Support to the Social Sector Reform in Ukraine
Project Report 2011-2015

Project ID: SSSR #00079811

Kyiv 2015
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Context

During Ukraine’s nearly two decades of market economic transformation, the social sector has been only partially reformed. To a considerable extent, it still preserves Soviet characteristics, such as maximum social assistance coverage of the population, many but very small social payments, little correlation between payments and needs, public funding unrelated to delivered services, and many unjustified expenditures.

Given the severe economic downturn in Ukraine since 2008, major political changes following the Revolution of Dignity in 2014, the on-going military conflict in the East and 90% local currency depreciation, the social payments, including pensions, became even smaller (e.g. minimum monthly pension is 1,074 UAH which is equivalent of 50 EUR or 1.6 EUR per day) and new challenges, such as social services to internally displaced people from the military zone and the demobilized population, emerged.

Overall, three shortcomings plague the Ukrainian social sector. First, social expenditures as a whole are far too large for a country at Ukraine’s level of economic development. In particular, it has the highest public pension expenditures in the world as a share of GDP (18% in 2011 and 16% in 2014), a share almost twice as high as in the European Union. Second, the social services are not very efficient, and the population is greatly dissatisfied with the scope and quality of the services delivered. Third, much of the social assistance is being given to people who are not in great need, while those really suffering are not receiving adequate social support (for example, housing subsidies are often not delivered to the poorest).

For many reasons Ukraine has undertaken minimum social reforms. Social reforms are always large and complex, involving large bureaucracies and many employees. Frequent elections have prevented the Government from taking and implementing necessary but unpopular decisions. However, both demographic and economic forecasts show that further delays will inevitably aggravate current problems. In addition, social reforms, as a rule, bring visible positive results relatively soon, such as greater social justice, better living standards, easier access to and better quality of social services, which increase the population’s trust in the authorities.
Objective and Expected Output

The overall objective of the Project was to support the Government of Ukraine and the Ministry of Social Policy of Ukraine in accelerating the implementation of the reforms in the social sector and achieving Ukraine’s short- and mid-term social and economic development goals.

The Expected Output of the Project was to support national authorities at all levels in developing and implementing evidence-based policies for the social inclusion of vulnerable groups.

The Project activities were largely focused on the provision of high-level advisory support to the Government of Ukraine and the Ministry of Social Policy of Ukraine for the revision and/or elaboration of the strategies and necessary legislative documents in key areas of the social sector reform, and on the capacity enhancement of the Ministry of Social Policy for proceeding with the successful implementation of the social sector reforms. The Project Strategy was to flexibly respond to the Government’s emerging needs and challenges. As a result, the Project supported reforms in five areas, such as social services delivery system, pension system, employment policy, poverty reduction policy and administrative reform in the social sector.
Results Achieved

The Project supported implementation of the reforms in 5 major areas:
1. social services delivery system
2. pension system
3. employment policy
4. poverty reduction policy
5. reform in the social sector

Advisory support was provided through functional assessments and research, elaboration of recommendations, development of new or amending existing legislative documents, preparing guidelines and training manuals, as well as providing personnel training. The Project involved best national and foreign experts, research and consulting organizations.

Crisis Response

Given the outbreak of the military conflict in the East in 2014, followed by the inflow of more than a million of internally displaced people (IDPs) from the affected area to the other parts of the country, the Project proactively and urgently responded to the Government’s needs in information provision for IDPs through roadmaps development and distribution, as well as helping social workers and volunteers provide better social and psychological services to IDPs and prevent own emotional and professional burnout.

Project Results against Targets

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Target</th>
<th>Result - All/adopted or amended by the Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of normative documents developed or amended</td>
<td>15</td>
<td>26/12</td>
</tr>
<tr>
<td>Number of strategic papers with recommendations prepared</td>
<td>12</td>
<td>13</td>
</tr>
</tbody>
</table>

Other Project Statistics

Number of trained persons ___________________________ 1,576
Number of training events ___________________________ 57
Number of conferences _______________________________ 4
Number of publications: manuals, booklets etc. _______ 9
Number of publications in media ________________________ 441
We help Ukraine to make social system **better** and **closer to people**

**Project Results (2011-15)**

<table>
<thead>
<tr>
<th>Project supported the Government of Ukraine with</th>
<th>Project enhanced capacity of social system educating</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 major reforms</td>
<td>1,576 social workers</td>
</tr>
<tr>
<td>• social services delivery</td>
<td>across all regions of Ukraine through</td>
</tr>
<tr>
<td>• pension system</td>
<td>57 workshops</td>
</tr>
<tr>
<td>• employment policy</td>
<td></td>
</tr>
<tr>
<td>• poverty reduction policy</td>
<td></td>
</tr>
<tr>
<td>• reform in social sector</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>26 normative documents developed to improve social sector in Ukraine</th>
<th>12 legislative documents adopted by the Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>New social standards on day care service are implemented by</td>
<td>New approaches for social services are implemented by</td>
</tr>
<tr>
<td>65 day care departments that provide better services to</td>
<td>3,000 social agencies that provide better services to</td>
</tr>
<tr>
<td>1,300 children with disabilities</td>
<td>vulnerable groups of people</td>
</tr>
</tbody>
</table>
Results Achieved in Areas

1. Social Services Delivery System

Since 2012 the Project provided high-level advisory support to the Ministry of Social Policy in the implementation of the reforms in the area of social services delivery, including:

- social planning based on assessment community needs in social services;
- development of the market for social services delivery through the mechanism of social commissioning;
- diversification of the menu of social services state standards and quality assurance system for social services;
- public awareness on social services;
- institutional system and management of social service.

In this area the Project provided expert assistance to the development and/or amendment of 26 legislative documents, and 11 of them were adopted by the Government. Overall 1,576 people were trained.

Topics

1.1. Introduction of social planning at the community level

The Project supported implementation of the approach on planning of social services system on the community level based on the community needs assessment. As a result of this:

2 documents were developed by the Project’s experts and were eventually approved by the Government:

- The Methodical Recommendations on Assessment of Community Needs in Social Services (approved by the Order of the Ministry of Social Policy of Ukraine #648 as of 15 October 2012).
- The Order on the Assessment of Community Needs in Social Services (approved by the Order of the Ministry of Social Policy of Ukraine #28 as of 20 January 2014).

More than 70 representatives of regional departments of social protection were trained on the issues of community needs’ assessment on social services through 3 workshops.
As a result of these activities:

- The Methodology on assessment of community needs in social services was developed within the UNDP Project and was widely shared through a range of seminars conducted by other projects and NGOs;
- Since 2013 all regions of Ukraine started assessment of community needs in social services on a yearly basis. The results of the assessments are used for the development of local strategies or programmes on social services on community level and annual plans on social commissioning.

1.2. Development of the market for social services delivery through the mechanism of social commissioning

The Project provided expert support to the development of legislative background for diversification of social services providers and development of the market in this area, as well as through introduction of the mechanism of social commissioning.

As a result, a set of documents were developed:

- Recommendations for the draft Law of Ukraine “On Amending Certain Laws of Ukraine on Social Services” (recommendations to the Law “On Social Services” on possibility to deliver services by non-governmental providers and introduction of social commissioning were taken into account in the adopted Law #4523-VI as of 15 March 2012).
- Recommendations to the list of social services (were taken into account in “The List of Social Services Provided to Persons in Difficult Circumstances who cannot independently overcome them”, approved by the Order of the Ministry of Social Policy of Ukraine #537 as of 3 September 2012).
- The Oder on Social Commissioning (approved by the Act of the Cabinet of Ministries of Ukraine #234 as of 29 April 2013).
- Methodical Recommendations on Evaluation of Proposals on Social Commissioning (approved by the order of the Ministry of Social Policy of Ukraine # 332 as of 26 March 2015).
- The package of documents on social commissioning with budget funding (The draft Law on Amendments to Certain Laws of Ukraine on Implementation of Social Commissioning, the Contract Template for Raising Budget Funding for Social Services Delivery, and Methodical Recommendations on Conducting Social Commissioning).
The Methodical Recommendations on Calculation of the Cost of Social Services (approved by the Order of the Ministry of Social Policy of Ukraine # 1186 as of 07 December, 2015), Annexes to the Recommendations and the Template for Calculation of the Cost of Social Service.

308 representatives of regional departments of social protection and social services across all regions of Ukraine were trained on the issues of social commissioning through 11 workshops and 330 people were trained on calculation of costs of social services through 10 workshops.

In 2013 the Project provided advisory support to the local authorities of all regions of Ukraine regarding the implementation of social commissioning during 6 months. As a result, social commissioning was introduced into practice and is currently used by local authorities; non-governmental organizations started to provide social services with budget funding.

1.3. Diversification of the menu of social services and quality assessment

The Project supported the development of 2 state standards on social services, and one of them has been already adopted by the Government:

- The State Standard of Day Care Services (approved by the Order of the Ministry of Social Policy of Ukraine #452 as of 30 July 2013).
- The draft State standard of the Social Service of Social Support for families or individuals in difficult life circumstances.

Based on the above-mentioned State Standard of Day Care Services, Methodical Recommendations on Calculation of Costs of Social Services and Example of Calculation of the Cost of the Day Care Services, the Project also developed the Normative for Financing Day Care Services which was approved by the Ministry of Social Policy of Ukraine (the Order # 527 as of 23 August 2013). This normative document enables to move from the model of funding social services providers to financing social services directly based on the approach of “money follows the client”.

Based on the State Standard of Day Care Services, the Ministry of Social Policy developed and adopted the Provisions on the Day Care Departments for Children with Disabilities (the Order # 653 as of 09 October 2013) and the Provisions on the Day Care Departments for Adults with Disabilities and Senior Citizens (the Order # 852 as of 18 August 2015). Adoption of these documents enables different agencies to provide services.
The Project contributed to the development of the Methodical Recommendations on Monitoring and Quality Assessment of Social Services that was approved by the Order of the Ministry of Social Policy #904 as of 27 December 2013. According to these Methodical Recommendations, social protection departments, as well as all social services agencies, are obliged to conduct monitoring and assessment of social services to ensure their quality.

1.4. Enhancement of public awareness on social services

The Project developed the Model of Public Awareness on Social Services. The Model was being tested during 3 months in Poltava oblast.

In the framework of testing the public awareness campaign in Poltava oblast, the Leaflet on Social Workers (14,000 copies) and the Booklet “Social and Rehabilitation Services for People with Disabilities in Poltava” (8,000 copies) were developed and disseminated by the Project.

Methodical Recommendations on Public Awareness on Social Services were prepared by the Project’ experts and approved by the Order of the Ministry of Social Policy of Ukraine # 828 as of 28 October 2014.

93 representatives of social protection and social services departments from different oblasts of Ukraine were trained on public awareness issues through 3 workshops.

The Manual “Conducting Public Awareness on Social and Rehabilitation Services” was developed, published and disseminated (2,000 copies).
1.5. Optimization of the institutional system and management of social services

In the course of providing support to the Government in optimization of social services system, the Project conducted the analysis and developed papers with recommendations:

- Recommendations on the Matrix of packages of Social Services
- Functional Analysis of the Performance of Social Services' Staff
- Recommendations on Optimization of Territorial Centres’ Activities
- Recommendations on Re-organizing Functions of Social Services Delivery at the Oblast and Rayon Levels

Upon the request of the Ministry of Social Policy Project’s experts developed a number of documents to ensure improvement of management in social institutions:

- Methodical Recommendations for Conducting Supervision in Social Services (approved by the Order of the Ministry of Social Policy of Ukraine # 5 as of 05 January 2015).
- Methodical Recommendations on Categorization of Clients of Social Services depending on their Needs and Determination of Time Norms for the Provision of Services to Clients.
- Regulation on Social Service for Families at municipal, rayon and district state administration, which also includes a typical structure and staff list.
- Regulation on Territorial Centres.
- 3 Qualification Characteristics of Social Workers.

In 2014-2015 the Project provided expert support to the creation of the Model of the Integrated Centre of Social Services. This Model is based on the one-stop-shop approach.

As a part of this, the Project’s experts developed:

- Recommendations on the creation of centres of social services.
- Proposals to the Interim Regulation on the Integrated Centre of Social Services (for the testing period).
- Regulation, Structure and Staff List of the Integrated Centre of Social Services.
In 2015 the Project provided advisory support to local administrations in Uman town (Cherkassy oblast) and Bashtanka rayon (Mykolaiv oblast) with regard to testing the Model of Integrated Centre of Social Services.

The idea of the Model has been supported by the Ministry of Social Policy and raised immense interest in different regions due to the decentralization reform and given opportunity to organize the social service delivery in a more rational way.

The Project’s experts developed, published and distributed among social protection and social services personnel Manual “Management of Social Services Providers” (2,500 copies).

The Project fostered implementation of reforms in social services sector through institutional capacity development. With the assistance of the Project almost 550 representatives of departments of social protection and social service providers from all regions of Ukraine through 21 workshops were trained on management, standards, quality assurance, and supervision (professional support) in social service.

As a result of this capacity building, many social protection departments set up a practice of regular supervision sessions for its employees, and the Kharkiv oblast department of social protection of family, children and youth developed its own Guidelines on Supervision in Social Services.

The Project also conducted two national conferences attended by 150 participants from different regions of Ukraine, namely “Reforming Social Services: Achievements and Perspectives” and “Professional Training of People with Disabilities at Vocational Rehabilitation Centres”.

Moreover, all-Ukrainian workshop meeting “Relevant Aspects for Reforming the System of Social Services in Ukraine”, attended by over 30 representatives of labour market and social protection departments, was organized by the Project jointly with the Ministry of Social Policy and Charity Foundation “All-Ukrainian Network of People Living with HIV/AIDS”.

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2. Pension System

The Project provided advisory support to the Ministry of Social Policy on the reforming of the pension system of Ukraine during the period from the second half of 2011 until early 2012. As a result, the Strategy Paper on Pension Policy in Ukraine was prepared and disseminated to the national partners.

3. Employment Policy

Since 2014 the Project provided advisory support in the employment area. The Project conducted the assessment of the voucher programme for adult education in Ukraine, which helps decrease and prevent poverty among the age group of 45+. In particular, the Project’s experts developed the following reports for the use of the Ministry of Social Policy:

- “Voucher system: international experience”
- “Voucher system in Ukraine: results of the survey”
- “Voucher system in Ukraine: recommendations for reform measures in three stages”
- “Final report on the voucher system in Ukraine” (report with English summary)

In 2015 in response to the request of the State Employment Service of Ukraine on providing expert comments to the draft Law of Ukraine “On Amendments to Certain Legislative Acts of Ukraine to Reform Public Administration in the Field of Employment and Social Insurance against Unemployment”, the Project’s national expert on employment and specialists of UNDP Regional office for Europe and CIS provided comments, proposals and recommendations to the draft Law.

Also, in 2015 upon the request of the State Employment Service (SES), the Project organized the Scoping Mission from UNDP Istanbul Hub to Ukraine. The purpose of this Mission was twofold, namely (i) to support a clearer articulation of UNDP’s strategic support to employment and inclusion in Ukraine, and (ii) to develop a concrete programme of support to the reform of the SES. The rationale and next steps for implementing the Mission’s recommendations are highlighted in the Section “Emerging trends & topics” of this report.
The Project also supported the organization of the international conference “Labour Market in Ukraine: European Dimension” in 2015, which brought together 147 international and local experts and specialists in the employment area to share best innovative practices in the area of reforming public employment services.

Moreover, in 2015 the Project supported the delegation from Ukraine to the two-day Sub-regional Conference on Employment “Promoting Job Rich and Sustainable Growth in Armenia, Azerbaijan, Belarus, Georgia Moldova and Ukraine” held in Tbilisi, Georgia. This conference brought together government and business representatives from across the region to share and learn best practices of boosting employment, social cohesion and greener economies. Ukraine was represented by the Ministry of Social Policy, State Employment Service, Ministry of Economic Development and Trade, research institutes and business.

4. Poverty Reduction Policy

In 2015 the Project’s experts joined the elaboration of poverty reduction strategy for Ukraine which was initiated and developed by the Ministry of Social Policy as a part of the Action Plan for the implementation of the Association Agreement between Ukraine and the European Union. Poverty reduction is a top priority for the UNDP in Ukraine, and is also highlighted in the MDGs for Ukraine. The Project’s experts provided a series of written recommendations to the Strategy, as well as participated in the discussions with the Ministry and other related parties.

As a part of the activities in the poverty reduction area, in 2014 the Project contributed to increasing access of the vulnerable groups of population to utilities’ subsidies, conducting a household survey evaluating access to utilities’ subsidies in Ukraine. The results of the survey demonstrated certain gaps in the system and revealed that many poor household due to the shortcomings of the system were not eligible for utilities’ subsidies. The results were presented to the Ministry of Social Policy and other social partners. Taking into account the survey results, a comprehensive public awareness campaign have been organized by the Ministry of Social Policy and the application form for subsidies was simplified.
5. Reform in the Social Sector

From 2011 until early 2012, the Project provided advisory support to the Ministry of Social Policy with reforming the social security and assistance systems, which included conducting of the functional assessment and elaboration of recommendations to reflect new functions in legislative and administrative structures.

The Project’s experts developed Recommendations on the Reform in Social Sector in Ukraine and Recommendations for the Administrative Reform in the System of Social Support in Ukraine, as well as Recommendations to the Draft National Concept on Social Policy until 2023 (prepared in 2013).

2014 Crisis Response

As mentioned earlier in the report, during the 2014 UNDP’s crisis response to the needs and challenges of Ukraine after the outbreak of military operations in the East, the Project developed 4 roadmaps to meet the immediate informational needs of internally displaced persons (IDPs):

- Roadmap for IDPs-1: general questions (50,000 copies)
- Roadmap for IDPs-2: psychological advice (20,000 copies)
- Roadmap for IDPs-3: employment (16,000 copies)
- Roadmap for IDPs-4: updated information (48,000 copies)

The Project’s experts also developed methodical recommendations, guidelines and roadmaps for social workers and IDPs. Upon the request of volunteers the Project published the Roadmap for people who want leave the area of conflict (5,000 copies).
For the staff of social security system and social services, as well as for volunteers, psychologists and all interested persons, the Project released:

Methodical recommendations for providing psychological first aid to displaced persons

(1,100 copies)

For professionals who provide social services, the Project developed:

Methodical recommendations on Preventing and overcoming professional and emotional burnout

Furthermore, the Project facilitated capacity enhancement of 133 social workers and 50 volunteers through 7 workshops to help them provide psychological first aid to internally displaced people (IDPs) and overcome professional and emotional burnout due the increased workload.
Publications in Media

The Project’s activities generated 441 publications in print, TV, online and social media. The major topics covered by the media include the reform of social services, including standards for day care service, introduction of social commissioning, public awareness on social services, management of social services, as well as Project’s support in employment area, poverty reduction policy, including subsidies reform, and workshops held by the Project within the above—mentioned topics.

The Project’s activities and key topics were also highlighted in TV news and programmes, such as the reform of social services in Ukraine (interview on the Tonis TV Channel), the Project’s response to the 2014 crisis, including workshops and case management approach in the provision of social services to IDPs (Ukraina TV Channel, Socialna Kraina Online TV Channel, TV 51 Channel in Dnipropetrovsk, Misto TV Channel and others), results of the survey for housing subsidies (Business TV Channel, Inter TV Channel), creation of the integrated centre for social services (Local TV Channel in Uman town, Socialna Kraina TV Channel), public awareness of social services (Rada TV Channel), employment support (Local TV Channel in Kharkiv and others).

The Project’s activities within the 2014 crisis response were widely highlighted in the media, in particular online distribution of four roadmaps and manual on first psychological aid for IDPs.

The Project was also active on the public pages of UNDP in Ukraine, such as the country website, Facebook, Twitter, Slideshare, and Flickr.

Detailed report can be found in Annex 2. Press clipping.
Emerging Trends and Topics

1. Support implementation of public administration reform in social protection sector

In the context of different reform processes and in particular social and territorial administrative reform, including decentralization, UNDP can provide broader cross-sectorial support to the Government of Ukraine.

- Distribution of powers in social protection

UNDP upon the request of the Ministry of Social Policy can develop recommendations with regard to the distribution of powers between central and local authorities, coordination at all levels of governance and inter-communities’ cooperation in providing social protection.

- Social protection and social service delivery at the local level

Development of the local-level social protection and social service delivery mechanisms can be supported.

The Project designed the Model of Integrated Centre of Social Services based on the one-stop-shop approach. The idea of the Model has been encouraged by the Ministry of Social Policy and raised major interest in different regions due to the decentralization reform and consequently an opportunity to set up the social service delivery in a more rational way.

As the next step, the Ministry of Social Policy approached the UNDP to assist them with designing a model of one-stop-shop social protection office at the local level (“territorial centre of social protection”), ensure advisory support to testing this model, regulatory formalization and capacity enhancement of all amalgamated communities for implementing both models.

- Social planning

The local social planning is another topic closely related to the decentralization process in Ukraine that may be supported by UNDP. The objective of the social plans is to identify priorities in social sector and carry out an integrated approach to the cooperation in different sectors such as social protection, health, education, and employment. UNDP can provide
support to local administration in building their capacity in social planning and introducing innovative approaches for citizen’s participation in the planning process.

2. Employment policy

According to the recommendations of the IRH UNDP Scoping Mission (2015), UNDP Ukraine CO programme in employment area can be grouped around four inter-related “blocks”: (i) support for reform of the State Employment Services (SES), (ii) support for the establishment and implementation of territorial employment pacts, (iii) support for restructuring of vocational training, (iv) improving the quality of the national policy dialogue on employment and social inclusion, and supporting labour market governance reforms, and should be provided by 2 timeframe strategies of interventions: short and long terms. For more details the Mission Report “UNDP Ukraine: Developing a Strategy for Integrated Approaches to Employment and Social Inclusion” is recommended.

Below only those activities are described that can be implemented in a short term perspective and could be linked with on-going programmes or projects.

• Reform of the State Employment Services (SES)

UNDP was requested by SES to provide technical assistance for supporting its reform. In a short term perspective a baseline functional analysis of the SES can be recommended, and based on its results further development of a “master plan” for the reform.

• Territorial Employment Platforms (TEPs)

UNDP can pilot the Territorial Employment Platforms or “pacts” (TEPs) in two or three regions. TEPs will promote social dialogue at the local level, and enable local stakeholders to unite around addressing specific local labour market problems, i.e. large IDP presence, restructuring (closure of mines as example) labour market segmentation, etc.

