries Electronic Document Management Systems was separated, and this activity can be carried out after integration of Electronic Document Management Systems of Ministry of Family and Social Policies and Ministry of Labor and Social Security.

Qualitative assessment:

Quality Criteria	Quality Method	Assessment
<ul style="list-style-type: none"> • Number of bugs • End-user problems • End-user satisfaction • Improved monitoring capacity • Number of people received social assistance and social services 	<ul style="list-style-type: none"> • A bug tracking software will be used to monitor the bugs, which will incorporate developers, internal and external users. Bugs will be monitored as defect rates per release based on the number of lines and the number of bugs • End-user problem metric will monitor the total number of problems submitted by the user per month. The problem definition will be kept broad to include all aspects that the customer can define as a problem, like bugs, usability problems, unknown features etc. • End user satisfaction metric will be regular surveys that will be supported by the various parties of the Ministry. The survey will be on a five points scale. The results will be subject to an analysis by the Project Management. • Metric for improvement in monitoring capacity will be end-user's feedback on producing trouble-free monthly, weekly and daily reports by using systems. • Metric for quality of the services provided by MoFLSS will be number of the people who received social assistance. 	<ul style="list-style-type: none"> • Annual average bug notification number is 56. • Number of problems solved End user requested 3000 job requests. 2800 out of 3000 have been completed with success. <p>Source: bug tracking software: TFS)</p> <p>Reports on service area numbers, application numbers, and capacity are being made with the reports that are recorded in the system.</p>

ii) Indicator Based Performance Assessment:

	<u>Achieved</u> Indicator Targets	Reasons for Variance with Planned Target (if any)	Source of Verification
<p>Output 1.1: Effective and efficient service monitoring system of the Ministry through establishment of the software infrastructure and assessments/service delivery recommendations</p> <p>Indicator 1.1.1 Baseline: There is no integrated system to monitor services provided by MoFLSS. Planned Target: A roadmap for development of an integrated system will be ready</p> <p>Indicator 1.1.2 Baseline: There are 9 modules which need to be improved and integrated in the integrated framework IT infrastructure Planned Target: 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>Indicator 1.1.3 Baseline: None of the 9 modules are ready for integration to the framework infrastructure Planned Target: 3</p>	<p>Planned target 1.1.1</p> <ul style="list-style-type: none"> • Project document was signed on April 2015, the activities regarding the employment processes of project team and experts have been continued. Moreover, content identification for project modules, technology and R&D studies, preparation of analysis and roadmaps have been completed. • Data management, security and code libraries have been prepared. • The actions on creating a technological framework with Institutional Application Framework, Survey/Form/Report Framework, Integration services in which the system will be deployed upon have been continued. • Analysis Reports have been prepared for Social Services Start Module, Women Care, Elderly Care and PWDs and Child Services Module. • Code reviews of the existing systems (YBS, ANKA/BIRDEF, PYS, EBYS etc) and making necessary preparations for integration have finalized. 		System Libraries and framework, TFS
	<p>Planned target 1.1.2</p> <ul style="list-style-type: none"> • ASDEP (Family and Social Support Program) and TEMA (Terror Victims Supporting Program), SEGA sub modules completed. Required institution and personnel infrastructure framework (MILKEP) 		TFS, database, user entries

<p>modules will be ready for integration to the framework infrastructure</p>	<p>have been completed.</p> <ul style="list-style-type: none"> • Within the context of Care Services at the institution, UYAP 6284 Decision Tracking System and Women Services, Institutional Care Services have begun for Women, Child, Disabled and Elderly people. Required institution and personnel infrastructure framework (MILKEP) have been completed. 		
	<p>Planned target 1.1.3</p> <ul style="list-style-type: none"> • National Disabled Database has been opened for access. Domestic Violence Forms Module has been completed. Family Education Module is completed. Nine services have been opened in e-government system for application (Foster Family former application, Adaptation former application, PWD care former application formal intuitions and private intuitions, Elderly Care application formal intuitions and private intuitions, Social and Economic Support former application, PWDs ID former application, Family counselling services) • Women Care Module In 2018, integrated with ASDEP module for Social Service Start of Women Care Services. • SOYBIS integration, and integration with the other public bodies such as EGM, MEB, Ministry of Health etc has completed. • The roll-out of Adoption Module is completed. Disabled Identity Card Module is finalized. Accessibility Supervision Module (ERDEM) is completed. 		<p>TFS, database, user entries</p>
<p>Output 1.2: Enhanced institutional capacity of the MoFLSS for more effective and supply driven delivery of social assistance and social</p>	<p>The preliminary study had been realized for Output 2 but given the changes in institutional needs and steering committee decision, this output has been excluded from the project.</p>	<p>As part of the changes made in the ASDEP structure, corporate policy has been changed. In this context, the output was</p>	<p>Steering Committee Decision</p>

