

### Executive Summary

2011 was the first year of the new Country Program 2011-2015. UNICEF's technical, financial and supply assistance was focused on the most disadvantaged and vulnerable boys and girls and their families to support national partners in reduction of disparities and better protection of child rights.

#### Results:

The programme's key results during 2011 can be summarized as follows:

#### *Improved availability of strategic information for effective policy review/results-based programming:*

- A comprehensive Situation Update of Children in Georgia was finalized and widely disseminated;
- The "Barriers to Access to Social Services" (nationally representative sample) provided a set of recommendations to address the disparities;
- A study on the inflow/outflow of infants into infant homes and an assessment of day centers for persons with disabilities were finalized;
- A Study on Juveniles' Access to Education in Pre-trial Detention recommended a number of models for organization of educational processes supported by psycho-social rehabilitation services.

#### *Policy reviews and development:*

- The Child Action Plan 2012-2015 was adopted;
- Juvenile Crime Prevention Strategy 2011-2014 was developed;
- Preschool education programmes were incorporated in the six State University curricula;
- Disaster Risk Reduction was included in the National Education Curriculum;
- A first ever State Youth Policy was drafted;
- Four Clinical Practice National Protocols were developed and 17 neonatology and obstetrics protocols were re-formatted;
- The Child Advisory Panel was created within the Child Rights' Centre of the Public Defender's Office;
- Advocacy efforts of the Parliament's Child Rights Council resulted in adoption of the Law on Licensing and Improving State Monitoring of the Child Care Services.

#### *Assuring delivery of quality basic social services:*

- Out of a total of 21 large-scale residential care institutions, 15 were closed in 2011, and 686 boys and girls were either reunited with families or placed in foster (512 children) and small group home care (174 children);
- 50 additional social workers were trained and deployed at SSA offices;
- 50 prosecutors, 30 lawyers and 23 judges were trained in child justice;
- 1,455 teachers and 45,000 students in 485 schools of ethnic minorities were equipped with skills to address violence and gender-based discrimination;
- 67,524 parents and caregivers received 1,660,540 SMS text messages on the best child care practices;
- In the Abkhazia region, 3,542 boys and girls have improved access to psycho-social support, pre-school education and promotion of healthy lifestyles and life-skills development through the network of 18 Social Community Centers; 227 medical professionals received training in effective immunization practices and IMCI.
- UNICEF has increased the scope of its support in Abkhazia, Georgia and successfully managed the coordination of activities in the sector of basic social services by providing the analysis of needs and prioritization of actions

#### Challenges

- More emphasis needs to be placed on state funded family support services to ensure prevention of abandonment, sustainable reintegration and social inclusion of vulnerable children;
- Additional efforts are needed to overcome social attitudes when it comes to exclusion of children with special educational needs · Slow approval processes and cumbersome procedures slowed down the pace of implementation of the Perinatal System Master Plan's activities for 2011;
- Poverty, especially child poverty, remains the largest cause of inequities in the country.

### Country Situation

On 24 November 2011, the Government of Georgia and UNICEF launched an Update on the Situation of Children in Georgia (2011 SITAN Update). According to the 2011 SITAN Update, the Government of Georgia has actively sought to put children at the centre of its reform efforts. The report highlights the enormous gains Georgia has made for its children in recent years, confirming that the situation of children is far better now than it was a decade ago.

The Child Welfare Action Plan (2008-2011) has guided the childcare reform process, while the Social Service Agency has intensified its efforts to reach the most vulnerable families and their children with social assistance.

A quarter of Georgian children still live in poverty. The 2009 Wealth Monitoring Survey found that 24% of all households in Georgia, including 28% of all children, fall below the official poverty line of 89.7 GEL. Children in the poorest 20% of households are less likely to have access to services.

In the face of high unemployment and unbalanced growth, Georgia's social assistance programmes have been effective in addressing extreme poverty. Pensions reduce extreme poverty by 18% and also lift 9% of children out of extreme poverty. Targeted Social Assistance (TSA) pulls 4% of the population and 5% of children out of extreme poverty. The TSA is meant to provide the poorest 10% of the population with financial assistance. By April 2011, 145,665 (12.4%) families in Georgia - comprising 425,387 people or 9.7% of the overall population [\[1\]](#) - were receiving a monthly cash "subsistence allowance".

The number of children in institutions has decreased from 4,100 in 2005 to 915 in 2011. This number does not include the 1,300 children living in orphanages run by the church. The decrease has largely been achieved through an expansion of alternatives, including foster care (479 placements in 2011 compared with 129 in 2005); community-based family support/day care centers, particularly for children with disability; and small group homes (17 in 2011).

Misdiagnosis of disability at birth continues to hinder appropriate and timely responses. Two infant houses in Georgia currently hold 170 children aged 0-5 years, of whom 30% have some form of disability. The current system does not allow granting formal disability status to children aged 0-3 years. In 2010, 9,533 boys and girls were receiving a state disability pension of 70GEL per month. Currently, over 350 children with disability receive a state voucher to attend a day care centre. In 2011, the Government adopted national standards for day centers for children with disability with the aim of strengthening services to provide better care for children. There is an urgent need to redouble efforts to reach families caring for children with disabilities, prevent abandonment and reduce stigma.

Children and youth in Georgia are directly affected by violence. According to a comprehensive study from 2007, a particularly worrying finding was that just over one-fifth of caregivers reported they had repeatedly hit a child in their care. Nearly one in ten children reported some form of sexual abuse occurring in the home. Children in institutional care experience violence and abuse on a wider scale, with sexual abuse rising to nearly 18% of children (almost exclusively reported as child to child abuse). Currently, there is no law explicitly prohibiting corporal punishment in the home.

A 2010 study on Barriers to Access to Social Services among the bottom welfare quintile in Georgia found that 56% of poor children (60% boys and 53% girls) are engaged in some kind of organized learning or educational programme.

Poor and ethnic minority children are more likely to start secondary education late and drop out early. Boys in the bottom wealth quintile are significantly more likely to have dropped out of school than their peers in the highest wealth quintile.

According to the Reproductive Health Survey 2010, the Primary Net Attendance Ratio (NAR) for 2010 was 93%. This indicates that around 20,000 primary school aged children are not enrolled in primary school. Late enrolment seems to be the main reason for a lower net attendance than gross enrolment rate. More

than a quarter of six-year old boys (29%) and girls (24%) do not attend primary school.

According to some reports, by 2010, all Georgian schools had been provided with electricity and heating systems. However, conditions related to water, sanitation and hygiene (WASH) remain underdeveloped in many places. Data collection on key education performance indicators to monitor progress remains a challenge.

Since 1999, the U5MR has dropped by two-thirds - from 45 deaths per 1,000 live births to 16 in 2010. Infant mortality reduced during the same period from 42 to 14 deaths per 1,000 live births.

Thirteen per cent of children are never breastfed. Only about one-half of infants younger than six months are exclusively breastfed and on average, children are weaned at the age of 9-10 months.

Anemia is a common health problem in children under the age of five (23%), non-pregnant women 15-49 years of age (24%), and pregnant women (27%). Anemia is generally most common in Azeri children (36%) and women (non-pregnant, 31%; pregnant, 39%).

In 2009, the estimated HIV prevalence rate in the general population was 0.04 per cent [2]. Despite the low prevalence, the HIV/AIDS epidemic remains a significant public health concern in the country. Georgia is one of only seven countries in the world where HIV incidence has increased by more than 25 per cent over the past decade.

According to the Ministry for Internally Displaced Persons (IDPs) from the Occupied Territories, Accommodation and Refugees, at the end of December 2010, there was a total of 256,528 internally displaced persons in Georgia, of whom 65,412 were children. The average income of IDP families is significantly lower than that of other families in Georgia.

[1] Social Statistics 2009. Social Service Agency. 2010. Retrieved from <http://www.ssa.gov.ge/uploads/SOCIAL%20STATISTICS.pdf>

[2] NCDC&PH epidemiological bulletin, 2010, N12, November. Retrieved [29 June 2011] from [www.ncdc.ge/GEO/Publications/Bulletin/bulletin\\_2010/Vol\\_15\\_12\\_Sidsi.pdf](http://www.ncdc.ge/GEO/Publications/Bulletin/bulletin_2010/Vol_15_12_Sidsi.pdf)

### **Who are the deprived children in your country context?**

A quarter of Georgia's children live in poverty. Georgia's growth in real GDP dropped sharply in 2009 due to the global economic crisis and the conflict with Russia but rebounded in 2010 to an estimated 6.4%. However, as recent history has demonstrated, economic growth does not necessarily accrue equally across income groups. The 2009 Wealth Monitoring Survey found that 24% of all households in Georgia, including 28% of all children, fall below the official poverty line of 89.7 GEL. Children in the poorest 20% of households are less likely to access social services.