Establishment and implementation of the TEP’s at local level can be linked with on-going programmes and projects:
  o on-going support to the territories affected by the conflict in job-rich regional development;
o on-going support to the decentralization processes and governance reforms with raising local capacity in good governance in employment and labour market area; promoting social dialogue and integrated local solutions to employment challenges; promoting greater coordination and cohesion between employment services and social support services for vulnerable groups;

o support to local communities in finding concrete solutions at the local level for restructuring with more energy-efficient and greener production.

- National Policy Dialogue

Certainly the national policy dialogue on employment and social inclusion, as well as labour market governance reforms, should be ensured through CO programmes wherever possible.

Conclusions

Short term interventions in the above-mentioned areas could be a point of departure for more coordinated support, and indeed for attracting more donor support for longer term reform processes.
Annex 1. Project Budget

The Project is funded by the United Nations Development Programme. Total budget amounted to $526,740.

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount contributed per year (USD)</th>
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<tbody>
<tr>
<td>2011</td>
<td>80,000</td>
</tr>
<tr>
<td>2012</td>
<td>80,000</td>
</tr>
<tr>
<td>2013</td>
<td>150,000</td>
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<tr>
<td>2014</td>
<td>100,000</td>
</tr>
<tr>
<td>2015</td>
<td>116,740</td>
</tr>
</tbody>
</table>
Annex 2. Press clipping

2012

Reform of the system of social services:

1. News article “Ukraine came closer to modern management approaches and social services” posted on the UNDP website (UKR).
2. Interview on the TV Channel TONIS about the reform of social services in Ukraine on air on October 23, 2012 in the TV program “Your status”.
3. Interview on the TV Channel RADA about the government aspect of the modernization of social services in Ukraine on air on November 28, 2012 posted on the YouTube Channel of RADA.

2013

Introduction of social commissioning in Ukraine:

5. Article “New segment of business is being born in Ukraine” published on the web-portal INVIVIO.NET.
6. Article “New type of business appeared in Ukraine” published on the web-portal NEWS.UB.UA.
7. Article “New segment of business appeared in Ukraine” published on the web-portal DOMIK.NET.
8. Article “New segment of business in Ukraine” published on the web-portal NEWS.EIZVESTIA.COM.
9. News article “Informing of the public about the social and rehabilitation services, testing a new model in Poltava region” published on the official website of the Poltava Regional State Administration.
10. News story about changing the principles of provision of social services, published on the web-portal LIKE.UA.
11. News article concerning the possibility of social service provision by private sector, published on the web-portal RSS.NOVOSTIMIRA.COM.
12. Article “New segment of business is being born in Ukraine” published on the web-portal BUSINESS.UA.
14. Story about testing the model of social and rehabilitation services in Poltava region, published on the official website of the Poltava Regional TV Station.
15. News story about testing the new model of social and rehabilitation services in Poltava region, published on the web-portal LTAVA.POLTAVA.UA.
1. Seminars on Marriage and Family held in regions of Ukraine:


27. News story “Young People in Rivne will be Prepared for Family Life on Specialized Courses” published on Sfera TV website on April 14, 2014.

28. Sfera TV – showed on local TV in Rivne on April 14, 2014.


31. New story about the seminars on implementation the Programme of preparing young people for marriage in the regions of Ukraine published on the information internet portal of Andrian and Mary Bukovynskih.

32. News story with a link to publication “Authorities involved in the preparation of young people for Marriage and Family Life” on information portal VeseleNews.

33. News story with a link to publication on Rozdum Balans.

34. Publication on the web-site of the Kharkiv regional centre of social services for families, children and youth.

35. News story with a link to publication on the web-portal Law and Business.

36. News story with a link to publication on the web-site of Family-Friendly University.
2. Standards for Day Care Service in Ukraine developed by the project:

37. News story published on the UNDP in Ukraine website (ENG).

3. Brochure “How to survive in the area of conflict”:

39. Presentation on how to survive in the anti-terrorist operation area, published on the UNDP in Ukraine slideshare.net.
40. Facebook post with a link to presentation on how to survive in the anti-terrorist operation area, posted on the UNDP Facebook page.
41. Information manual on how to survive in the anti-terrorist operation area, published on the web-portal LEGALSPACE.ORG.

4. Manual on First Psychological Aid for IDPs:

42. Presentation with recommendations on providing first psychological assistance to displaced persons, published at the UNDP in Ukraine slideshare.net.
43. Facebook post with a link to presentation on first psychological assistance to displaced persons, posted on the UNDP Facebook page.
44. Manual with recommendations on providing first psychological assistance to displaced persons, published on the web-portal ISSUU.COM.
45. Manual published on the UNDP in Ukraine website in the section of publications.
46. News story with a link to publication on the web-portal LegalSpace.
47. Downloadable file with a booklet on the official web-site of Vinnysya State Administration.
48. News story with a link to a booklet published on the web-site of Research Center of Practical Psychology and Social Work.
49. News story with a link to a booklet published on the web-site of Practical Psychologist.
50. News story on CIVICUA.ORG with a link to publication.
51. News story on GURT.UA with a link to publication.
52. Manual on the UNDP in Ukraine Website in the section of Publication.
56. Manual published on the website of Sumy State University.
57. Manual published on the website of Vinnytsia Oblast Center of Social Services for Family, Children and Youth.

5. Development of the Model for Public Awareness on Social Services:

58. Post on Facebook, UNDP page with a link to the news story on the UNDP website.
59. Photo album on Facebook, UNDP page, in UKR, from a workshop on June 4-5 (also shared in specialized Facebook group on social reforming).
60. **Post on Facebook**, UNDP page, in UKR, with a cover picture of the book and with a link to downloading an online version of the book (also shared in a specialized Facebook group on social reforming).

61. **Post on Facebook**, UNDP page, in UKR, with an illustrative photo and a link to the news story on the UNDP website.

62. **News story**, in ENG, on the UNDP website.

63. **News story**, in UKR, on the UNDP website.

64. **Information on the book “Public Awareness”** (UKR) and a download button on the UNDP in Ukraine website.

65. **Article** on the internet portal *Ukrainsky prostrir* in the Society section by Igor Galuschak, Lviv (UKR) and a book to download the manual.

66. **Article** on the internet portal *GURT* in the NEWS section, UKR.

67. **News story** on the website of the Ministry of Social Policy of Ukraine (UKR) and a book to download.

68. **Photo album** on Flickr (photos from the workshop on June 4-5).

69. Article in the June issue of the Ukrainian journal *Social Protection* titled “Informing People on Social Services: New Approaches”.


71. New article on the discussion of the reform of provision of social services, posted on the official UNDP Facebook page.

72. **Presentation on the Public Awareness Model** on the UNDP page of Slideshare.net.

73. **Post on the UNDP in Ukraine Facebook page** with a link to presentation.

74. **Post in the Facebook group** “Reform of Social Services System”.

75. **Facebook post** with the news on officially approved Methodical recommendations, UNPD in Ukraine page.

76. **News story** on the web-portal *GURT.ORG.UA*.

77. **News story** on the web-portal *CIVIC.UA*.

78. **Manual** published on the official site of Poltava Regional State Administration.

79. **News story** published on the web-portal *POLTAVA*.

80. **News story** on the official web-site of the Lenin district council in the city of Poltava.

81. **News story** published on the official website of Starokonstantynivsk District State Administration.

82. **News story** published on the UNDP website (UKR).

83. **News story** published on the UNDP Website (ENG).

84. **Facebook post** on the UNDP in Ukraine page (ENG) with a link to UNDP website.

85. **Twitter post** on the UNDP in Ukraine page.

**6. Kharkiv Mission on the issues of IDPs:**

86. **Photos from the mission** published on the website of the Kharkiv State Administration.

87. **News story** on the website of the Kharkiv State Administration.

88. **Facebook post** on the UNDP mission to Kharkiv on the UNDP in Ukraine page.

89. **Photos from the mission** posted on the UNDP in Ukraine Facebook page.

90. **News story** on the website of the Kharkiv Regional State Broadcasting Company.

91. **News story** on the web-portal *Join.ua*.
7. Signing the memo with the State Employment Centre on cooperation:

92. [News article](#) on the UNDP in Ukraine website (ENG).
93. [News article](#) on the UNDP in Ukraine website (UKR).
94. [Facebook post](#) with a link to news article published on the UNDP in Ukraine page.
95. [Facebook photo album](#) + post published on the UNDP in Ukraine page.
96. [News article](#) on the website of State Employment Center.
97. [News article](#) on the news portal [Zahid.net](#).
98. [News article](#) on the UNDP in Ukraine website (UKR).
99. [Facebook post](#) with a link to news article published on the UNDP in Ukraine page.
100. [Facebook photo album](#) + post published on the UNDP in Ukraine page.
101. [News article](#) on the website of State Employment Center.
102. [Announcement](#) on the official website of the Ministry of Social Policy.
103. [Announcement](#) on UA.Port.
104. [Post](#) on web-portal [Gzeta.com](#).
105. [News article](#) on the UNDP in Ukraine website (UKR).

8. Workshop on First Psychological Aid held for volunteers working with IDPs:

106. [Facebook post](#) with the quote and a photo from the seminar on the UNDP page.
107. [Presentation from the workshop](#) has been posted on Slideshare.net, UNDP in Ukraine page.
108. [Facebook post](#) with a presentation link published on the UNDP in Ukraine page.
109. [Photos from the workshop](#) posted on the UNDP in Ukraine Facebook page.
110. [Methodical Recommendations](#) posted on the UNDP in Ukraine ISUU page.
111. [News story](#) on the workshop posted on the UNDP in Ukraine website (ENG).
112. [News story](#) on the workshop posted on the UNDP in Ukraine website (UKR).
113. [Facebook post](#) with a presentation link published on the UNDP in Ukraine page.
114. [Facebook post](#) in ENG with a link to ENG release on the UNDP in Ukraine website.
115. [News article](#) on web-portal [GURT](#).
116. [News article](#) on web-portal [CIVIC.UA](#).
117. [News story](#) on the website of the National Assembly of People with Disabilities in Ukraine.
118. [Post](#) at the official page of the National Assembly of People with Disabilities in Ukraine in the social network Vkontakte.
119. [Facebook posts](#) by volunteers from the workshop.
120. [Recommendations on first psychological aid](#) published on the official web-site of the Ministry of Social Policy.

9. The UNDP plans on IDPs:

121. New story “**UNDP will continue to support Ukraine in addressing vital issues**”, published on the official UNDP website as of July 15, 2014
122. New story “**UNDP will continue to support Ukraine in addressing vital issues**”, published on the official website of the Ministry of Social Policy as of July 11, 2014.
10. Seminars on First Psychological Aid for social workers assisting IDPs and other vulnerable groups of people (July 14-18):

123. News article about the seminar devoted to the psychological assistance for settlers from the East, organized by The Ministry of social policy of Ukraine and the UNDP.
124. Facebook album published on the UNDP in Ukraine page.
128. News story “First Psychological Aid for Internally Displaced People in Ukraine” in UKR on the web-portal GURT.
129. Journal of Health Sciences. 2014;4(10):87-106. ISSN 1429-9623 / 2300-665X. Research article “Analysis of survey volunteers for the provision of psychological first aid to internally displaced persons and the public, which is in a conflict zone”, authors - Pinchuk I., Ivanova O., Stepanova N., Sukhovii O., Sulimovska H., Zukow W. sRetrieved from
130. News article on the Government portal.

11. Seminar on Psychological Aid for social workers assisting IDPs, namely Georgian experience:

131. Photo album from the seminar published on the UNDP in Ukraine page.
132. Notes from the seminar published on the UNDP in Ukraine page.
133. Presentation on Slideshare.net, UNDP in Ukraine page.
134. Facebook post on the UNDP in Ukraine page with a link to Slideshare presentation.
135. News story on the UNDP webpage (ENG).
136. Facebook post with a link to the UNDP webpage (ENG), UNDP in Ukraine page.
137. News story on the UNDP webpage (UKR).
138. Facebook post on the UNDP in Ukraine page with the link to the UNDP webpage (UKR).
139. News story on the web-portal Gurt.UA.
140. News story on the web-portal Civic.UA.
141. News story on the official website of Kamenec-Podilsk City Council.

12. Seminar on Professional Burnout for Social Workers supporting IDPs:

142. Presentation posted on SLIDESHARE.net, UNDP in Ukraine page.
143. Facebook post with a link to Slideshare.net presentation, UNDP in Ukraine page.
144. Repeated Facebook post with a link to Slideshare.net presentation.
145. News story published on the web-portal GURT.
146. News story published on the web-portal CIVIC.
147. Presentation posted on Slideee.com.
149. [Facebook post](#) with a link to the news story on the UNDP in Ukraine web-site (ENG).
150. [News story](#) on the UNDP in Ukraine web-site (UKR).
151. [Facebook post](#) with a link to the UNDP in Ukraine web-site (UKR).
152. [Facebook album](#) made by the trainer.
153. [Facebook album](#) by the trainer.

13. Seminar on Supervision for social workers:

154. [Presentation](#) on supervision published on Slideshare.net, UNDP in Ukraine page.
155. [Facebook post](#) with photos from the seminar and a link to the presentation, UNDP in Ukraine page.
156. [News story](#) on the official website of the Ministry of Social Policy.

14. Better management of social services through Territorial Centres in Ukraine:

158. [Facebook post with photos and with a link to downloading a book](#) published on UNDP in Ukraine page (also shared in special groups).
159. [Facebook post](#) on the results of the project (also shared in special groups).
160. [Facebook post with a book cover](#) and a link to download (also shared in special groups).
161. [News story](#) on the web-portal GURT.
163. [News story](#) on the UNDP in Ukraine website (UKR).
164. [News story](#) on the UNDP in Ukraine website (ENG).
165. [Online book](#) published by K.I.S. Publishing on the ISSUU.COM.
166. [Facebook post](#) in UKR (with a link to the UNDP website), UNDP in Ukraine page.
167. [Facebook post](#) in ENG (with a link to the UNDP website), UNDP in Ukraine page.
168. Article “The government defined a list of services which can be received in the centre of administrative services in Ukraine” published in the newspaper Without Barriers by the NAIU # 11(137) as of 16 June, 2014.

15. Roadmap for IDPs-1 (blue, general):

169. Facebook post with the “Road map” information which includes instruction for internally displaced people in Ukraine.
170. “Road map” for internally displaced people in Ukraine, published on the web portal SLIDESHAPE.NET.
171. News article on spreading the “Road map” for internally displaced people by rescuers, posted on the official UNDP in Ukraine page.
172. [News story with photos](#) on the website of the Ministry of Emergency Situations.
173. [Booklet](#) on the website of the Ministry of Emergency Situations.
174. [Article mentioning roadmap](#) on the website of the Ministry of Emergency Situations.
175. [Roadmap](#) published on the website of volunteer organization Donbass SOS.
176. **Roadmap** on the SOS website of the National Assembly of People with Disabilities in Ukraine.
177. **Roadmap** on the website of the Ministry of social policy in Ukraine.
178. **Roadmap** on the web-portal of the newspaper *Golos Ukrainy*.
179. **Roadmap** on the website of Ukrainian ombudsman.
180. **News story** on the *Ukraine* website.
182. **Roadmap** on Slidee.com.
183. **News story** on the website Demiivska.
184. **News story** on the Boryspil City Council website.
185. **News story** on the website of the Justice Department in Khmelnytska oblast.
186. **Roadmap** published on the website of the Justice Department in Khmelnytska oblast.
188. **Roadmap** on the official web-site of the Kyiv Regional State Administration.
189. **Roadmap** on the official web-site of the Galician regional government administration.
190. **Roadmap** on the official web-site of the Slavuta district administration.
191. **Roadmap** on the official website of Bilyayevska district administration.
193. **Roadmap** on the official web-site of the City Council Shostka.
194. **Roadmap** on the official web-site of Khrystynivka District State Administration.
195. **Roadmap** on the *OKIA News* of Poltava.
196. **Roadmap** on the web-site of Pereyasliv-Khmelnitsky District State Administration.
197. **Roadmap** on the official Website of the Department of Labour and Social Welfare of Korostishev District State Administration.
198. **Roadmap** on the Facebook page of *Mir and Chest*.

16. **Roadmap for IDPs-2 (green, psychological aid):**

199. The **roadmap 2** extended uploaded on Slideshare.net, UNDP in Ukraine page.
200. **Facebook post** on the UNDP in Ukraine page.
201. **Roadmap** on the official website of the Ministry of Social Policy.
202. **Roadmap** on the website of Department of Social Protection of Mykolayiv State Administration:
203. **Roadmap** on the Facebook page of *Mir and Chest*.

17. **Roadmap for IDPs-3 (orange, employment):**

204. **Roadmap on employment** placed on Slideshare.net, UNDP in Ukraine page.
205. **Roadmap on employment** shared on Facebook, UNDP in Ukraine page.
206. **Roadmap** on the website of the Ministry of Social Policy of Ukraine:
207. **Roadmap** on the website of the Ministry of Emergency Situations.
208. **Roadmap** on the Government website for migrants.
209. **Roadmap** on the professional employment web portal in Ukraine.
210. **Roadmap** on the website of Novorontsovske Justice Department in the Kherson oblast.
211. Roadmap shared in many Facebook groups and communities.
212. Roadmap on the website of the Federation of Trade Unions of Ukraine.
214. Roadmap on the official website of the Department of Civil Protection of Malynska District State Administration.
215. Roadmap on the web-portal Volyn SOS.
216. Roadmap on the official website of the Embassy of Ukraine in Singapore.
218. Roadmap on the website of the NGO “Employment centre of free people”.
219. Roadmap on the website of Volnogirsk City Council of the Dnepropetrovsk Region.
220. Roadmap on the official website of Znamyanska City Council.
221. Roadmap on the official website of Synelkivskyy region of the Dnepropetrovsk oblast.
222. Roadmap on the Facebook page of government website VPO.GOV.UA.
223. Roadmap on the Facebook page “Resource for IDPs”.
224. Roadmap on the website of Vinnytsia newspaper.
225. Roadmap on the Facebook page of Mir and Chest.

18. Roadmap for IDPs-4 (brown-red, general, with new phone numbers):

226. Roadmap on Slideshare.net, UNDP in Ukraine page.
227. Facebook post on the UNDP in Ukraine page (plus shared in many groups).
228. Roadmap on the official website of the Ministry of Social Policy.
229. Roadmap on the website of Krym SOS.
230. Roadmap on the website of the Government Contact Centre.
231. Roadmap on the Facebook page of Mir and Chest.

19. Students’ Social Advertising Contest:

232. News story on the UNDP website (ENG).
234. Photo album of the selected photos on the UNDP in Ukraine page.
235. Facebook post with a link to the news story (ENG) on the UNDP in Ukraine page.
236. Facebook post with photos with the emphasis on Social Services Nomination, UNDP in Ukraine page.
237. Post-release on the website of the Ukrainian Student Advertising Festival.

20. New Standard on Social Support:

238. Standard on Social Service published online on ISSUU.com, UNDP in Ukraine page.
239. Facebook post with description of the standard on social services (UKR), UNDP in Ukraine page.
240. Facebook post with description of the standard on social services (ENG), UNDP in Ukraine page.
242. News story on CIVICUA.ORG.
21. Presentation of UNDP’s support of IDPs at the 2nd Ukrainian Forum for IDPs:

244. Olena Ivanova, UNDP in Ukraine, speaking at the IDPs forum, ICTV Ukraine TV Channel.
245. Olena Ivanova, UNDP, speaking at the IDPs forum, Socialna Kraina Online TV Channel.
246. Facebook post with Olena Ivanova’s quote for a TV Channel.
247. Olena Ivanova, UNDP, speaking at the IDPs Forum, TV Channel Ukraina.
249. Presentation “UNDP Help for IDPs in Ukraine” on Slideshare.net, UNDP in Ukraine page.
250. Facebook post with a link to presentation “UNDP Help for IDPs in Ukraine”.
251. Twitter post at UNDP in Ukraine page with a link to presentation “UNDP Help for IDPs in Ukraine”.
252. News story on the UNDP in Ukraine website (ENG).
254. Presentation “UNDP Help for IDPs in Ukraine” on Slideshare.net, UNDP in Ukraine page.
255. Facebook post with a link to presentation “UNDP Help for IDPs in Ukraine” (ENG).

22. UNDP’s effort aimed at psychological support of IDPs in Ukraine:

256. Agence France news story, citing Inita Paulovica.

23. Seminar on First Psychological Aid for volunteers in the city of Dnipropetrovsk (Ukraine), working with IDPs:

257. Press announcement on the web-portal CIVICUA.ORG.
258. Press release on the web-portal CIVICUA.ORG.
259. Press release on the web-portal GURT.
260. Twitter post on the UNDP in Ukraine page.
261. Facebook post (photos from the seminar) on the UNDP in Ukraine page.
262. News story on the UNDP in Ukraine website (ENG).
263. Facebook post (ENG) on the UNDP in Ukraine page.
265. Facebook post (UKR) on the UNDP in Ukraine website.
267. News video on air and on the YouTube channel of TV 34 Dnipropetrovsk on the event, citing Olena Ivanova, project manager.
268. News story on the website of TV 34 Dnipropetrovsk with a link to video.
269. News story with a news video on the website and on air of TV 9 Channel in Dnipropetrovsk.
270. News video on TV 51 channel of Dnipropetrovsk – on air only, not duplicated online.
271. Facebook photo album on the UNDP in Ukraine page.
273. Video of the news story from channel 34 at the web-portal Dnipropetrovsk V kadri.

24. Survey on the Subsidies system in Ukraine:

275. TV story on the web-site of the TV channel ICTV.
276. On air on the TV channel ICTV on Dec 23, 2014.
277. Announcement on the news portal UNN.
278. News story on the UNDP in Ukraine website (UKR).
279. News story on the UNDP in Ukraine website (ENG).
280. Press release on the web-portal CIVICUA.ORG.
282. Facebook post on the UNDP in Ukraine page.
283. Press release on the web-portal GURT.
284. News story on the website of the National Assembly of People with Disabilities in Ukraine.
285. Article in the newspaper Uryadovya Courier and on the website version.
287. TV Channel Inter, morning programme Vashi Groshi: on air on Dec 26, 2014.
290. Facebook post with a link to news story (ENG), UNDP in Ukraine page.
291. Presentation #1 on the Slideshare.net, UNDP in Ukraine page.
292. Presentation #2 on the Slideshare.net, UNDP in Ukraine page.
293. Presentation #3 on the Slideshare.net, UNDP in Ukraine page.
294. Subsidies report on the UNDP in Ukraine website, section Publication.
295. Post in a Facebook group of social experts.

2015

1. Round table on the voucher system in Ukraine (April 02, 2015):

1.1. Publications in online, print, social media, TV, and UNDP website:

296. News story “UNDP will help to improve voucher system in Ukraine” on the web-portal CIVICUA.ORG.
297. News story “UNDP will help to improve voucher system for adult education” on the web-portal GURT.ORG.UA.
298. Facebook post with photos on the UNDP page (Ukrainian).
299. Facebook post with photos on the UNDP page (English).
300. News story “UNDP will help to improve voucher system for adult education” on the UNDP in Ukraine website (UKR).
301. News story “UNDP will help to improve voucher system for adult education” on the UNDP in Ukraine website (ENG).
302. [News story](#) on the website of the National Assembly of People with Disabilities in Ukraine.

303. News story “**New profession for internally displaced people, military and those who over 40**” on the *Den* newspaper website, by Oksana Mykolyuk; also available in print version.

304. Article “*How and why the adults should study?*” in the issue #15 (April 16, 2015) in the weekly newspaper *Pensijny Courier* by Tetyana Guzyk (only printed version).

305. Article “**Voucher system is a chance for employment**” in the newspaper *Democratic Ukraine* by Olena Kosenko, issue of April 24, 2015, # 17. Also available in print version.

306. [Facebook post with a link](#) to the article “Voucher system is a chance for employment” published on the UNDP in Ukraine official page.

307. [Interview on air](#) in the TV program “United Ukraine” (*YedynaKraina*) at the TV channel *SosialnaKraina* on April 15, 2015, 16:30.

308. [Facebook post](#) with a link to the interview on vouchers, UNDP in Ukraine page.

309. [Facebook post with links to all reports](#) produced during the research on the voucher system in Ukraine and abroad (UKR), published on the UNDP in Ukraine Facebook page.

310. [Facebook post in ENG with a link](#) to the report on the voucher system in English, prepared by the international expert, and with a link to the final report in Ukrainian with English Summary, published on the UNDP in Ukraine Facebook page.

311. [Twitter post](#) on how UNDP in Ukraine helps to reform voucher system, with a link to ENG report.

### 1.2. Reports and presentations shared publicly:

312. [Materials of the round table](#) (UKR) on the voucher system in Ukraine.

313. Presentation “**How the voucher system functions in Ukraine**” (UKR).

314. Presentation “**Review of the international experience**” (RUS).

315. Presentation “**Prospects for improving the voucher system in Ukraine**” (UKR).

316. Presentation “**The voucher programme in Ukraine: analysis of the situation**” (UKR).


318. Report “**Voucher system in Ukraine: Results of the survey**” (UKR) published at the UNDP in Ukraine slideshare.net.


322. [Final report on the voucher system in Ukraine](#) (in UKR with ENG summary) uploaded on UNDP in Ukraine slideshare.net.

2. Set-up of the integrated centres for the provision of social services in Ukraine:

324. Photo album on the Facebook page of UNDP in Ukraine about the project trip to the city of Uman, Ukraine, on April 03, 2015, with the aim to learn about the integrated centre of social services and to explore the opportunities for a pilot project.
325. On air in the TV news on the local channel (Uman); the video also published on the UNDP in Ukraine YouTube Channel.
326. Facebook post with a link to the video interview on the UNDP in Ukraine page.
327. Facebook post on the working meeting on testing the model of integrated centers of social services, published on UNDP in Ukraine page.
328. Twitter post on the working meeting about testing of the model of “one-window” centres of social services, posted on the UNDP in Ukraine page.
329. Facebook post about the working meeting on testing the centres of social services, by Larysa Samsonova, expert of the Social and Economic Research Institute.
330. Twitter post on how people in Uman get social services in integrated social services centres, published on UNDP in Ukraine page.

3. Project’s support of the first international conference “Labour Market in Ukraine: European Dimension” held on June 25, 2015:

332. Facebook post announcing the conference and media accreditation on the UNDP in Ukraine page.
334. News article “Employment Support is on top of UNDP Agenda in Ukraine” published on the web-portal Civic.UA.
335. Facebook post live from the Conference highlighting UNDP Country Director’s quote, published on UNDP in Ukraine page (UKR).
336. Facebook post live from the Conference highlighting UNDP Country Director’s quote, published on UNDP in Ukraine page (ENG).
337. Twitter post, UNDP in Ukraine, live from the conference.
338. Facebook post live from the Conference with a quote from the UNDP Istanbul Office representative, published on UNDP in Ukraine page (UKR).
339. Facebook post live from the Conference with a quote from the UNDP Istanbul Office representative, published on UNDP in Ukraine page (ENG).
340. Twitter post, UNDP in Ukraine, live from the conference.
341. Facebook post following the Conference, with photos, mentioning the quote of UNDP Project Manager on youth employment, published on UNDP in Ukraine page (ENG).
342. News article “State employment service organizations of Ukraine and Germany have signed a cooperation Agreement” published on the website of the Ministry
of Social Policy of Ukraine mentioning the conference and the UNDP in Ukraine as a co-organizer.

343. News article “European future and time for quality changes” on the website of the State Employment Service mentioning the UNDP in Ukraine as a co-organizer.

344. News article “UNDP in Ukraine is focuses on employment of the most vulnerable” posted on the UNDP website (ENG).

345. News article “UNDP in Ukraine is focuses on employment of the most vulnerable” posted on the UNDP website (UKR).

346. Photo album on the Flickr account of the UNDP in Ukraine about the conference including main speakers, discussions and overall view.

347. News story on the TV channel Ukraine about the conference mentioning the UNDP in Ukraine representation on this event.

348. News story on the TV channel Ukraina about the conference where the UNDP representative and banner are on the TV picture.

349. News story in the Uryadovyj Kurier government newspaper mentioning the conference and the UNDP representative quote.

350. An interview with the head of the State Employment Service of Ukraine mentioning the UNDP in Ukraine as a partner, published on the web-portal GURT.ORG.UA.

4. Other publications, interviews regarding the project activity:

352. Interview on the TV Channel RADA on air on February 04, 2015, and posted on the YouTube Channel of RADA.

353. Facebook post on the UNDP in Ukraine page with a link to the interview on the TV Channel Rada.

354. “Methodical recommendations on the calculation of cost for social services” uploaded on the UNDP in Ukraine slideshare.net.

355. Methodical recommendations of the calculating the cost of social services, approved by the Ministry of Social Policy of Ukraine and published on the official website.

356. Annexes for the methodology of calculation of the cost of social services, published on the official website of the Ministry of Social Policy of Ukraine.

357. Order of the Ministry of social policy of Ukraine on the approval of methodical recommendations for calculating the cost of social services, published on the official web-page of the Ministry.

358. Facebook post with a link to the methodical recommendations and annexes for the methodology for calculating the cost of social services, published on the UNDP in Ukraine Facebook page.

359. Twitter post at UNDP in Ukraine on the new methodology for calculating the cost of social services.

360. “Standard regulations on social service for families (draft)” published on the UNDP in Ukraine slideshare.net.
361. **Report on the results of performance of social service providers** (personnel) published on the UNDP in Ukraine slideshare.net.

362. **Qualification requirements for social workers** published on the UNDP in Ukraine slideshare.net.

363. Report “**Household survey results on the accessibility of housing subsidies in Ukraine**” (UKR), published on the UNDP in Ukraine slideshare.net.

364. Report “**Household survey results on the accessibility of housing subsidies in Ukraine**” (UKR), published on the UNDP in Ukraine website, section Publications/Poverty Reduction.

365. **Methodical recommendations for defining categories of clients of social services and norms of social service provision depending on the category** (in UKR), published on the UNDP in Ukraine slideshare.net.

366. **Regulations on the functions of territorial centres for social services provision** (in UKR), published on the UNDP in Ukraine slideshare.net.


369. **Analysis and Recommendations for the Administrative Reform in the system of social support** (in UKR), published on the UNDP in Ukraine slideshare.net.

370. **Strategy paper for Pension Policy in Ukraine** (in ENG), published on the UNDP in Ukraine slideshare.net.

371. **Strategy paper for Pension Policy in Ukraine** (in UKR), published on the UNDP in Ukraine slideshare.net.

372. **Interview on the project’s activities**, especially integrated centre of social services, in the TV program *YedynaKraina* on the TV channel *Socialna Kraina*.

373. The draft **State standard of the social service of social support for families or individuals who are in difficult life circumstances** (in UKR), published on the UNDP in Ukraine slideshare.net.

374. **The package of documents on social commissioning with budget funding** (in UKR), published on the UNDP in Ukraine slideshare.net.

375. Methodical recommendations on **Preventing and overcoming professional and emotional burnout** (in UKR), published on the UNDP in Ukraine slideshare.net.

376. **Facebook post with a link to the guidelines on how to prevent and overcome professional and emotional burnout** (in UKR), on UNDP in Ukraine page.

377. Proposals for the **model for the social services’ provision to families and individuals** who are in difficult life circumstances through the creation of integrated centres of social services and the redistribution of functions.

378. **Interview on the TV channel “City” (Misto)** about case management approach to servicing displaced people in Ukraine on air on February 02, 2015 and published on the web-portal Misto-TV.Poltava.ua.

379. **Twitter post** on how mobile social offices make social services closer to people and UNDP input in this, posted on UNDP in Ukraine page.

380. **Twitter post** on how children from crisis families get care in day centres, quality standards of which project supported, published on UNDP in Ukraine page.

381. Twitter post on **how UNDP helps children with disability** to get a day care in Ukraine, published on the UNDP in Ukraine page.
382. Twitter post on how UNDP helped to establish quality standards of day care centres, published on the UNDP in Ukraine page.

5. Project’s support to the development of Ukraine’s Poverty Reduction Strategy:


384. Article “Draft Poverty Reduction Strategy considers best international practices or special situation in Ukraine?” published on the official website of the Federation of Trade Unions of Ukraine.

385. Article “Draft Poverty Reduction Strategy considers best international practices or special situation in Ukraine?” published on the official website of the National Three-party Social and Economic Council.


388. Text of the Draft Poverty Reduction Strategy with a request to send comments and proposals published on the official website of the Federation of Trade Unions of Ukraine.


390. Story “How to overcome poverty in Ukraine” on the UNDP in Ukraine website (English).

391. Story “How to overcome poverty in Ukraine” on the UNDP in Ukraine website (Ukrainian).

392. Twitter post on how UNDP helps to overcome poverty in Ukraine published on the UNDP in Ukraine page.

393. News story “UNDP: how to overcome poverty in Ukraine” on the web-portal GURT.

394. Story “How to overcome poverty in Ukraine” published on the web-portal PROSTIR.UA.

395. Story “Poverty Reduction Strategy was discussed in the Ministry of Social Policy” published on the official website of the Ministry of Social Policy of Ukraine.


397. Story “Poverty Reduction Strategy was discussed in the Ministry of Social Policy” published on the official website of the Department of Social Protection of Chernivtsi regional state administration.

398. Story “Poverty Reduction Strategy was discussed in the Ministry of Social Policy” published on the web-portal UKRSOCIUM.COM.

399. Story “Poverty Reduction Strategy was discussed in the Ministry of Social Policy” published on Kirovohrad Regional Employment Center.

6. Project’s support of the development of employment strategy for Ukraine (employment mission to Ukraine on 31 Aug– 9 Sept; regional conference on jobs and employment in Tbilisi 28-29 Oct):
400. News article regarding the meeting of the UNDP regional representative and the Head of the State Employment Service published on the website of the State Employment Service.

401. Photo album from the meeting of the UNDP regional representative and the Head of the State Employment Service published on the website of the State Employment Service.


408. Facebook post on the start of the work of UNDP Mission in Ukraine on the official page of Zakarpatska Oblast Employment Service.

409. Facebook post “UNDP will provide recommendations as per creation of the National Agency of Employment” by Yaroslav Kashuba, Head of the State Employment Service, on his page.

410. News story “UNDP will provide recommendations as per creation of the National Agency of Employment” published on the website of Menska Rayon Employment Centre.

411. Facebook post on UNDP provision of recommendations regarding the creation of the National Agency of Employment on the official page of the State Employment Service.

412. Facebook post on UNDP provision of recommendations regarding the creation of the National Agency of Employment on the official page of Radehiv Rayon Employment Centre.

413. Facebook post on the start of the work of the UNDP mission in Ukraine on the official page of Radehiv Rayon Employment Centre.

414. Facebook post illustrating the visit of the mission to Kharkiv on the official page of the State Employment Service of Ukraine.


416. Photo album from the mission visit to Kharkiv on the official Facebook page of the Kharkiv Oblast Employment Service.

417. Facebook post on the mission visit to Kharkiv on the official page of the Kharkiv Oblast Employment Service.

418. News story “International experts will develop strategy for reforming the labour market in Ukraine” published on the official website of the Ministry of Social Policy of Ukraine.
419. Facebook post about the mission visit to Kharkiv published on the UNDP in Ukraine page (with photos, in English and in Ukrainian).
420. Facebook post regarding the mission visit to Ukraine published on the UNDP in Ukraine page (with photos, in English and Ukrainian).
421. News story “International experts will develop strategy for reforming the labour market in Ukraine” published on the news portal RBC.UA.
422. News story “International experts will develop strategy for reforming the labour market in Ukraine” published on the news portal UA.112.
425. News story “International experts will develop strategy for reforming the labour market in Ukraine” published on the official website of the Zaporizhia state Employment Center.
426. Facebook post on the final meeting of the mission with the State Employment Service published on the page of Kirovograd Oblast Employment Centre.
428. Facebook post on the proposals developed for the draft law on employment (Eng, Ukr) posted on the UNDP in Ukraine page.
429. Twitter post on the proposals developed for the draft law on employment (English) posted on the UNDP in Ukraine page.
430. News story “UNDP will support reforming of the employment system in Ukraine” published on the UNDP in Ukraine website (ENG).
431. News story “UNDP will support reforming of the employment system in Ukraine” published on the UNDP in Ukraine website (UKR).
432. News story “UNDP will support reforming of the employment system in Ukraine” published on the web-portal Prostir.UA.
433. News story “UNDP will support reforming of the employment system in Ukraine” published on the web-portal GURT.
435. Twitter post on the delegation from Ukraine to Tbilisi conference on employment, published on UNDP in Ukraine page.
436. Twitter post about Ukraine’s participation in Tbilisi conference on employment and Dr. Libanova chairing one of the sessions, published on UNDP in Ukraine page.
437. Facebook post on Tbilisi conference on employment and Ukraine’s participation in it, published on UNDP in Ukraine page.
438. Twitter post on the publications from Ukraine at a display during Tbilisi conference, published on UNDP in Ukraine page.
439. Twitter post from Tbilisi conference, showcasing full Ukraine’s delegation, published on UNDP in Ukraine page.
440. Video story on the employment of IDPs in the Kharkiv oblast highlighting the UNDP employment mission to Kharkiv, published on the web-page of Kharkiv Oblast Employment Service.

441. Video story on the employment of IDPs in the Kharkiv oblast highlighting the UNDP employment mission to Kharkiv, broadcasted on the local TV in Kharkiv.