

OPERATION IDENTIFICATION SHEET

PROMOTING SOCIAL INCLUSION SERVICES

1. Operating Structure:

Operating Structure for Human Resources Development Component of IPA (OS), as per Article 16 of the Governmental Decree on DIS, shall comprise of Central Financing and Contracting Department in the Ministry of Finance (CFCD) and the respective structures for IPA implementation established within the Ministry of Education and Science (MES) and the Ministry of Labour and Social Policy (MLSP). The Operating Structure shall be responsible for managing and implementing the Operational Programme Human Resources Development (OP HRD) 2007-2013 in accordance with the principle of sound financial management, as per Article 9 of the Governmental Decree on DIS, point 6 of Annex A of the Framework Agreement and Article 28 of IPA IR.

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2. Title of the Operation:

Promoting social inclusion services

3. Measure

Measure 3.1: Fostering social inclusion of people and areas at disadvantage and combating against all forms of discrimination as per Amendments to the

Financing Agreement concerning the Multi-Annual Operational Programme “Human Resources Development” for Community Assistance from the Instrument for Pre-Accession Assistance under the Human Resources Development Component – CCI 2007 MK 05 IPO 001, entered into force on 19th December 2012

4. Description of the Operation

4.1 Synthetic description

The support to persons with disabilities and other disadvantaged groups for their preparation and active participating in the labour market (vocational rehabilitation) needs to be further developed. Active inclusion of disabled people in the labour market should be based on tools for assessment of the work abilities, aptitudes, and interests of these persons and through development of adequate social services that will facilitate their potential employment. Delivering high quality services requires developing a whole set of skills and methodologies in order to implement measures that will form a coherent pathway towards employment. Delivery of quality of services is an obligation derive from national policy documents as well as the International Conventions and protocols signed by the Government.

National Strategy on Equalization of the Rights of the People with Disabilities (Revised) 2010-2018 foresees implementation of programmes and measures, particularly in the fields of education and employment, which are essential for independent and active life of the disabled in all areas of the society.

At the end of 2011 the Parliament ratified the UN Convention on the Rights of Persons with Disabilities together with the Optional Protocol to the Convention and the European Social Charter (revised 1996). The Convention pays particular attention to the work and working of the persons with disabilities as a best way for their social integration.

The European Commission in its “2013 Progress Report” noticed that a limited progress was made on implementing the national strategy on equal rights for people with disabilities 2010-2018. People with disabilities face prejudice and stereotyping preventing full access to the labour market.

The propose operation takes into consideration the outcomes from the Service Contract Fostering Social Inclusion Inclusive.

The **overall objective** of the operation is to improve the system, services and professional capacities for social inclusion of disadvantaged men and women and promotion of equal opportunities in the labour market.

The **specific objectives** are as follows:

- 2. To develop and implement vocation rehabilitation and personal assistance services for more intensive and quality integration of persons with disability into the labour market.
- 5 To improve the delivery and monitoring of the services provided to the vulnerable groups, through further () modernization of the processes in the social protection institutions and facilitation of the data exchange between the competent institutions.
- 1 Developing and implementing specific employment and social services, including care services that improve employment opportunities for the disadvantaged men and women;
- 3 Improving the organization, operations and services of the social protection institutions and other stakeholders active in the area of social inclusion and protection;
- 4. Development of quality standards for implementation of the social services in accordance with the National Programme for Social Protection.

The operation will encompass development and introduction of quality standards for delivery, control and supervision of vocational rehabilitation and personal assistance services. The networking among providers of social protection will be strengthened. The new services will be piloted before the launch of the system in the whole country.

The operation will also support upgrade of the existing IT monitoring system and networking in the field of social protection.

The operation is divided into 3 interrelated components:

Component 1: Promoting vocational rehabilitation and employment for people with disabilities

This component will increase the effectiveness of the employment support services for people with disabilities by developing and introducing tailored made vocational rehabilitation programmes focused on building certified skills and knowledge that are important in progressing towards the labour. For persons who cannot immediately consider work, the programs should offer services to improve their ability to live as independently as possible. Those individuals may later be directed to companies or to the regular active employment measures offered by ESA, including the incentives from the Special fund for people with disabilities.

Within this component a system for delivery of vocational rehabilitation will be developed, tested and implemented within the existing day-care centers of the social work centers and other social service providers (NGOs, Employment

Service Agency, etc). Their task would be provision of assistance to people with disabilities to be successfully integrated in labour market according to their abilities and potentials. The establishment of the system will include capacity building of the stakeholder institutions in relevant policy development, implementation and monitors of the implemented system

This compost should also assist in establishing a standardization of services. To guarantee the same quality, extent and approach of service for the people with disabilities in the country, a standardization of service should be done in terms of personnel, spatial infrastructure, processes and methods of work.