The majority of the poorest group currently does not receive Targeted Social Assistance, which is meant to provide the poorest ten per cent of the population with financial assistance. In 2010, beneficiaries of the Medical Insurance Programme for Families under the Poverty Line (MAP) were more likely than others to receive free inpatient and outpatient services. Conversely, those who do not qualify for MAP face significant health costs that often drive families below the poverty line. A comprehensive privatization process in the health sector has the potential to adversely affect the deprived population in the country.

Wealth status does not seem to have an impact on levels of school attendance amongst girls. However, the 2010 RHS reveals that the Net Attendance Rate is 91% for Georgian girls, 85% for ethnic Armenian girls and 65% for Azeri girls. The RHS survey pinpointed Kakheti and Mtskheta-Mitaneti as regions with the highest school non-attendance rates.

### **Data/Evidence**

Several initiatives have been supported by UNICEF during 2011 to ensure systematic collection and analysis of data necessary to reveal the profile needs and profile of the most vulnerable children and families in Georgia. During the year, UNICEF supported national partners in production of solid evidence that is to be used to increase the awareness of the situation of children as well as enable informed decision-making, planning, programming and policy development. This year, an update of the Situation of Children in Georgia was published and launched jointly with the Government of Georgia.

### **Monitoring Mechanism**

The Country Office aims to use as much as possible of the national statistics collected by the GEOSTAT as well as data collection and monitoring systems of partner organizations. Where necessary, UNICEF advocates for and supports additional data collection and analysis. UNICEF also commissions different surveys and assessments as part of regular support through the Country Programme, with the aim to set up the baselines and/or establish the monitoring progress. The 2011 update of the Situation of Children in Georgia uses an equity lens and emphasizes in particular relations between poverty and other issues affecting the realization of child rights.

Within the scope of its humanitarian action for children affected by conflict, UNICEF has been the lead UN agency for coordination of activities in the basic social services (BSS) sector in the region of Abkhazia. In this regard, in 2011, UNICEF undertook a mapping of ongoing activities of international and local actors in the BSS sector and a comprehensive analysis of priorities for humanitarian action for the next biannual period 2012 – 2013.

### **Support to National Planning**

UNICEF supports national partners in: improving data systems, aligning legislation with the best interests of the child, increasing resource allocation for combating child poverty and actively involving civil society in drafting of recommendations, reporting, monitoring and implementation. The Country Programme expands the scope of cooperation by supporting the Government and its partners to monitor and evaluate development activities, identify policy options related to social safety nets for children, and improve capacities for budgetary analysis and increases in the social-sector budget for children. The programme is designed to have strengthened national information and knowledge on the situation of children and women and evidence-based policies, social-sector plans and budgets for children by the end of 2015.

### **Any other relevant information related to data/evidence?**

UNICEF, in close collaboration with USAID, published a report on the Survey of Barriers to Access to Social Services Georgia 2010 - Why not all poor families get social benefits and services. A fieldwork of the second National Wealth Monitoring Survey was completed and findings will be published in 2012.

## **Country Programme Analytical Overview**

This annual report focuses on the first year of the Government of Georgia (GOG) - UNICEF Country Programme Action Plan 2011–2015. The Programme is designed to address social exclusion and system and capacity gaps as well as the underlying issue of child poverty. The overarching goal of the country programme is to support those elements of the Government's ongoing reform process which strengthen social inclusion and cohesion, with a view to reduce inequities among children and increase the potential for development of their human and social capital.

The country programme comprises of two mutually reinforcing components, namely:

- Integrated and Inclusive Systems for Children and Social Policy
- Child Rights Monitoring and Communication

In 2011, the Country Office expanded the scope of the cooperation by supporting the Government and its partners in monitoring and evaluating development activities, identifying policy options related to social safety nets for children, and improving capacities for budgetary analysis and increases in the social-sector budget for children.

The achievements and challenges faced in 2011 as well as a possible way forward for further advancing the national agenda for children are elaborated in more detail in the following chapters of this Annual Report.

### Effective Advocacy

*Mostly met benchmarks*

As the result of advocacy and policy dialogue with the Ministry of Sports and Youth Affairs (MoSYA), the first State Youth Policy was drafted. This Policy sets new standards in policy making for Georgia's young people which are based on evidence and available data. As part of UNICEF's advocacy efforts during the development of the draft Youth Policy, a new electronic database of youth organizations and youth services in eight major Georgian cities was established. The MoSYA will be regularly updating this database and will provide and maintain an outreach tool via the internet to enable regular access to youth related information. Further, the draft State Youth Policy advocates for capacity building of all civil servants who work for and/or with young people.

UNICEF's advocacy and close collaboration with the Ministry of Labor, Health and Social Affairs (MoLSHA), the Ministry of Justice (MoJ), the Ministry of Correction and Legal Assistance (MCLA), USAID and the European Union (EU) partners led to the development of the new Child Action Plan for the period 2012 - 2015 and the Juvenile Crime Prevention Strategy for the period 2011 - 2014.

Intense advocacy with all six State Universities resulted in the establishment of Preschool Education Centers (PECs) countrywide. The six State Universities and its PECs will be providing continued and long-term pre-service and in-service training in early learning and school readiness for all interested specialists/professionals and students. This is a first good example of collaboration between academia and local governance authorities in offering sustainable local capacity development models in the best interest of young children. The added value of this approach is that the Universities' courses are fully coordinated with, planned and funded by the regional municipalities who have demonstrated an increased acceptance of inclusive preschool education.

UNICEF effectively advocated for improving standards of health services which resulted in the development of evidence-based clinical care standards in the field of perinatology. The consensus reached pertaining to the establishment of standards for wheat flour fortification with folic acid should be highlighted as an achievement of UNICEF's advocacy as well as the Government's decision to mainstream the Master Plan for Strengthening of Perinatal System within the ongoing health system reform.

A very important Law on Licensing and Improving the State Monitoring of Child Care Services was adopted as a result of the effective advocacy strategy targeting the key government and legislative authorities.

Media monitoring resulted in draft changes of the Code of Broadcasters. Once adopted, these revisions will allow child rights groups to effectively react on violations of child rights in the media.

A 2011 Update of Situation of Children in Georgia was widely and effectively used in evidence-based

advocacy for better protection and fulfillment of rights of the most disadvantaged boys and girls and their families as well as reduction of disparities and closing of inequity gaps.

### **Changes in Public Policy**

UNICEF is actively engaged in the public policy discussions contributing to changes for deprived children and their families.

As a result of advocacy and policy dialogue with the Ministry of Sport and Youth Affairs as well as active engagement of governmental and nongovernmental agencies, the first draft of a comprehensive youth policy was developed.

UNICEF's advocacy efforts and close collaboration with the Ministry of Labor, Health and Social Affairs (MoLHSA), the Ministry of Justice (MoJ), the Ministry of Correction and Legal Assistance (MCLA), USAID and the European Union (EU) partners led to the development of the new Child Action Plan for the period 2012 - 2015 and the Juvenile Crime Prevention Strategy for the period 2011 - 2014.

In 2011, the Government adopted national standards for day centers for children with disability, with the aim of strengthening services to provide better care for children. A new Action Plan for Internally Displaced Persons for 2012 - 2014 has been developed by the Ministry for Internally Displaced Persons from the Occupied Territories, Accommodation and Refugees (MRA) where UNICEF was chairing a working group on the "Access to Social Services". The same year, issues of environmental protection, climate change and disaster risk reduction was included in the national educational curriculum for children in grades 5-9. UNICEF has been vigorously advocating for the strengthening of the existing social protection schemes in the country. It is worth mentioning that the Government of Georgia's Strategic Plan of Development - "Ten Point Plan of Modernization and Employment" includes the following three important public policy issues relevant for the GoG - UNICEF Country Programme:

- strengthening needs-based assistance to vulnerable families to make it more oriented on poverty reduction;
- active involvement of the probation social workers with children in conflict with the law in the process of mediation and divergence of juveniles;
- continuation of the deinstitutionalization reform by closing big institutions and introducing small group homes for children without adequate family care.

With the aim to guarantee access to preschool education for vulnerable children in Georgia, the kindergartens became free of charge for children with disabilities. This policy, while started as a pilot project a year earlier with strong support from UNICEF, became a nationwide policy in 2011.

### **Leveraging Resources**

During 2011, an additional US\$650,000 was raised from USAID for the Strengthening Child Care Services and Systems project, bringing the total of the three year grant to slightly over US\$6 million. Thus far, these funds have been successfully used to leverage Government funding in support of the reform of child care services and systems. It is estimated that the Government is contributing US\$3 million of its own resources to assist with the closing of large institutions for children and to put in place better, more equitable child care and family support services. The Polish Government has also committed approximately US\$500,000 through a Polish NGO (which works closely with UNICEF and the Government) to assist with the reform. The success of the child care reform has awakened the interest of UNICEF's National Committees. UNICEF Georgia hosted a visit of the Dutch National Committee and a major Dutch foundation in 2011 to deepen collaboration. It is anticipated that in 2011, this exchange will result in funds being released in 2012 and 2013. Additionally, US\$583,000 was received from IKEA in support of expanding equitable access to quality and inclusive pre-school education, especially in the mountainous regions and areas with marginalized ethnic minorities.

Initial conversations were held with USAID for a separate US\$2.1 million three year programme focusing on adolescent boys and girls and youth in the conflict affected region of Abkhazia. The USAID Abkhazia funds (although not yet in place) have been facilitated by the successful implementation of a three-year SIDA grant to UNICEF to expand community based social services in the underserved region of Abkhazia.

In the last quarter of 2011, a proposal for approximately US\$1 million was agreed upon between UNICEF, the EU and the Government of Georgia around the issue of street children. This funding agreement will be signed in the first quarter of 2012. The issue of street children has emerged as a top priority of the Government, and UNICEF has been identified as the lead partner in assisting with new approaches in this area to ensure equity is advanced amongst the most vulnerable boys and girls.

Last but not least, cooperation with the EU around juvenile justice was elaborated, and a minimum of US\$260,000 is anticipated in 2012 to support the Government in juvenile justice related reforms. The continued relationship with the EU builds on UNICEF Georgia's prior track record of excellent assistance to the Government of Georgia in introducing reforms into the Juvenile Justice sector with EU support, and is complemented by funding from the Dutch Government.

### Capacity Development

*Mostly met benchmarks*

UNICEF supported the development of partners' capacity through multiple approaches, including training workshops, technical support in the specific thematic areas and local and international learning opportunities.

The Government of Georgia's social work system was strengthened considerably. Fifty new social workers were hired, trained, and deployed into Government Child Care and Protection Systems, of whom thirty were fully absorbed into Government budgets as of January 2012.

To support the Social Services Agency in achieving the targets of the national de-institutionalization programme, UNICEF provided technical assistance in recruiting six-hundred foster caregivers, as well as financial and technical assistance in equipping two-hundred newly recruited foster caregivers with the knowledge and skills to better care for boys and girls without familial care during the year. In addition, the training of ninety-two staff in day centers for children with disability was conducted. Over two-hundred judges, lawyers and prosecutors were provided with specialized training in addressing child offenders, victims, and witnesses. National justice training institutes were strengthened to continue the training on their own, with decreased support from UNICEF in 2012.

Poor learning outcomes and social exclusion of the ethnic minority boys and girls in the Kvemno Kartli and the Samtskhe Javakheti regions of Georgia has been a long standing issue. In 2011, UNICEF and the Ministry of Education and Science (MoES), in coordination with the local Education Resource Centers and schools, held a series of regional consultation events which brought together 140 school directors who articulated the need for social integration and quality education of ethnic students. These consultations resulted in the development of needs-driven training modules, students' textbooks, guidelines for teachers which are currently practiced in ethnic schools and help students' inclusion into educational activities, as well as improved learning. The Ministry of Education and Science plans to undertake an assessment of the learning achievements of first graders in the Kvemno Kartli and the Samtskhe Javakheti regions in May of 2012.

With UNICEF's financial and technical assistance, 1,700 medical professionals (mainly, General Practitioners and maternity personnel) were equipped with knowledge and skills on effective utilization of the Parent-

baby book which contains a child's basic medical records and useful information and advice for parents about essential health and nutrition issues.

UNICEF continued to support Georgian media in ensuring more responsible and child-friendly reporting. Ten round-tables with 200 regional media representatives and training workshops for 60 journalists were conducted on major aspects of child-friendly reporting. A compilation of national and international standards of ethical reporting was produced and disseminated.

Technical support to the Public Defender's Office (PDO) was provided and its human resources strengthened during the year. The Child Advisory Panel was created within the Child Rights' Centre of the Public Defender's Office. A special child-friendly web-site was created with a direct link to the official Ombudsman's site, allowing children to receive information on child rights and participate in decision-making process within the PDO.

### Communication For Development

*Mostly met benchmarks*

Communication for development has been an integral part of the UNICEF-supported programmes in Georgia.

A comprehensive communication campaign was undertaken to increase public awareness of the juvenile justice system reform as well as improve reporting on children in conflict with the law among the journalist in Tbilisi and the four regions of Georgia. The public received full information about the contents and progress of the juvenile justice sector reform through a series of TV documentaries and stories, three talk-shows, three TV spots, a ten-minute video story, two short videos, human interest stories and a number of press releases highlighting the importance of prevention work; community-based diversion programmes; alternatives to detention and the importance of rehabilitation and reintegration. Two-hundred and six journalists and NGO representatives were equipped with knowledge about media reporting of children in conflict with the law and newly introduced diversion schemes through the workshops and ten round table discussions. A media orientation training on the child care system reform and related international standards was organized for 20 journalists representing TV, radio and print media. A broad range of Government and NGO representatives were involved in the development of the branding and the three-year communication plan for the UNICEF-supported multifaceted intervention "Strengthening Child Services and Systems". A mix of communication strategies and approaches has been applied to further increase the impact of child protection interventions.

Extensive work was undertaken to increase the awareness of representatives from 65 municipalities about the significance of quality and inclusive pre-school education, innovative teaching methods and new approaches to the management and financing of formal and informal preschools. Although in its initial phase, by the end of 2011, some anecdotal evidence showed positive results of this campaign since the local authorities and senior management of preschools started to display a willingness to include children with disabilities in the organized pre-school education. Information about ongoing preschool interventions continues to be regularly communicated through the web pages of the Ministry of Education and Science (MoES).

The "Speaker", a new talk show launched on Georgian National TV in 2011, gives the young generation an opportunity to speak out about problems and issues that matter to them. Further, countrywide consultations with 1,200 youth on the State Youth Policy took place from August to November 2011 to enable adolescent boys and girls and youth to participate in drafting the first State Youth Policy. A comprehensive communication campaign (including TV, radio, video clips, and electronic board) was undertaken to celebrate the World Breastfeeding week and the World AIDS Day jointly with local

stakeholders to raise public awareness and tolerance of PLHIV in the Abkhazia region.

In the regions highly prone to natural hazards, UNICEF supported an information education campaign to increase the resilience of vulnerable communities to disasters, reaching 31,735 people including 7,000 school children, their parents, teachers, school managers and other community members with key messages on disaster risks and appropriate safety behavior before, during and after a disaster.

### Service Delivery

*Initiating action to meet benchmarks*

This section is not applicable for UNICEF Georgia.

### Strategic Partnerships

*Mostly met benchmarks*

In 2011, UNICEF was active in both expanding and deepening partnerships for achieving results for children.

The Government of Georgia has been a critical partner in the area of child protection. Political will has been especially strong, yielding excellent results. USAID has continued to be a strong partner, assisting the child protection reform with considerable resources and technical support. The EU has become a much stronger partner over the course of 2011 – re-engaging the child care reform with the Government and UNICEF, and continuing to support the juvenile justice agenda. The Dutch Government has also continued to be a key partner in the justice sector. Major NGO partners include a growing number of national NGOs.

UNICEF successfully coordinated intra-country donors' efforts and education groups, and contributed to further improvement of the Education Sector by providing technical inputs, national and sub-national data, and required information for the monitoring exercise of the Fast Track Initiative (FTI) on developing the country education profile by the Global Partnership Initiative on Education. The country will benefit from the overall qualitative report and a statistical annex which will be commissioned shortly by the FTI.

A comprehensive process of drafting the State Youth Policy resulted in further strengthening of the strategic partnership with the Ministry of Sports and Youth Affairs and the United Nations Population Fund (UNFPA). During the same process, UNICEF contributed to drafting the State Crime Prevention Strategy for Young People and facilitated the establishment of closer collaboration among the Ministry of Justice, the Ministry of Education and Science, the Ministry of Labor, Health and Social Affairs, the Ministry of Internal Affairs and the Ministry of Youth and Sports Affairs in this particular area of work.

The Rugby Union of Georgia and UNICEF have established a strategic partnership around the issues of social rehabilitation of children in conflict with the law and the promotion of a healthy life style.

A successful partnership with the MoLSHA, Georgia's National Reproductive Health Council, the USAID/JSI "Sustain" Project, the Sheba Medical Center (Israel), Medical Professional Associations and private health insurers enabled the introduction of clinical care standards in the area of perinatology.

A partnership with local and national media, journalists' faculties and donors like the EU, USAID, CoE and OSGF was further enhanced through a number of round-tables and discussions on child-friendly reporting

and through participation in donor-led coordination meetings on media development. As a result, UNICEF's position as a child rights expert and advocate was further strengthened, as evident by an increase in media queries on child-related issues.

UNICEF continues to be an active member of the Strategic Partnership for Humanitarian Action in Abkhazia (ASP). Within the ASP mechanism (which is chaired by the UN Resident Coordinator Office), UNICEF has been leading the Basic Social Services (BSS) Coordination Group which focuses on child protection, health, education and WASH. In 2011, within the BSS Sector, UNICEF mapped the key activities and 43 organizations, including donors.

### **Mobilizing Partners**

UNICEF succeeded in mobilizing a broad range of partners, both governmental and non-governmental, around child care reform processes. Throughout the year, UNICEF facilitated weekly coordination meetings which were recorded while the minutes of the meetings were circulated to the partners, thus ensuring maximum participation, ownership and accountability. Similar results have been sustained in the Juvenile Justice Sector where UNICEF remains the co-chair of the Inter-Agency Working sub Working Group on Juvenile Justice and facilitates the active involvement of a range of partners, including advocacy groups and non-governmental organizations.

UNICEF mobilized a network of partners representing line Ministries, governmental organizations, the civil society sector and donor groups to further progress in the area of inclusive and quality education. Together with partners, UNICEF contributed to the Fast Track Secretariat Initiative which allowed the development of the country education profile by the Global Partnership Monitoring Exercise Group.

Adolescent boys and girls and youth organizations actively contributed to the Regional Study on Youth Perspectives on Education. This Study allowed Georgia's youth and children to meaningfully participate in the education assessment and analyses and to articulate their vision for equity in education, with focus on improved learning and increased accessibility of disadvantaged and minority groups to schools.

Introduction of cross-sectoral approaches to youth policy-making enabled the creation of strong coalitions of governmental institutions, international donors, local civil society organizations and field experts around youth issues in Georgia. Such coalitions are an excellent pre-requisite to reaching out and empowering those most in need and vulnerable groups of adolescents and youth.

UNICEF further enhanced partnership among media organizations and key community-based opinion makers through round-table meetings on child-friendly reporting. This led to consensus on introducing further changes into the Code of Broadcasting, focusing on involving child rights organizations into the media monitoring process.

In line with the CCCs priorities for humanitarian action, UNICEF provided leadership and guidance for analyzing gaps in services provision in the basic social services (BSS) sector in Abkhazia and identifying priority action for 2012 – 2013. In this regard, key UN partner agencies and international and national organizations have been mobilized through the BSS Coordination Group to participate in assessments that will further inform priority actions for the sector in the Abkhazia region.

### **Knowledge Management**

*Mostly met benchmarks*

During the year, UNICEF supported national partners in producing solid evidence to increase awareness on the situation of children as well as to enable informed decision-making, planning, programming, monitoring and policy development.