<p>services</p> <p>Indicator 1.2.1 Baseline: ASDEP staff is inexperienced and in need of training, Planned Target: Guidelines and training materials for full implementation of ASDEP available, at least 25 inexperienced ASDEP staff received on the job training,</p>		<p>removed from the project given the decision of the steering committee as it considered that it has changed project's needs.</p>	
<p>Indicator 1.2.2 Baseline: MoFLSS does not conduct internal assessment of its services at the local level for further policy development Planned Target: at least 25 inexperienced ASDEP staff received on the job training</p> <p>Indicator 1.2.3 Baseline: - Planned Target: at least 50 ASDEP staff received training for more effective and efficient social service delivery.</p>			

ii) Success Story

The efficient and well-functioning e-government system for efficient social service delivery main success of the project. In this regard, the following activities have been realized within the scope of the project:

- Development of social services applications through e-government system
- Development of software architecture for social services monitoring and management for Family Information System
- Integration of multiple e-governance services for effective service delivery
- Continuous system support to ensure efficient online services
- Development of software library for efficient integration and implementation of Ministry Services.

With the development of Family Information System;

All users within the Central and Provincial organization were provided with the most accurate information with an instant access. The transactions that are made in the provinces are instantly monitored at the Ministry.

- With the developed Dynamic Reporting Infrastructure
- With ASDEP mobile module, supply-oriented service concept from application-oriented service concept is supported by technological infrastructure.
- Citizens have access to the ministry online through the e-government services.

III. Monitoring Arrangements

- Provide details on the monitoring system(s) that are being used and how you identify and incorporate lessons learned into the ongoing Project, including corrective actions that may have been taken.
- Report on any assessments, evaluations or studies undertaken.

The project carried out its objectives in line with the project document and the steering committee's guidance.

There is an increasing level of the use of the system and considering the latest improvements in the Information and Communication Technologies field, upgrading the infrastructure under the application layer as of security and performance matters became a critical requirement to be followed.

Within the annual cycle

- An Issue Log has been activated in Atlas and updated by the Project Manager to facilitate tracking and resolution of potential problems or requests for change.
- Based on the initial risk analysis submitted, a risk diary had been activated in Atlas and regularly updated by reviewing the external environment that may affect the project implementation
- Based on the above information recorded in Atlas, a Final Progress Reports (PPR) have been submitted by the Project Manager to the Project Board through Project Assurance, using the standard report format available in the Executive Snapshot in a period determined by PB.
- A project Lesson-learned Log has been activated and regularly updated to ensure on-going learning and adaptation within the organization, and to facilitate the preparation of the Lessons-learned Report at the end of the project.
- A Monitoring Schedule Plan is activated in Atlas and updated to track key management actions/events.

IV. Programmatic Revisions (if applicable)

V. Resources

- In line with the financial statement to be submitted, provide brief information on financial management, procurement and human resources

- Briefly indicate budget breakdowns in year of reporting, expenditures against outcomes and balances. **Mention the budget allocated for gender related activities.**
- Indicate annual/quarterly work plan for the following year/quarter.

Fiscal Year	Fund	Donor	Responsible Party	Opening cash	Revenue	Expenditure	Balance
2015	30071	244	MoFLSS (1 st installment)	867,039.00	-	103,942.18	763,096.82
2016	30071	244	MoFLSS	763,096.82	-	358,378.78	404,718.04
2017	30071	244	MoFLSS	404,718.04	-	298,599.41	106,118.63
2018	30071	244	MoFLSS	106,118.63	305,641.22 (2nd installment)	*165,123.71	**246,636.14

* As of 31 October 2018

** Estimated disbursements covering November and December are 46.636,14 USD

The detailed financial statement shall be submitted separately in an excel sheet.

Report Submitted By:

Name/Surname: Hüseyin Akbulut

Title: Project Associate

Date: 18.12.2019

Signature: