

**INNOVATIVE SOLUTIONS
FOR SOCIAL SERVICES:
PROJECT “STRATEGIC, DIGITAL AND
PARTICIPATORY SOLUTIONS FOR
SOCIAL DEVELOPMENT IN 10 COMMUNITIES IN
LUHANSK AND DONETSK OBLASTS”**

HANDBOOK



This handbook was prepared within the framework of the Project “Strategic, digital and participatory solutions for social development in 10 communities in Luhansk and Donetsk oblasts.”

The project is implemented by the Association of Local Governments “Association for Communities Participatory Development” in frame of the project “Special Assistance program for Eastern Ukraine” implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of German Federal Ministry for Economic Cooperation and Development (BMZ).

Materials were developed by the Association of Local Governments “Association for Communities Participatory Development” and the team of the Project “Strategic, digital and participatory solutions for social development in 10 communities in Luhansk and Donetsk oblasts”.

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INTRODUCTION

To stabilize the situation in Ukraine's East, the Government of Germany initiated several projects in Eastern Ukraine which make up the Program "Perspectives for Eastern Ukraine" implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of German Federal Ministry for Economic Cooperation and Development (BMZ). in the regions in cooperation with local and international partners. The projects involve Kharkiv, Dnipro, Zaporizhzhia, Donetsk, and Luhansk oblasts and focus on the following areas:

- public services;
- education;
- energy efficiency and ecology;
- health care;
- integration;
- civil society;
- emergency management.

In Eastern Ukraine, GIZ cooperates with partners from governmental bodies, municipal enterprises and civil society organizations, universities, and associations to develop better prospects for the future of the local population and IDPs.



In particular, the Project “Special Assistance Programme for Eastern Ukraine (government-controlled areas)” supported the Association of Local Governments “Association for Communities Participatory Development” in implementation of the Project “Strategic, digital and participatory solutions for social development in 10 communities in Luhansk and Donetsk oblasts” in 10 partner communities in Luhansk and Donetsk oblasts.

The Association for Communities Participatory Development is a union of territorial communities which serves as an innovative platform for international and all-Ukrainian collaboration on disseminating participatory practices. The Association’s team supports the strategic approach and follows such values as trust and openness, and the human-centrism philosophy when it comes to participation. The Association was founded by seven territorial communities from Dnipro, Zaporizhzhia, and Kharkiv oblasts.



The main goal of all proposals and new projects on social services is to make life easier. All measures are taken with citizen interests in mind, we consider their needs and participation in the processes. Important exchanges among people improve the quality of life, strengthen unity, and make a community more attractive. Our project supports our partners’ new innovative ideas and will keep supporting and promoting the extension of the range of social services.

*Michael Hamalij
Head of a component of the Project “Special Assistance Programme for Eastern Ukraine (government-controlled areas)” implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.*

DESCRIPTION OF THE SITUATION IN THE REGION

In July–August 2020, a group of consultants who are members of the Association worked in 20 territorial communities of the Luhansk and Donetsk oblasts to develop special social passports for these 20 amalgamated territorial communities proceeding from the participatory need assessment. The project aimed at assessing the quality and accessibility of social services, receiving feedback from service users, and determining new social services needed by territorial communities. Proceeding from this research, the main problems in the region include:

General aging of a population leading to an increase in the number of social service consumers. According to the data from the State Statistics Service of Ukraine for January-May 2020 mortality rate in Donets oblast is 3,3 times higher than the birth rate, while in Luhansk oblast this figure is 3,6 times higher (temporarily non-government controlled areas in Donetsk and Luhansk oblasts not being included).

A significant number of internally displaced persons (hereinafter – IDPs) have special needs. Since the conflict began, about 840,000 internally displaced persons joined those 3.5 million people residing in Luhansk and Donetsk oblasts (among them about 66% are retired). Every week, about 200,000 people come from the territories not controlled by the government to receive social or medical services (a significant portion);

Social services are defined at the national level only. Due to changes in the administrative division, communities need to create a new system for social service provision.

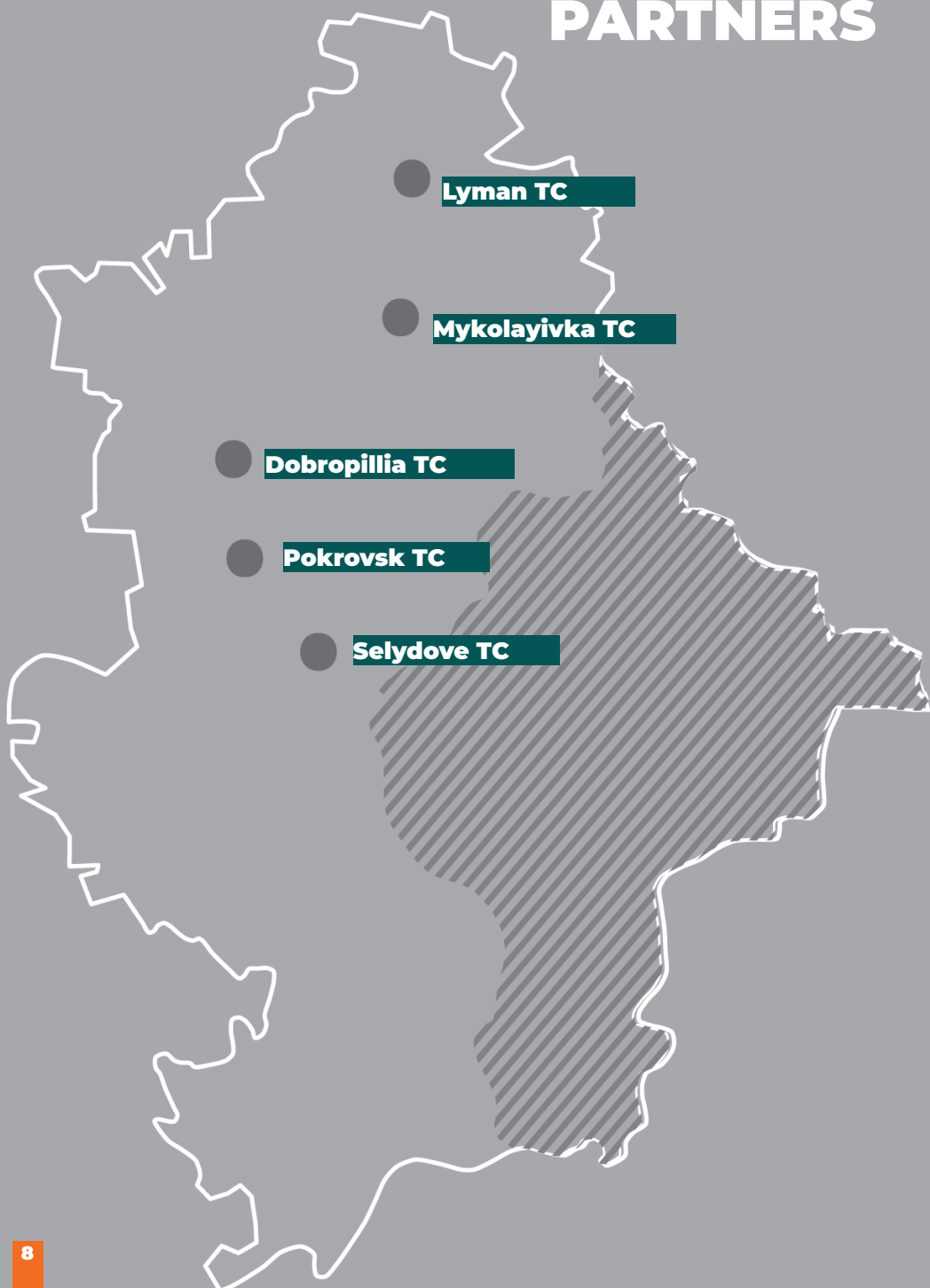
Poor cooperation with NGOs, business, and other potential service providers;

Lack of multidisciplinary approach to social service planning, such as spatial planning, financial management, monitoring, and improvement systems. Noteworthy is a formal approach to the establishment of fundamental values, for example: gaining trust, social inclusion, and social cohesion;

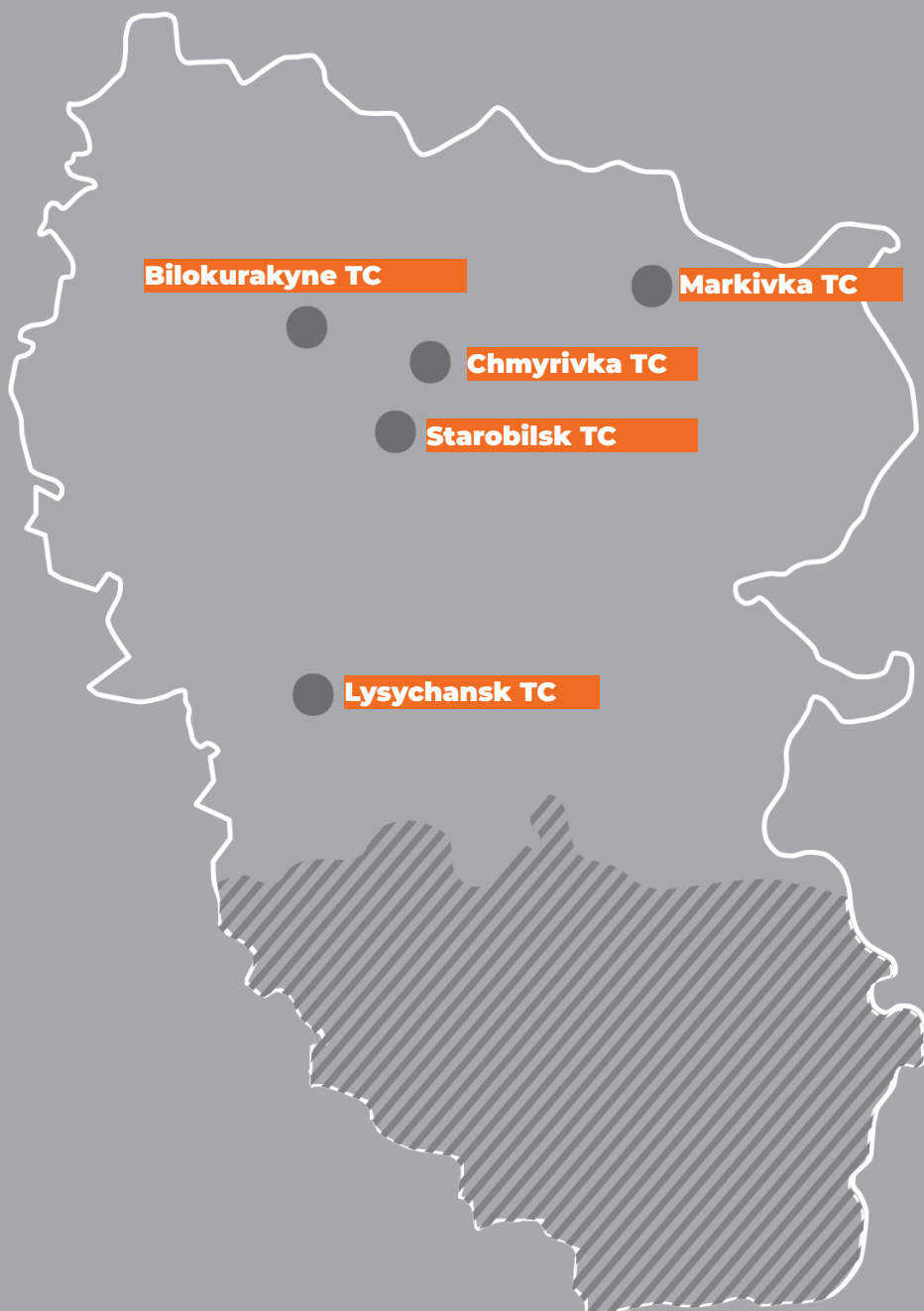
Hard-to-research groups in need of social support and social security do not get sufficient attention: people without permanent place of residence, drug addicts, HIV-positive people are left out.

At the same time communities have great potential for improving the existing ones and implementing new social services, which will be described in details in the prerequisites.

PROJECT PARTNERS



10 territorial communities from
Luhansk and Donetsk oblasts in
government-controlled areas



THE PROJECT AIMED TO ACHIEVE THE FOLLOWING GOALS:

Improve quality and accessibility of social services

through the integrated development of social services in partner territorial communities with the engagement of various stakeholders on principles of strategic approach, participation, social innovations and digital solutions.

Creation of a social protection

system aimed at the needs of service recipients, including vulnerable, hard-to-reach, and mobility impaired population groups.

Promotion of participatory

practices, particularly in the field of social protection.



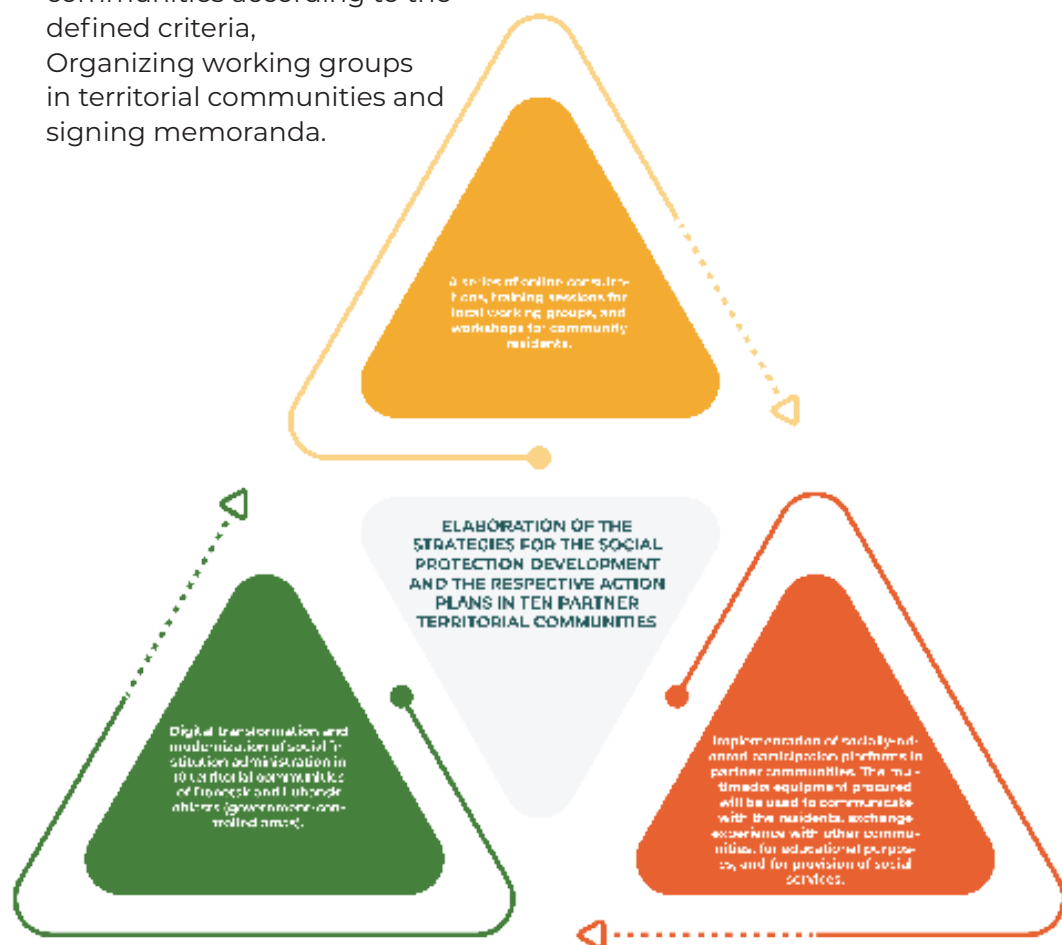
Markivka Territorial Community is quite young and unique for it encompasses the whole Markivka district. Presently, Markivka district is developing social protection system for its population. Therefore, it is critically important to have a clear strategic plan for the development of social services, and analyze the resources available for its implementation. And what is most important – these decisions are taken together with the community.

*Hanna Khudyk
Deputy Township Mayor,
Markivka territorial community*

PROJECT ACTIVITIES INCLUDED THE FOLLOWING BLOCKS:

Preparation:

Definition and identification of selection criteria,
Selecting the winners,
Selecting 10 partner territorial communities according to the defined criteria,
Organizing working groups in territorial communities and signing memoranda.





Social policy in Selydove urban territorial community is aimed at social protection of various social and demographic groups, especially those people who are in tough situations. The spread of acute COVID-19 coronavirus infection caused a drop in the quality of life, which resulted in an increased number of people seeking social protection. For our community, participation in this Project means the best accessibility of basic services to the population and gender-responsible service provision. E-governance system development and modernization of public services through the development of e-services are important. When we started working on this and realized the complicated economic situation in the community, the Project priority was defined as an improvement of the quality of life of community members. This Project is not just a list of key goals and tasks. **The system is focused on people with their needs and wishes for a comfortable and safe life**

*Inna Hryshkova,
Head of the
Social Services Office
Selydove Municipality*

TARGET GROUPS OF THE PROJECT

Local self-government representatives

Territorial community mayors and their deputies

The staff of structural subdivisions in charge of social services, management, and administration of social services;

Institutions, establishments, and services that provide social services;

Representatives of other administrations/departments/sectors of local councils;

Local NGOs and activists

Local NGOs, Charities, businesses, Social enterprises

Social service recipients, local population

Territorial community residents;

Persons and families in difficult life situations;

Hard-to-research groups (national minorities, homeless people, HIV-positive, drug-addicts);

Elderly people and people of retirement age;

Low-mobile population groups;

Internally displaced persons;



Any NGO is an active part of the community and those who focus on social aspects are aware of the social issues, know the problems of vulnerable categories, have certain experience, and therefore their voice is important for strategy development. **Participation in strategy development enables the representatives of citizen associations to take joint decisions together with the authorities, and consolidate efforts.**

*Iryna Zlenko,
Head of the Lyman Municipal
Organization of the Red Cross in
Ukraine*

Project Team



Michael Hamalij

Head of a component of the Project "Special Assistance Programme for Eastern Ukraine (government-controlled areas)" GIZ



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Action Plan Expert



**Hasanbekova
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Expert



Borovyk Darya
Spatial Planning
Expert



Kravtsov Mykhaylo
Digital Solution Expert



Borodin Yevheniy
Digital Solution
Expert

Partner communities

DOBROPILLIA

Urban Territorial Community



264,1 km²
territorial
community area



44 499
population



40 386
recipients of
social services



16
residential
areas



27 587
women



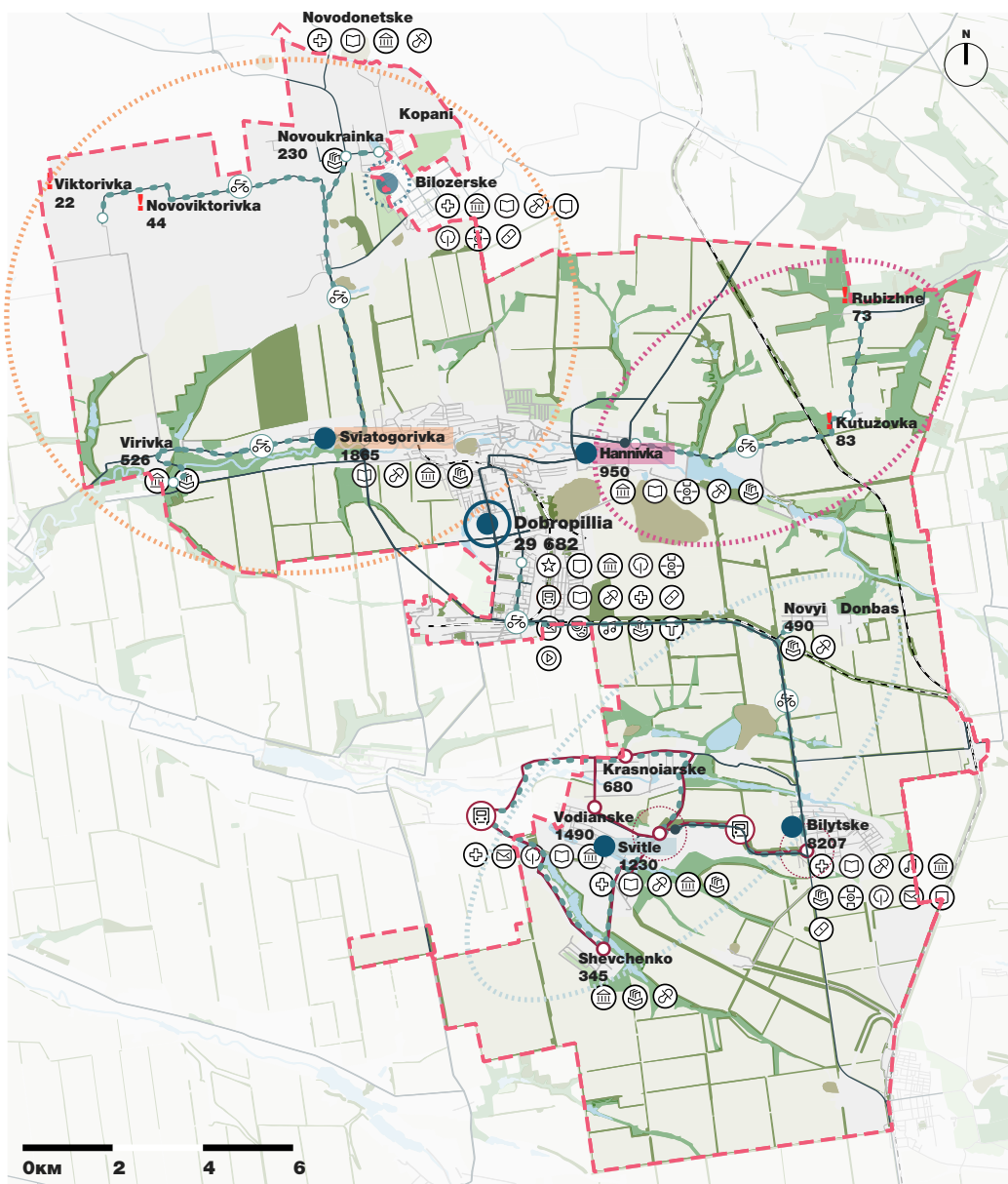
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social
institutions



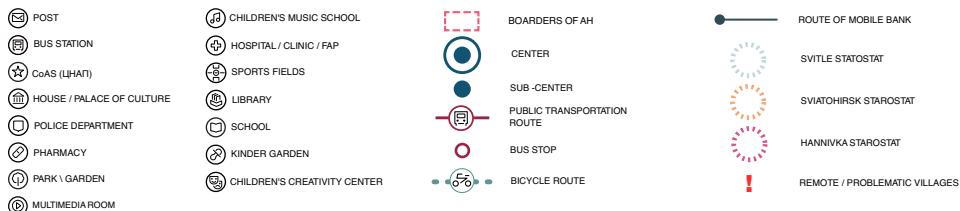
16 912
men

territorial community
website





CONCEPT OF STRATEGIC DEVELOPMENT OF THE SOCIAL SECURITY SYSTEM



MYKOLAYIVKA

Urban Territorial Community



361,419 km²
territorial
community area



21 202
population



10 764
recipients of
social services



15
residential
areas



11 683
women



4
social
institutions

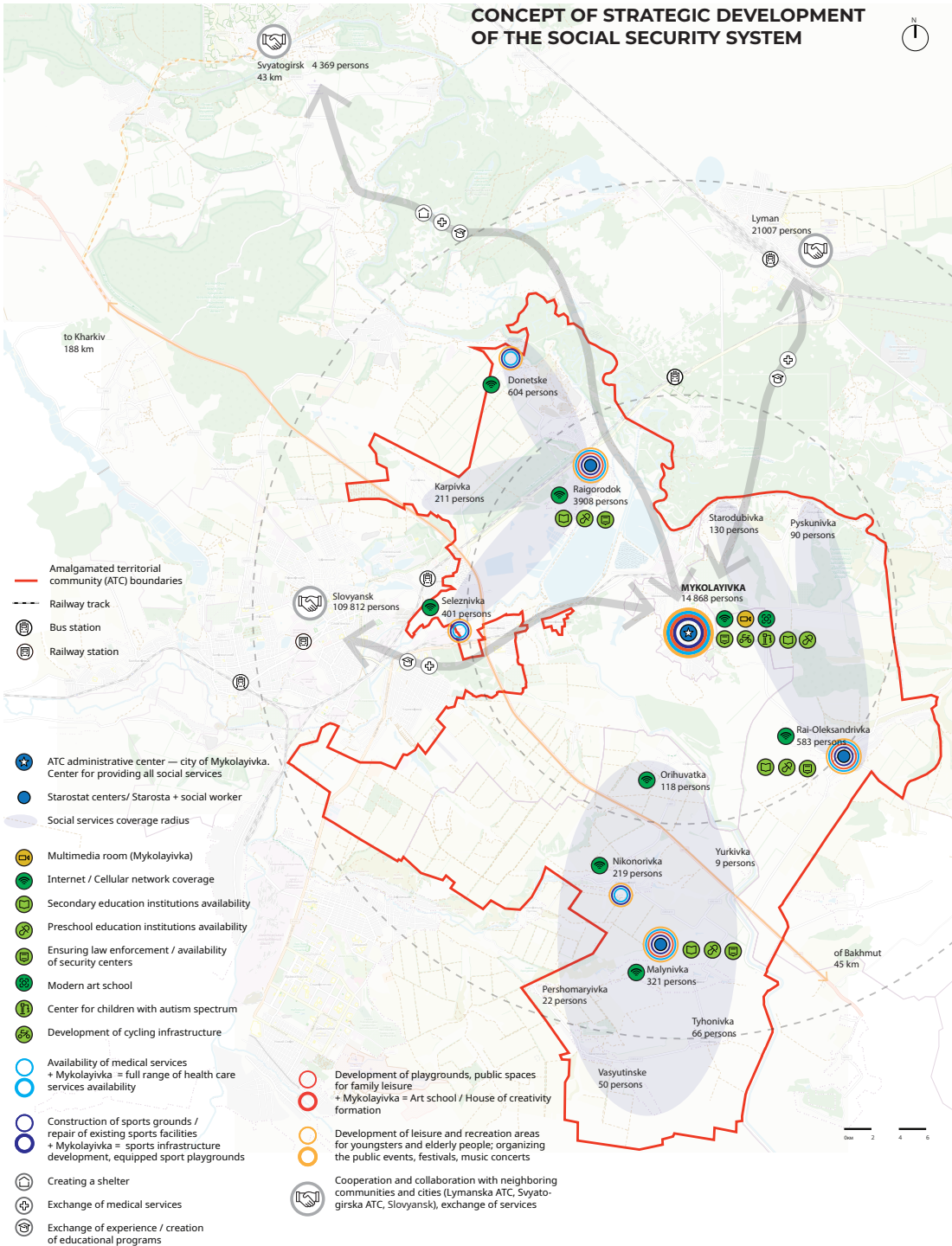


9 519
men

territorial community
website



CONCEPT OF STRATEGIC DEVELOPMENT OF THE SOCIAL SECURITY SYSTEM



POKROVSK

Urban Territorial Community



513,6 km²
territorial
community area



85 069
population



53 948
recipients of
social services



20
residential
areas



46 208
women



6
social
institutions

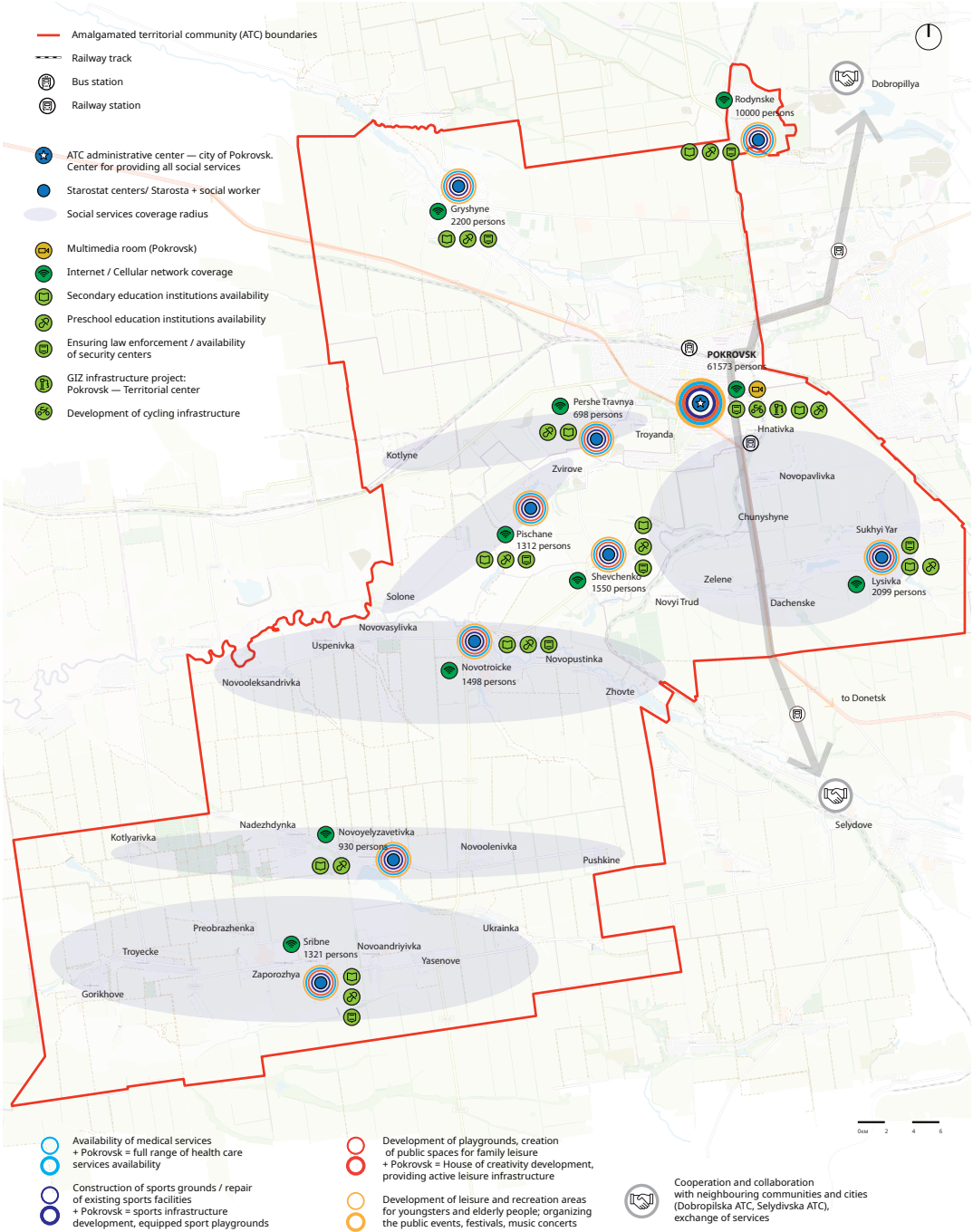


38 861
men

territorial community
website



CONCEPT OF STRATEGIC DEVELOPMENT OF THE SOCIAL SECURITY SYSTEM



SELYDOVE

Urban Territorial Community



149,8 km²
territorial
community area



35 620
population



38 458
recipients of
social services



18
residential
areas



-
women



5
social
institutions

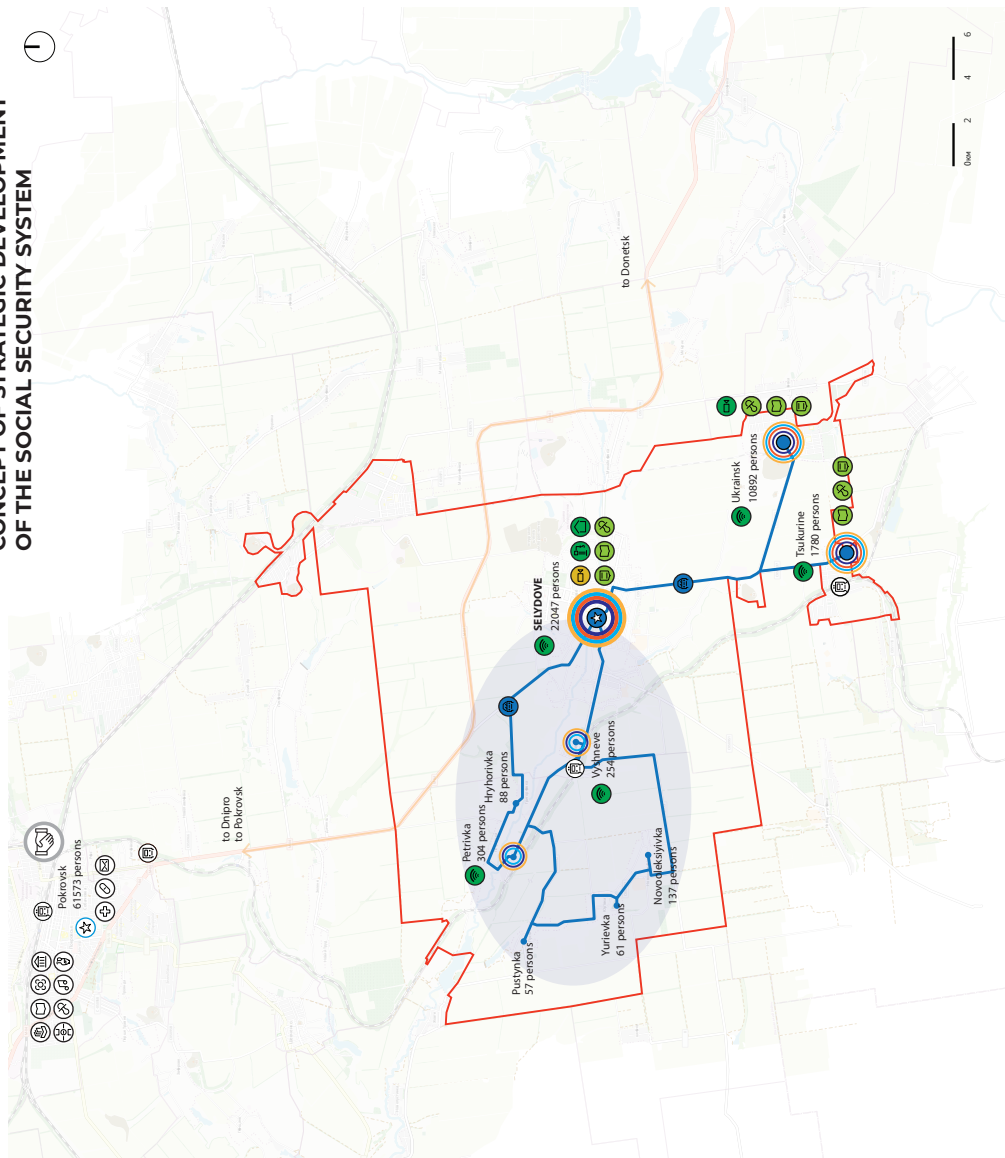


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men

territorial community
website



CONCEPT OF STRATEGIC DEVELOPMENT OF THE SOCIAL SECURITY SYSTEM



- Amalgamated territorial community (ATC) boundaries
- Railway track
- Bus station
- Railway station
- ATC administrative center — city of Selydove. Center providing social and administrative services
- Sarostat centers/ Starosta + social worker
- Social services coverage radius
- Multimedia room (Selydove)
- Internet / Cellular network coverage
- Secondary education institutions availability
- Preschool education institutions availability
- Ensuring law enforcement / availability of security centers
- GIZ Infrastructure project: Selydove — Territorial center
- Development of the project "Social town"
- Prospective multimedia room (Ukrainian)
- Availability of medical services
- + Selydove = full range of health care services
- Construction of sports playgrounds / repair of existing sports facilities
- + Selydove = sports infrastructure development, equipped sport playgrounds
- Development of playgrounds, creation public spaces for family leisure
- + Selydove = Houses of Creativity development
- Development of leisure and recreation areas for youngsters and elderly people; organization of public events, festivals, music concerts
- Cooperation and collaboration with neighbouring communities (Pavlohrad, Zolochiv, Dobropilskaya ATC, exchanged services)
- Social taxi route and mobile office work points

LYMAN

Urban Territorial Community



1 209,75

km²

territorial
community area



41 720

population



30 768

recipients of
social services



40

residential
areas



-

women



10

social
institutions

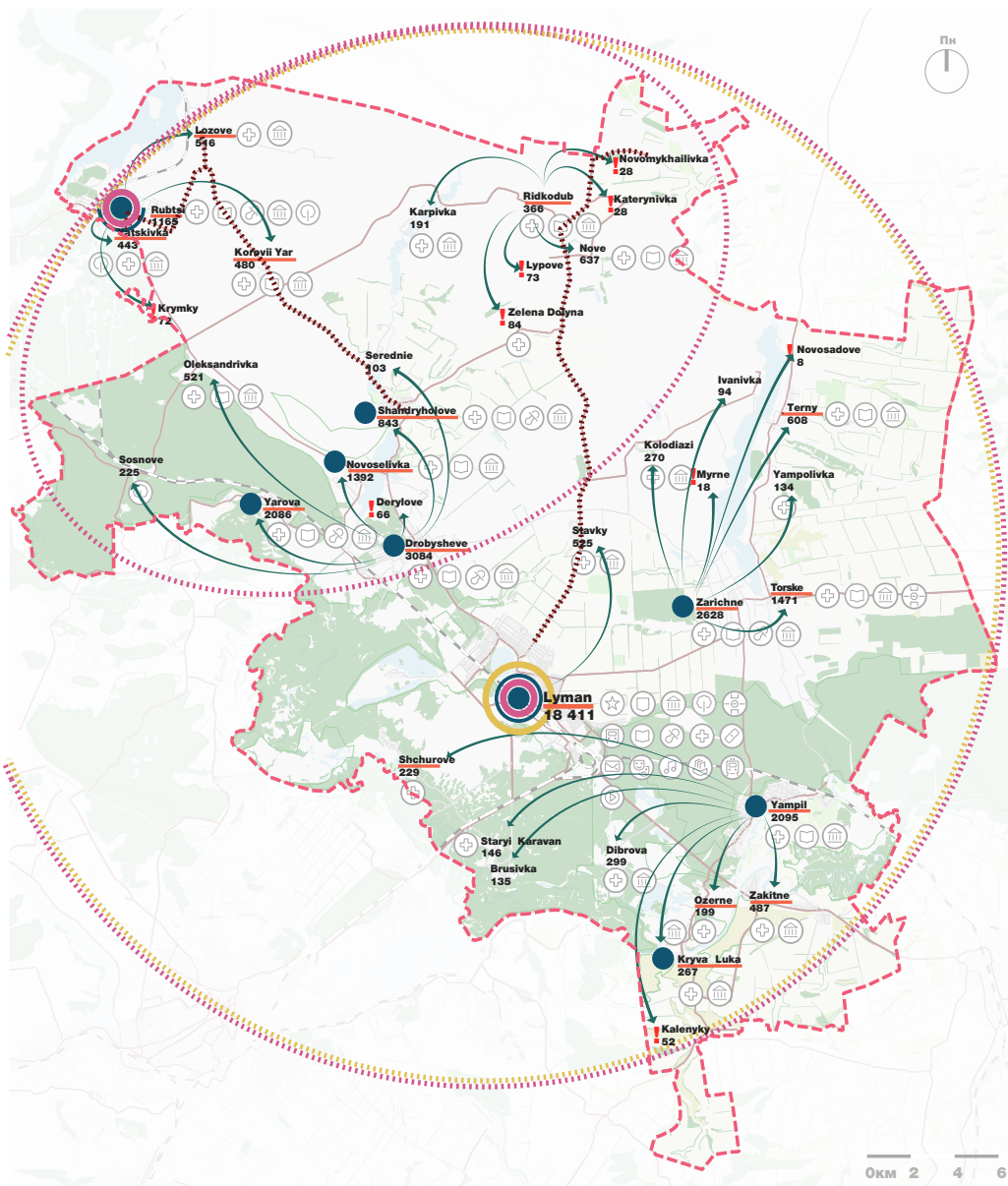


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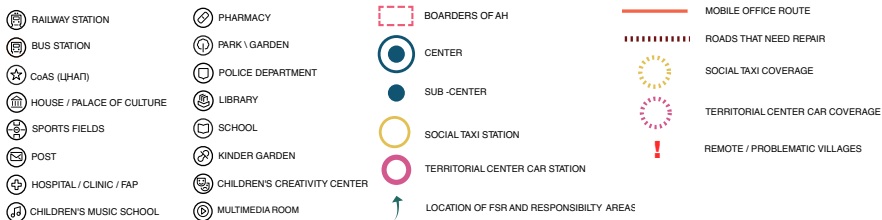
men

territorial community
website





CONCEPT OF STRATEGIC DEVELOPMENT OF THE SOCIAL SECURITY SYSTEM



CHMYRIVKA

Rural Territorial Community



206,23 km²
territorial
community area



9 813
population



3 700
recipients of
social services



22
residential
areas



5 111
women



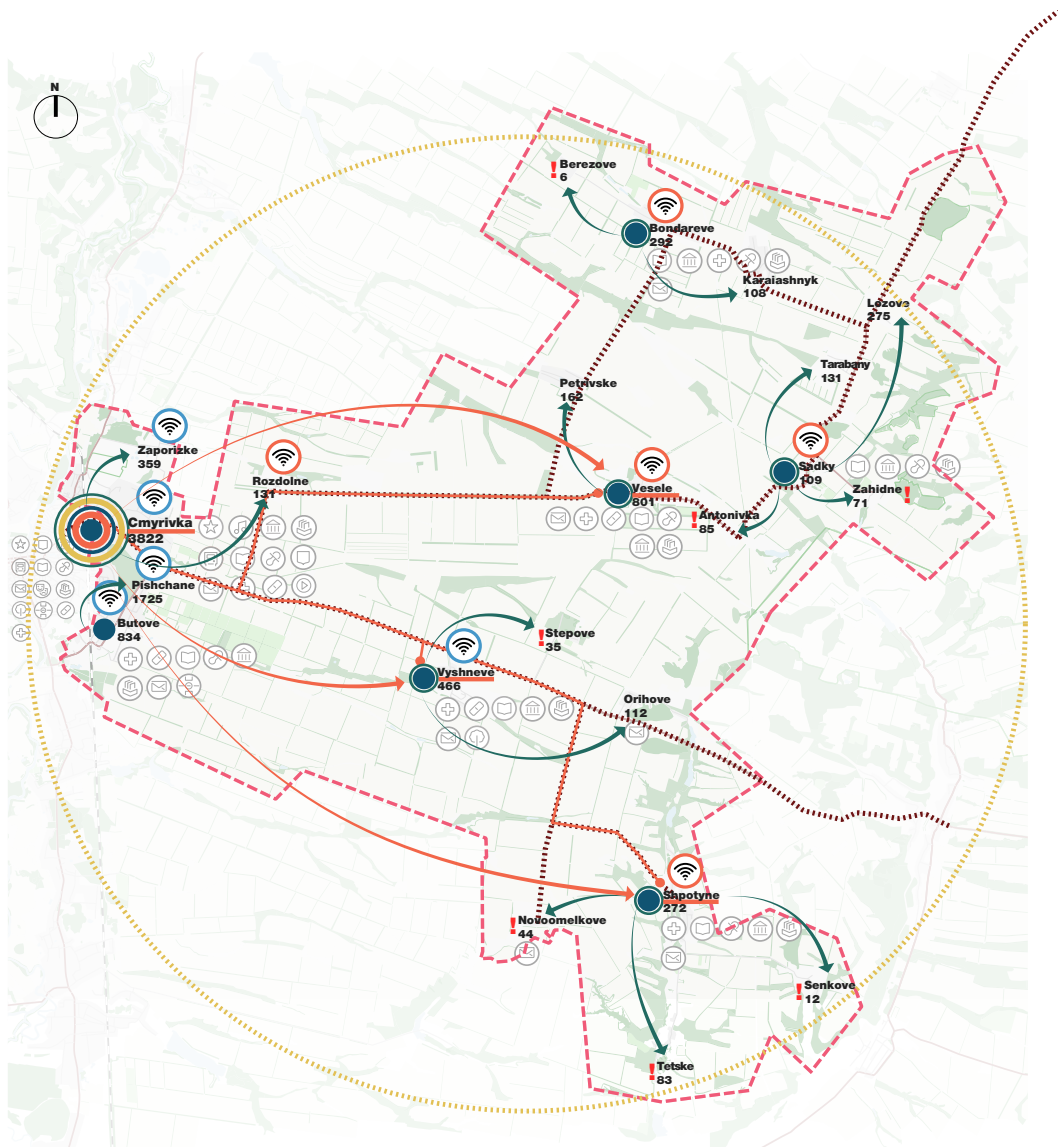
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social
institutions



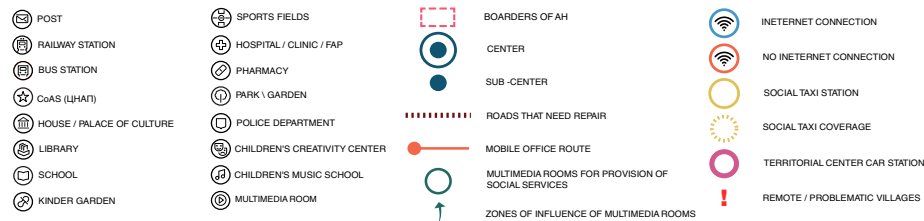
4 702
men

territorial community
website





CONCEPT OF STRATEGIC DEVELOPMENT OF THE SOCIAL SECURITY SYSTEM



MARKIVKA

Township Territorial Community



1 166,6 km²
territorial
community area



13 938
population



2 575
recipients of
social services



34
residential
areas



7 547
women



5
social
institutions

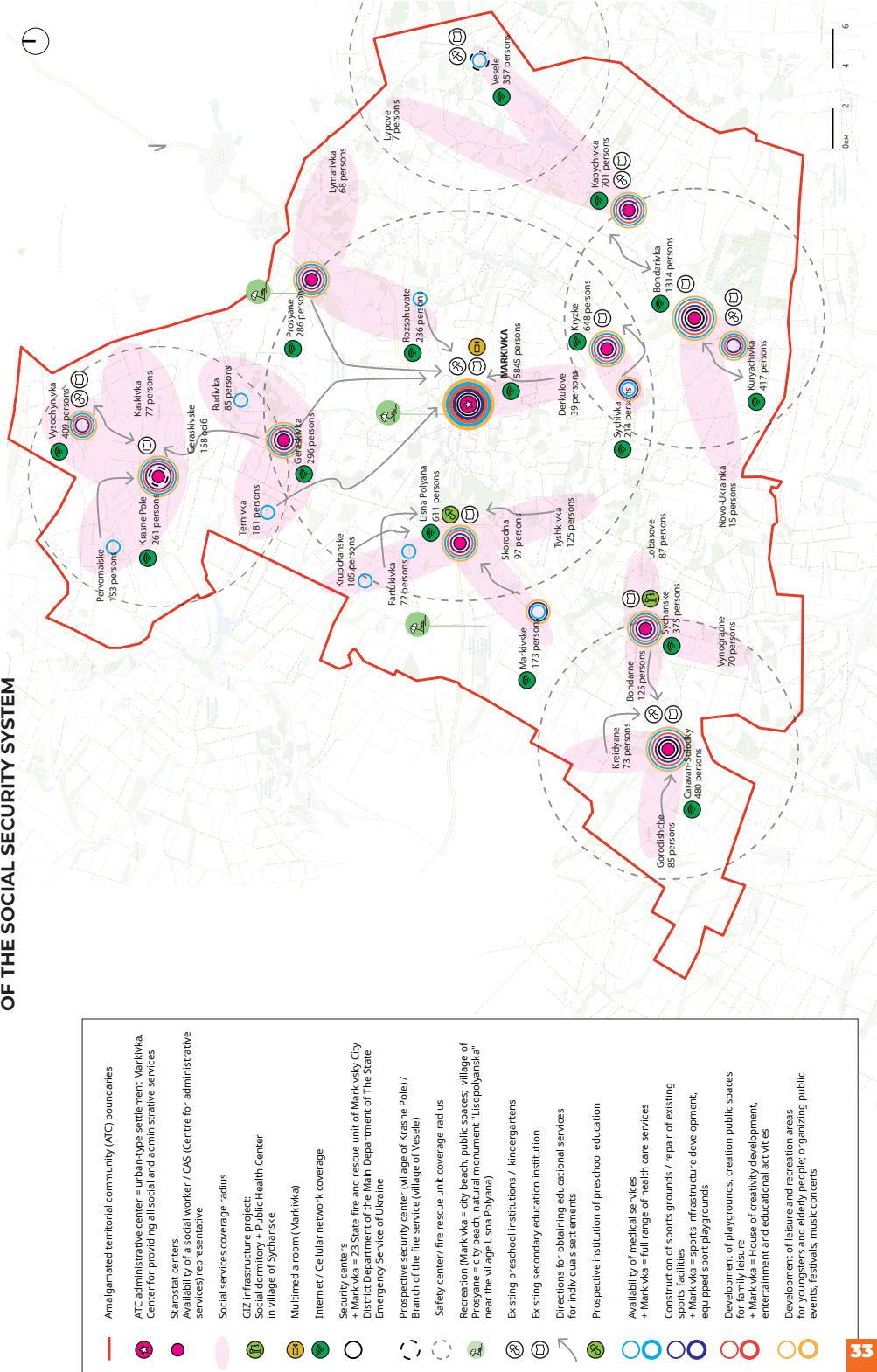


6 391
men

territorial community
website



CONCEPT OF STRATEGIC DEVELOPMENT OF THE SOCIAL SECURITY SYSTEM



LYSYCHANSK

Township Territorial Community



418,1 km²
territorial
community area



118 030
population



27 450
recipients of
social services



17
residential
areas



78 687
women



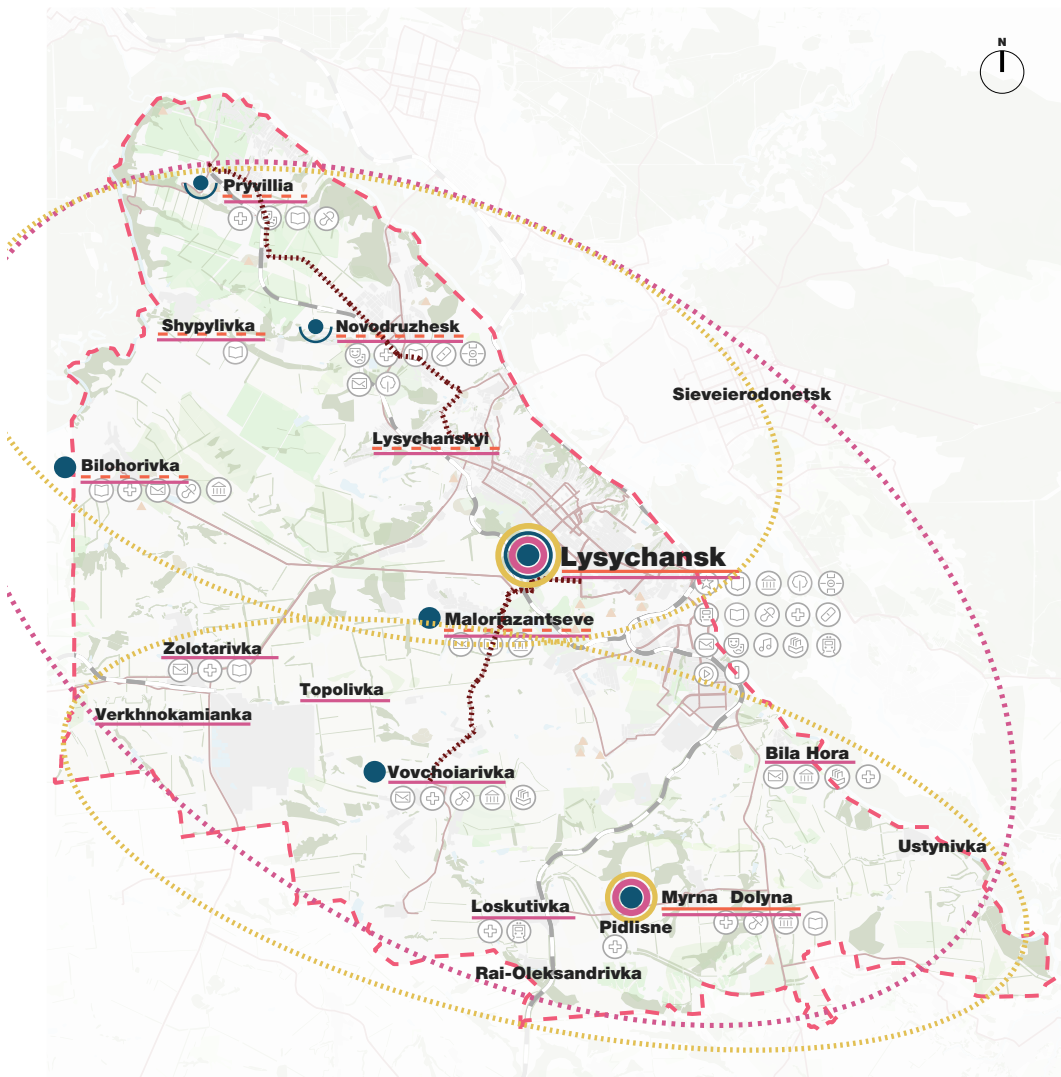
5
social
institutions



39 343
men

territorial community
website





CONCEPT OF STRATEGIC DEVELOPMENT OF THE SOCIAL SECURITY SYSTEM

0km 2 4 6

- RAILWAY STATION
- BUS STATION
- CoAS (LPHAT)
- HOUSE / PALACE OF CULTURE
- POST
- HOSPITAL / CLINIC / FAP
- PHARMACY
- PARK \ GARDEN
- INFRASTRUCTURAL OBJECT

- POLICE DEPARTMENT
- LIBRARY
- SCHOOL
- KINDER GARDEN
- CHILDREN'S CREATIVITY CENTER
- CHILDREN'S MUSIC SCHOOL
- SPORTS FIELDS
- MULTIMEDIA ROOM

- BOARDERS OF AH
- CENTER
- SUB-CENTER
- MOBILE CASE OFFICE ROUTE
- EMPLOYEES OF THE TERRITORIAL CENTER
- ROADS THAT NEED REPAIR

- SOCIAL TAXI STATION
- SOCIAL TAXI COVERAGE
- TERRITORIAL CENTER CAR STATION
- TERRITORIAL CENTER CAR COVERAGE

STAROBILSK

Urban Territorial Community



1 057,67

km²

territorial
community area



32 285

population



798

recipients of
social services



25

residential
areas



-

women



4

social
institutions

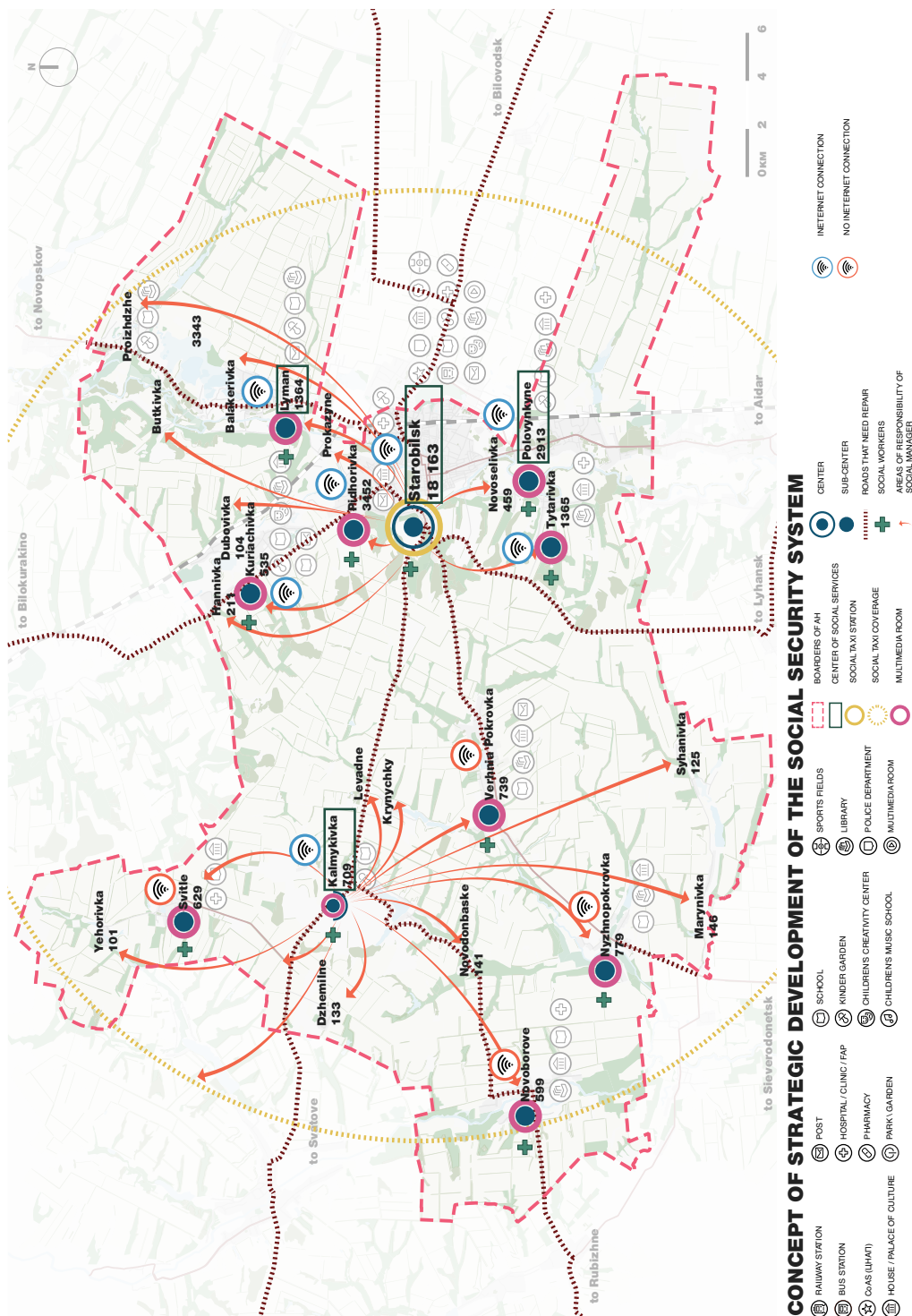


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men

territorial community
website





BILOKURAKYNE

Township Territorial Community



892,56 km²
territorial
community area



15 250
population



1 272
recipients of
social services



38
residential
areas



8 685
women



4
social
institutions

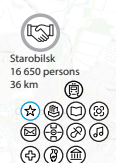
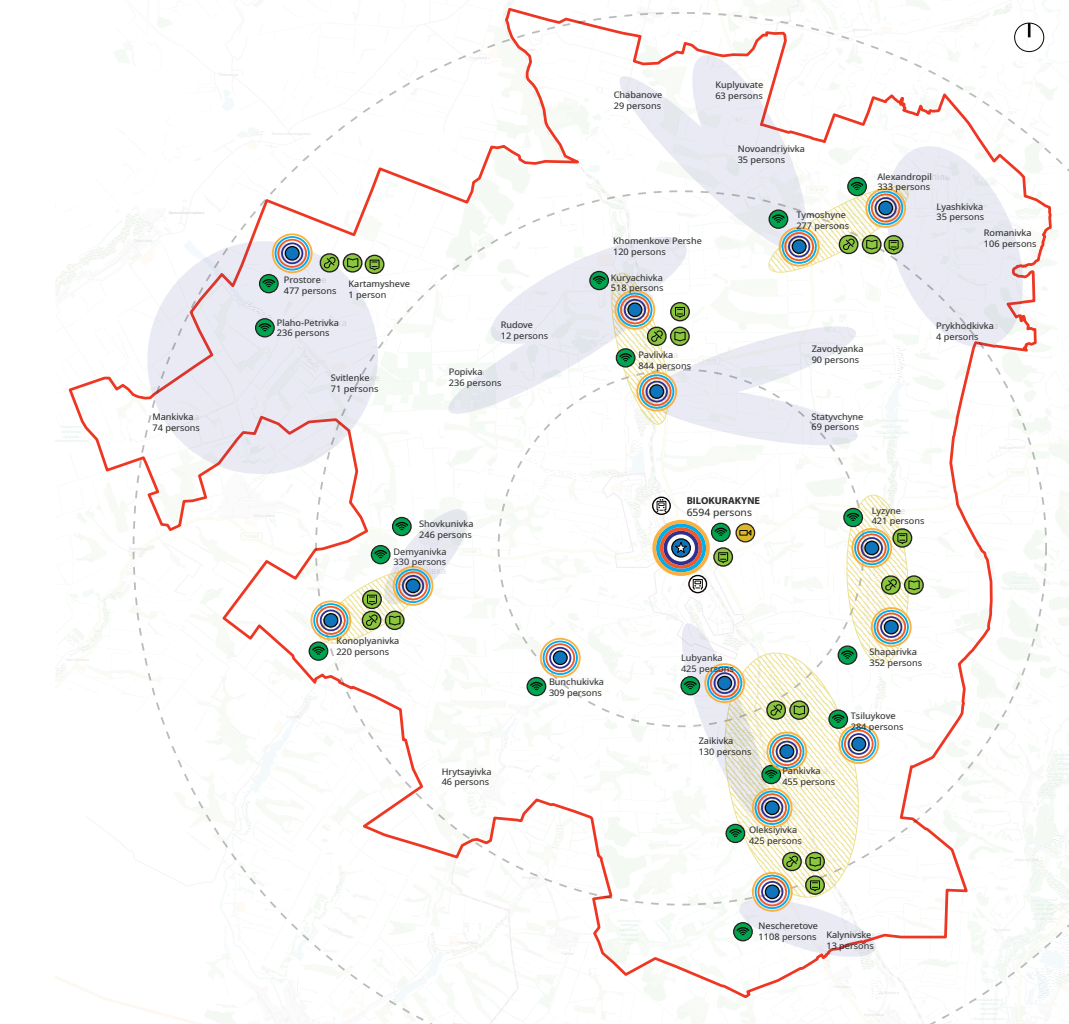


6 565
men

territorial community
website



CONCEPT OF STRATEGIC DEVELOPMENT OF THE SOCIAL SECURITY SYSTEM



Project implementation and results

**Social security system
development strategy**

TEN LOCAL WORKING GROUPS WERE ESTABLISHED, THEIR COMPOSITION WAS APPROVED

to work on the development of the Social Protection Development Strategy for 2021-2026 and the respective Action Plan for 2021. Chairs of local councils instructed to establish working groups in the 10 partner communities of the Project; the groups include representatives of local self-government bodies and local NGOs. Together with the experts, they worked on the development, discussion, and approval of the Strategies and Action Plans.

Composition
of the 10 working groups:

134 persons



39 men



95 women

Including:

92 representatives of
local self-government

9 deputies of local councils

23 representatives of
the local civil society
bodies

10 territorial community
starostas (chiefs)



We strive for the social protection system to be aimed at community residents in the first place. There should be a demand for social services, they should be human-oriented, high-quality, accessible, and be provided to all categories of the population who need them. We believe that the social protection system cannot be developed without continuous analysis of the available social services, feedback from service recipients, as well as strategic planning and stage-by-stage implementation of the scheduled tasks. This project is aimed at the integral development of the social protection system in territorial communities; its planning stages involve various stakeholders including the citizen sector and social service providers and recipients in communities.

*Anna Nikolenko-Bayeva,
Chief Expert of the Project*

THIRTY TRAINING SESSIONS FOR LOCAL WORKING GROUPS

on the elaboration of the Social Protection Development Strategy and the respective Action Plan (after the last training). Experts on strategies and planning together with spatial planning experts held 3 training sessions on the development of strategic documents for each group.

The training sessions involved:

329 people



69 men



260 women

Including:

270 representatives of
local self-government

39 representatives of
the local civil society
bodies

20 territorial community
starostas (chiefs)



Spatial planning is a great tool to analyze the situation in any sector of community's life, be that social infrastructure, natural resources, or transportation. The spatial analysis provides a clear understanding of object location, of what territory is covered by service provision, and where such services are not available. The map demonstrates the connection between separate districts and reflects the accessibility of the territorial community center in a better way. Due to infrastructure and service localization, one can make the decisions to change the present location, which will make the work in various areas more efficient – service provision could be organized on the principle of territorial proximity instead of the inherited territorial division.

Olha Kononova
Spatial Planning Expert

TEN WORKSHOPS WERE ORGANIZED FOR COMMUNITY RESIDENTS

to discuss the concepts of the social protection system development and Action plans. Under the supervision of the experts on strategies and action plans, members of working groups presented Strategic and Operating Goals of the social protection development strategies and offered to discuss them with community residents.

The training sessions involved:

147 people



36 men



111 women



Considering the fact that the Starobilsk urban territorial community is only being established, spatial planning is a new approach for us and presents a possibility to visualize the needs and challenges of the community on its whole territory. The spatial planning tool is important for equitable, effective, and economically feasible community resource planning when developing accessible and high-quality social services for community residents of all ages. Spatial planning of the territory is a path to sustainable and harmonious community development.

Olha Kvitko
Head of the Territorial Development Department
at the Executive Committee of Starobilsk Town Council

TEN SOCIAL PASSPORTS OF TERRITORIAL COMMUNITIES WERE UPDATED

Representatives of local self-government bodies updated 10 social passports under the supervision of the experts on action plans; they conducted a detailed analysis of social service providers and recipients, as well as gender analysis. The updated data was introduced into the passports in accordance with the changes that took place in the communities after decentralization processes were finalized (amalgamation/accedence of territorial communities).

FIVE ADDITIONAL TRAINING SESSIONS ON SUSTAINABLE IMPLEMENTATION OF STRATEGIES AND ACTION PLANS IN COMMUNITIES WERE HELD.

Representatives of partner communities received the knowledge and skills on basic fundraising, method of program goal-oriented planning, project management, optimization of COVID-19 crisis management policies, and ensuring mobility and accessibility of social services in communities. They also had an opportunity to exchange their experience of sustainable implementation of the Strategies and Action Plans.

The training sessions involved:

349 people



54 men



295 women

Project implementation and results

Digital solutions

MORE THAN 20 OFFLINE VISITS TO COMMUNITIES WERE MADE, MORE THAN 50 ONLINE CONSULTATIONS WERE PROVIDED

regarding the implementation of up-to-date digital solutions into the social service provision system in partner communities.

Proceeding from the initial digital maturity assessment of the partner institutions and analysis of the data obtained, digital solution experts developed in the process of consultations and visits short- and long-term recommendations on digital transformation and improvement of services in partner social institutions. They also developed action plans on digital transformation and offered recommendations for their efficient implementation.

DIGITAL SOLUTION EXPERTS PREPARED RECOMMENDATIONS, ACTION PLANS, AND PROVIDED CONSULTING SUPPORT

for the adaptation of institutions to the current IT environment, upgrade of telecommunications equipment, development of digital competences among their staff, and improvement of computer literacy among citizens, as well as for the gradual introduction of modern digital solutions in service provision and transition to full-fledged electronic data exchange. During the months of coordinated work,

partner communities used their resources and followed expert recommendations to reinforce the staff in IT support departments, introduced “Social community” software, partially updated software and upgraded hardware, started working on improvement of digital literacy, sorted the information on their websites, improved IT communication with the centers of administrative service provision and starostas (chiefs). With expert support, each partner community increased its digital maturity index and created all conditions to proceed to the next levels of digital transformation.



The part of the Project dealing with digital transformation is a really new and interesting approach. With expert support, we shaped a vision of our digital development and received real assistance during the implementation of up-to-date tools to provide services to our citizens.

*Olena Mordashova,
Head of the Automated Information Processing
Department of the Labor and Social Protection Office
of the Lysychansk Civil-Military administration*



Bilokurakhyne Township Territorial Community (hereinafter - the community) has shown sustainable development since 2015. Social protection development strategy is one of the topical issues for the community. Both the authorities and the residents are interested in its development. Our community takes steps to make socially beneficial and progressive changes, it also contributes to the development of new forms of social life and implements innovative approaches to the creation of a comfortable social environment.

The strategy of development of Bilokurakhyne township territorial community (hereinafter – the Strategy) defines goals and priorities for the development of social protection system in the community, envisages measures to improve access for the persons in complicated life situations or people in need of help from aside to all institutions of the social protection system, ensures their quality and effective work.

*Tetiana Ladna,
Head of the Social Protection Department
of the Bilokurakhyne Township Council*

DYNAMICS OF DIGITAL TRANSFORMATION INDEX GROWTH IN PARTNER COMMUNITIES



DOBROPILLIA TERRITORIAL COMMUNITY

DONETSK OBLAST

- Digital transformation index increased from 2.0 to 2.3
- “Social Community” integrated information system implemented successfully at the administration and in 3 starosta (chief) councils of the community
- Office website features “Online queuing” services that allow making appointments online



MYKOLAYIVKA URBAN TERRITORIAL COMMUNITY

- Digital transformation index increased from 2.0 to 2.2
- New starosta district was connected to the “Social Community” information system, and a remote workplace was created
- Unimpaired operation of online electronic queuing service was ensured



POKROVSK URBAN TERRITORIAL COMMUNITY

- Digital transformation index increased from 1.0 to 1.7
- “Social Community” integrated information system was implemented to the full extent
- Tools to evaluate the digital maturity of starosta councils were introduced. A model of an own website was developed



SELYDOVE URBAN TERRITORIAL COMMUNITY

- Digital transformation index increased from 1.0 to 1.7
- Full-fledged implementation of the “Social Community” integrated information system
- Introduction of new educational courses, improvement of online information sharing with social service recipients



LYMAN URBAN TERRITORIAL COMMUNITY

- Digital transformation index increased from 1 to 1.7
- Implementation of the “Social Community” integrated information system (12 starosta districts)
- Expansion of the functionality of the mobile case, reinforcement of the social front-office

DYNAMICS OF DIGITAL TRANSFORMATION INDEX GROWTH IN PARTNER COMMUNITIES

LUHANSK OBLAST



**CHMYRIVKA RURAL
TERRITORIAL
COMMUNITY**

- Digital transformation index increased from 1.3 to 2.2
- Digital maturity level changed from “beginner” to “proactive”



**MARKIVKA
TOWNSHIP
TERRITORIAL
COMMUNITY**

- Digital transformation index increased from 1 to 1.7
- Electronic personal user accounts of residents were created
- Remote workplaces in starosta councils of the community were created



LYSYCHANSK TOWNSHIP TERRITORIAL COMMUNITY

- Digital transformation index increased from 1.2 to 2
- The main panel of the community website includes "online services" block
- Staff received authorized electronic signatures (32 items) to access state registers and so on



STAROBILSK URBAN TERRITORIAL COMMUNITY

- Digital transformation index increased from 1.3 to 2
- The development (terms of reference) of a client-oriented community website started, a gov.ua domain was registered
- They decided to reinforce their IT sector and announced a competition to fill in the vacancy of an informatization and computer support specialist



BILOKURAKYNE TOWNSHIP TERRITORIAL COMMUNITY

- Digital transformation index increased from 1.2 to 1.8

Project implementation and results

Multimedia rooms

MULTIMEDIA ROOM —

is a socially-oriented participation platform in partner communities. It was created to communicate with residents, exchange experience with other communities, provide social services, and hold educational events both independently and together with local and regional NGOs and charities.

Multimedia room is designated to:

- Provide social adaptation services (lectures, work with psychologists, leisure organization, film demonstration, handwork, etc.).
- Provide social integration and reintegration, consulting, and mediation services.
- Organize and hold awareness-raising and educational events, professional training sessions, workshops, and seminars for continuing education of social service professionals.
- Hold training sessions and lectures for the third age institute (e.g.: teach how to use the internet, online banking, etc.).
- Hold staff conferences, including with remote territories of the community, as well as online meetings with other communities to exchange experience.
- Hold events engaging residents, opinion leaders, civil groups, hold public hearings, project presentations, etc., including the ones related to social service development;
- Provide NGOs with a possibility to use the multimedia room as a platform for social events;
- Hold and participate in events aimed at improvement of digital literacy of the professionals and community residents;
- Provide other social services that do not contradict current legislation.

TOP-5 PIECES OF ADVICE

by a project coordinator

1

The room should have a logistically convenient location and be accessible to all community residents.

2

Furniture and equipment should be easy to move so that space could be transformed (e.g. folding chairs, remotely controlled speakers, etc.)

3

To use multimedia room effectively, it is necessary to appoint a person responsible for:

- Coordination and planning events (platform administrator);
- Administration and technical support of the multimedia system

4

For planning convenience, it is necessary to keep an event journal/planner and create a short application form for events. Information about multimedia rooms should be posted on the official community website indicating the contact information of the responsible person.

5

To popularize the multimedia room, it is worth holding a presentation and invite the representatives of local and regional NGOs and charities.

*Kateryna Maltseva
project coordinator*

MULTIMEDIA ROOM MAP AND ADDRESSES

Lyman TC

Lyman, 15-a Nezalezhnosti St.
25953557@mail.gov.ua

Mykolayivka TC

Mykolayivka, 29 50-richchia
Slovyanskoyi TES St.
soc@mk-otg.gov.ua

Dobropillia TC

Dobropillia, 15 Shevchenka Ave.
1422uszn@mrd.gov.ua

Pokrovsk TC

Pokrovsk, 22 Poshtova St.
uszn@pokrovsk-rada.gov.ua

Selydove TC

Selydove, 8 Pushkina St.
selutszn@selidovo-rada.gov.ua

More detailed information on the project documents is available on the “Social Protection Development Strategies” e-platform.



Bilokurakyyne TC

Bilokurakyyne, 4 Shevchenka Sq.
bktergromada@meta.ua

Markivka TC

Markivka township, 18 Tsentralna St
mar-possovet@i.ua

Chmyrivka TC

Chmyrivka, 52 Povitrianoftska St.
centr.soc.chmyrivka@gmail.com

Starobilsk TC

Starobilsk town, 35 Tsentralna St.
misto.starobilsk@gmail.com

Lysychansk TC

Lysychansk, 22A Malynovskoho St.
utszn@lis.gov.ua

MULTIMEDIA ROOM EQUIPMENT



Pull down screen



Projector



Laser presenter



Laptop



Wi-Fi router



Mobile sound system



Multifunction device



Mouse



Web camera



Chairs,
Tables,
Flipchart,
Magnetboard.

MULTIMEDIA ROOM EVENTS



Project implementation and results

Overall results

1. DEVELOPED AND APPROVED:

social protection

development strategies
for 2021-2026

action plans

to implement
the Strategies

**short-term and long-term
recommendations on
digital transformation** and
improvement of service
delivery in partner social
institutions

**action plans on digital
transformation** aimed to
transform/improve social
service provision

2. **10 MULTIMEDIA ROOMS WERE ORGANIZED AND EQUIPPED TO SERVE** as the centers of socially oriented participation platforms in communities, where:

- **10 event plans** for 2021 were developed
- **234 various events** were held in February–April
- **351 events** are planned for May–December
- **recommendations for the use** of socially oriented participation platforms were developed

3. **PROJECT INFORMATION CAMPAIGN**

1 000 leaflets
on social services

160 booklets
on Project outcomes

1 000 leaflets
on multimedia rooms

2 presentations
about the Project and
multimedia rooms for partner
communities

75 mentions
on social media

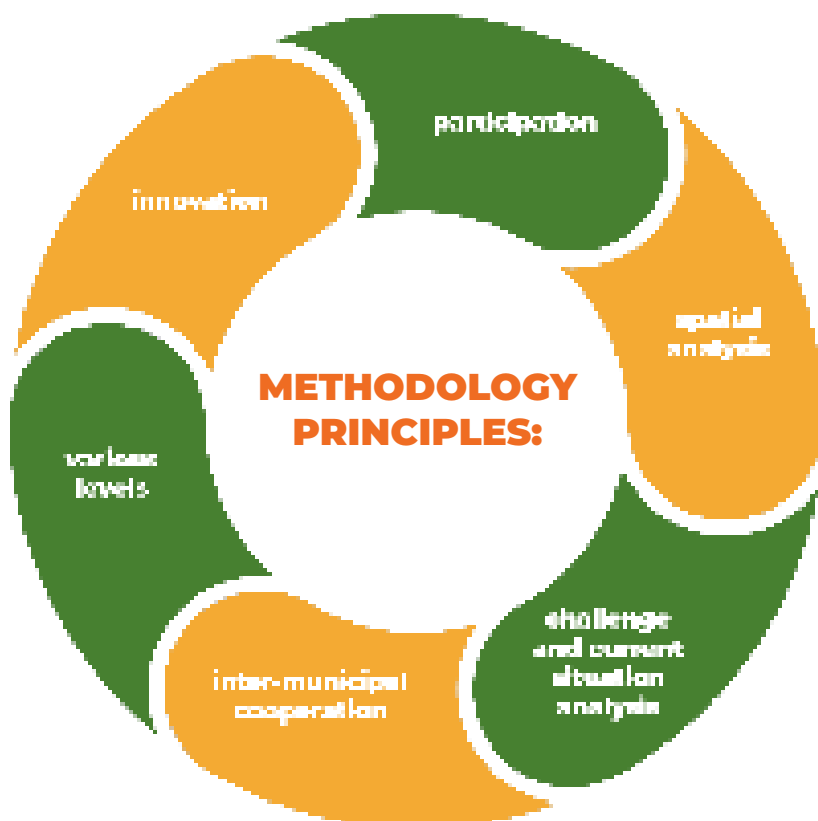
30 publications
on official community
websites

E-platform
“Social Protection
Development Strategies”

Methodology

METHODOLOGY COMPONENTS:

- ✓ Participatory needs assessment: social passports
- ✓ Social Protection Strategy and Action Plan preparation
- ✓ Spatial solutions – strategic vision maps
- ✓ Digital solutions



DEVELOPMENT AND APPROVAL OF SOCIAL PROTECTION DEVELOPMENT STRATEGY

- Presentation of the Methodology for Strategy and Action Plan development

- Provision of consultations and recommendations to communities regarding shaping and composition of local working groups

- Updating social passports

- Holding the first training session on the preparation of Strategies and Action Plans for working groups. Defining mission, vision, and values. Stakeholder analysis, SWOT-analysis

- Holding the second training session on the preparation of Strategies and Action Plans for working groups. Together with spatial planning experts, analyzing social protection object location, transport mobility, and accessibility in communities.

- Preparation of social service development concepts, synthetic analysis maps, and concepts of strategic areas of the spatial development of social services in the communities

- Holding workshops to discuss the concepts with community residents in various places. Feedback collection.

- Holding the third training session on the preparation of Strategies and Action Plans for working groups. Generalization of the previous work.

- Preparation for approval of 10 Draft Strategies for 2021-2026 and 10 Draft Action Plans for the implementation

- Preparation of recommendations on the implementation of the Strategies and Action Plans for each community.

SPECIAL FOCUS:

- information topicality
- participatory approach – involvement of the representatives of authorities and NGOs into the local working groups
- taking into account the opinions and interests of various stakeholders
- gender-sensitive approach
- spatial planning and accessibility



Considering the period before the amalgamation of territorial communities and the respective reform of the social service system, implementation of the Project “Strategic, Digital, and Participatory Solutions for Social Development in 10 Communities in Luhansk and Donetsk oblasts” is very timely and important for territorial communities. The Social System Development Strategies for 2021-2026 and Action Plans for 2021 developed following the Project Methodology will become effective tools for the communities that will ensure the sustainable strategic development of social services, quality social work, and approximation of social services to all residents.

*Iryna Kulyk,
Action Plan Expert*

METHODOLOGY TO ASSESS DIGITAL MATURITY OF SOCIAL INSTITUTIONS

— Preliminary assessment of digital maturity of social institutions in 10 partner communities. Data collection

— Analysis of all collected data, result preparation in accordance with the digital maturity of a partner, which is divided into levels (4 levels of digital maturity: 1st level – beginner; 2nd level – proactive; 3rd level – active; 4th level – transformed) based on consultant analysis to conduct further SWOT-analysis.

— Elaboration of short-term and long-term recommendations on digital transformation or improvement of service delivery in partner social institutions and authorization of the recommendations by the administration of the social institution;

— Elaboration of an action plan on digital transformation aimed to transform/improve social service provision and approval of the action plan on digital transformation by the administration of the social institution;

— Consulting and mentoring partner social institutions regarding effective implementation of the action plan on digital transformation;

— Identifying the efficiency of digital solutions by holding a final assessment, collecting final data, and submitting the report on the project, including the recommendations of further steps, and a list of procurements if necessary.



A powerful Project, effective communication, innovative changes – this is my impression of the work with the Project team and our great participants. I am convinced that the tools to assess the digital maturity of social institutions and specific digital solutions developed within the Project will significantly improve the quality of social services and community capabilities in general

*Mykhailo Kravtsov,
Digital Solution Expert*

Recommendations



Contact information

Regarding cooperation with the Project “Special Assistance Programme for Eastern Ukraine (government-controlled areas)”:

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Printed for the Project “Strategic, Digital, And Participatory Solutions for Social Development in 10 Communities In Luhansk and Donetsk Oblasts”.

The project is implemented by the Association of Local Governments “Association for Communities Participatory Development” within the framework of the project” Special Assistance Programme for Eastern Ukraine (government-controlled areas)” implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of German Federal Ministry for Economic Cooperation and Development (BMZ).

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Program “Perspectives for Eastern Ukraine”



Association for Communities Participatory
Development



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