Hence, this component should support establishing and strengthening the links between social protection providers (such as day-care centers, NGOs, institutions for accommodation of people with disabilities, Committee for assessment of work capacity, etc.), ESA's employment centers, employers and other relevant stakeholders as a precondition for delivery of comprehensive vocational rehabilitation.

Activities for establishing cooperation with and raising awareness of the business community should be embedded in the all phases of the project. Additionally, model(s) of cooperation of day-care centers with companies should be developed for the beneficiaries involved in working occupation.

Finally, the component will foresee activities for further professional development of practitioners working with job-seekers with disabilities.

Component 2: Introducing personal assistance services for people with disabilities

This component will assist in establishing personalized support for people with disability to enable them to participate in all aspects of everyday life, such as employment, transportation, social and recreational activities etc.

To develop relevant model of personal assistance a research of the needs and demand for such services will be conducted. The required policy changes will be also assessed. . The model should be based on principles of accessibility and affordability of the personal assistance services. It should address the issues of sustainable financing, competences of personal assistants, recruitment and management of personal assistants and quality assurance mechanisms.

The model will be piloted and necessary amendments to the social protection legislation will be prepared together with a set of guidelines and procedure for provision of personal assistance services. The stakeholders will be trained and guided for implementation of the model.

The design and implementation of the personal assistance services should be done with the involvement of the Ministry of Labour and Social Policy, Institute

for Social Affairs, organisations representing people with disabilities, local authorities, academies, Employment Service Agency, Center for Adult Education, local training providers, etc.

Business community and vocational rehabilitation providers will be consulted for work-related personal assistance.

The component activities will be accompanied by information and publicity activities addressing people with disabilities and their families, service providers, co-workers/employers of people with disabilities, local authorities, etc. Trainings will be designed and implemented for empowerment and involvement of the beneficiaries of the services and service providers.

For work-related personal assistance coordination with component 1 of this operation should be ensured.

Component 3: Upgrading of the existing IT monitoring system and networking

Under this component a database and software LIRIKUS will be reviewed, upgraded, tested and implemented. The software supports the work processes related to the services provided for the persons from various social risk groups at the Centres for Social Work. The scope of the upgrade of the system will include modifications in existing functionalities, adding new functionalities, intensification of the parameterisation of the system, review and modification of the user roles matrix. As such, it would lead to increased efficiency of the institutions at the operating level in the area of social protection and increase system control and monitoring of the services provided to the vulnerable groups.

Operation also includes facilitation of information exchange between relevant parts/actors involved in social activities, provision of analytical tools for thorough analyses of the collected data and support creation of statistical reports.

4.2 End recipient (s):

Ministry of Labour and Social Policy

4.3 Duration:

- 24 months

Target group(s):

- Relevant staff of the Ministry of Labour and Social Policy, Centres for Social Work, Institute for Social Policy, Institute for Social Affairs, care

institutions, special schools and other training and education providers, Employment Service Agency, academics, local authorities, business community, social partners, NGOs and in particular organizations representing people with disabilities, and other relevant stakeholders;

- Existing care practitioners and potential personal assistance providers, in particular unemployed people including those with experience in the provision of social services.

4.5 Expected outputs, results and impact and indicators

Indicators	Baseline	Targets	Definitions and assumptions	Source of data
<i>Outputs</i>				
Number of specialist trained	992 ¹	200	Experts from different organisations working on issues related to social inclusion measured by their participation in seminars, trainings, workshops.	Project implementation reports; documents on the attendance of persons participating in project activities; copies of certificates/diplomas (in case they are issued).
Number of supported organisations in the private or public sector for vocational rehabilitation	0	Up to 10	Organisations that received assistance either in form of trainings for their employees, or counseling, or other type of assistance for introduction of vocational rehabilitation	Project implementation reports.
Number of participants	1500 ²	100	The number of persons participating in the trainings (vocational training, informal education, on-the-job trainings, other training) or other activities (counselling, guidance,	Project implementation reports; documents on the attendance of persons participating in project activities; resumes of participants; copies of certificates/diplomas (in case they are issued).

1 Experts from different organisations working on issues related to social inclusion who participated in seminars, trainings, workshops organized within the OP HRD projects “Fostering social inclusion and inclusive labour market”, “Strengthening the Capacities for Integration of Disadvantaged Women in the Labour Market, with Special Focus on Ethnic Minority Women”, “Empowering Local Actors on Social Inclusion Phase I and II”.

2 During the implementation of the grant projects in the frame of the grant scheme “Improvement of Employment Potentials of Women from Minority Ethnic Communities in the Labour Market”, there were about 1500 women participating in the projects activities. Additionally, about 18 people with disabilities were involved in the pilot activity of the operation “Fostering social inclusion and inclusive labour market”.

Indicators	Baseline	Targets	Definitions and assumptions	Source of data
			work trials etc.) organised under the projects as evidenced from the certificates received or other equivalent source.	
<i>Results</i>				
Number of organisations in the private or public sector which introduced new services	0	3	Organisations which during the project implementation or immediately after the project is closed begin to provide the newly introduced services for people with disabilities as a regular activity	Follow-up survey of participants; Project implementation reports.

Links with other IPA measures or IPA programmes (if any):

This operation is linked with the overall implementation of the Priority Axis 3 and with specific project of Priority Axis 1 of the OP HRD.

More specifically, the operation “Fostering Social Inclusion and Inclusive Labour Market” contributed in a) Improving the efficiency of social services to promote the social inclusion of vulnerable groups b) Strengthening the cooperation among key stakeholders, social services providers and employment centres and c) Preparation for creation of shared database of vulnerable groups. An extensive training programme was developed and implemented targeting professionals in the Ministry of Labour and Social Policy, social work centres, Employment Service Agency, NGOs. A pilot project for work integration of people with disability was implemented, which demonstrated the need for more structured approach in assisting the disabled people to enter the labour market. (To find a way how to use the training programme in the new project)

The project developed a technical specification for upgrading the software for social services in the Ministry of Labour and Social Policy.

Some of the grant projects that will be financed under the grant schemes in Priority Axis 3 – Social inclusion will deal with the various obstacles that hinder the participation of disadvantaged persons into the labour market. Relevant stakeholders will be supported to implement activities tailored to the needs of the most disadvantaged people in the labour market, including people with disabilities. Ad-hoc care for individuals participating in the project activities could be financed within the projects.

The grant “Support to the Employment of Young People, Long-term Unemployed and Women II” will co-finance: 1) Practical trainings for young persons and low skilled unemployed, 2) Trainings for general skills and 3) Trainings for skills demanded on the labour market. The project will target unemployed young people, long-term unemployed and women by increasing their competences (knowledge, skills and attitude).

5. Implementation arrangements, risks and assumption

5.1. Institutional framework: operation coordination unit/steering committee/regional and/or provincial authorities/technical assistance team/other

The CFCD shall act as a Contracting Authority and shall be responsible for launching the tender, organising evaluations, preparing/signing the contract, payments, accounting, and shall have overall responsibility and supervision of contract's implementation.

The EUD in Skopje shall execute ex-ante control over the whole procedure and shall be kept fully informed on the progress by means of regular briefings during the course of Operation.

Steering Committee (SC) shall be established. The role of the SC shall entail provision of strategic, political and technical guidance to the project, monitoring progress and assistance where possible in overcoming any obstacles to progress in any aspect of the contract.

The SC members will involve relevant stakeholders (as deemed appropriate), such as:

- The Ministry of Labour and Social Policy/Social Protection Department, Labour Department, Equal Opportunity Department, IPA unit;
- Representatives of Trade Unions;
- Representatives of Employers' Organizations; and
- Other relevant stakeholders (Employment Service Agency, Institute for Social Affairs, Center for Adult Education, etc);
- Representative from Disability Associations (NGOs) Representative of the Contracting Authority (CFCD), as observer;
- Representative of the Delegation of the EU, as observer.

5.2. Procedures for the implementation of the operation: call for proposals/direct implementation by national institutions without prior call for proposals/call for tenders

This operation should be implemented through 1 service following international restricted procedure. The service contract should be concluded as global price and fee-based.

Type of contract	Deadline for Submitting Draft ToR/TS/GfA to CFCD	Deadline for Completing TD/and Submission to ECD	Deadline for Publication of PN	Short List Phase	Deadline for Tender/Call for Proposals Launch	Deadline for Tenders/Applications Submission	Evaluation date	Contract Approval Date	Deadline for Contract Signature	Date of Contract Start	Date of Contract End
Service	03/2014	04/2014	05/2014	06-07/2014	07/2014	09/2014	9-10/2014	11/2014	12/2014	1/2015	1/2017

5.3 Risks and assumptions

Risks:

- Government maintains consistent policy on social inclusion
- Insufficient level of commitment of relevant stakeholders Lack of initiative among competent institutions to undertake necessary activities that are essential for sustainability of the project results (e.g. ensuring of funding, changes in regulation, etc.);
- Lack of partnership among relevant stakeholders and co-ordination with other initiatives in the sector in place ;
- Low interest of the target groups (people with disabilities and potential service providers, in particular unemployed) for the operation;

Assumptions:

- Good coordination and commitment by all stakeholders at all levels;
- Close coordination with other initiatives and measures in the sector;
- Strong political will and long term commitment to implement the new services;
- Interest and positive attitude among the potential beneficiaries of vocational rehabilitation and personal assistance services and among employers for the operation activities;
- Main stakeholders ensure adequate human resources for managing project activities and cooperating with the Consultant (component 3).