UNICEF facilitated the participation of representatives of the National Statistics Office of Georgia (GEOSTAT) in the Network Meeting: 'Equity and Social Inclusion: How can TransMonee better support governments to strengthen child rights monitoring and reporting?' as well as the Monitoring and Evaluation Network meeting and IPEN conference. With UNICEF's financial support, the GEOSTAT prepared a country analytical report on Assessment of Feasibility of Data and Data Collection in Georgia that will be used to examine the feasibility of new indicators and new disaggregation for the indicators in the TransMonee database.

The MoES included disaster risk reduction (DRR) into the National Curriculum. The innovative practice of how this has been achieved was recognized by the Global DRR Platform in May 2011 as a globally relevant experience, and has been reflected in a thematic document on DRR curriculum jointly prepared by UNICEF and UNESCO.

In close collaboration with MoLSHA, UNICEF supported the review of Standards for Day Centers for Children with Disabilities. The purpose was to determine the level of compliance of 24 Day Centers for Persons with Disabilities with national standards. Particular attention was paid to: a) conformity of Day Centers' physical infrastructure with national standards and b) human resource capacity. Based on the review findings, priorities for investment were determined. Additionally, the viability of the minimum standards was scrutinized and other policy level intervention needs were defined.

In 2011, the MoLHSA, UNICEF, other international development partners and NGOs reviewed the achievements and drawbacks of the Child Action Plan (CAP) 2008 - 2011. The findings informed the drafting the new CAP 2012 - 2015.

To identify progress and gaps and strengthen resources in the Foster Care System, UNICEF and other donors supported the NGO "Children of Georgia" in reviewing foster care services for children with disabilities. The findings and recommendations of this review were used to improve these services.

For further progress of the Juvenile Justice reform, UNICEF supported the MoES and the Ministry of Corrections and Legal Affairs in conducting an assessment on Access to Education for Juveniles in Pre-trial detention. Based on the outcomes of the study, the concept of providing appropriate education to juveniles has been elaborated and the work on developing relevant modules, instruments and tools is underway.

An Update of the Situation of Children in Georgia was published and launched jointly with the Government of Georgia. This flagship document uses an equity lens and emphasizes, in particular, relations between poverty and other issues affecting the realization of child rights.

### Human Rights Based Approach to Cooperation

*Mostly met benchmarks*

As strategic and implementing partners have noted, one of UNICEF's greatest strengths is its technical assistance and advocacy for groups of children who are overlooked and under-served. In 2011, UNICEF's technical, financial and supply assistance was focused on the most disadvantaged and vulnerable boys and girls and their families to support national partners in reduction of disparities and better protection of child rights.

UNICEF supported the Ministry of Foreign Affairs in preparing the fourth periodic report on CRC through provision of data and other information.

Support provided to the Child Rights Centre of the Public Defender's Office through qualified professionals and their participation in important international fora helped national partners acquire more knowledge on best examples from different countries and further increased their efficiency related to child rights monitoring.

In 2011, UNICEF shared its formal opinions with the Government on a range of decision points. The Government made an effort to lower the minimum age of administrative responsibility. However, after UNICEF presented its opinion, rooted in international normative frameworks, the effort was rescinded. In addition, international partners were advocating that small group homes should house up to 15 children. UNICEF presented its arguments around why this would not serve the best interests of children, and after some debate, the decision was made to limit the size of small group homes to 8-10 children.

Under the auspices of the Parliament Early Childhood Development Alliance and the Ministry of Education and Science (MoES), UNICEF initiated and advanced policy dialogue on what the Government could do to more effectively address school drop outs through policy and practice change.

As a result of advocacy efforts and capacity building for child rights, almost all 66 municipalities in Georgia have demonstrated increased preschool enrollment rates. Another successful initiative was implemented by the MoES which used sport and physical education for the inclusion of 235 boys and girls with special educational needs and disabilities. The MoES also developed a strategic plan to further scale up this initiative to reach nation-wide coverage by the end of 2015.

The newly developed State Youth Policy will enable better participation of adolescent boys and girls and youth in decision-making processes that affect them.

The UNCRC report (June 2008) statement that the "quality of water is a key risk to the health and wellbeing of Georgian children" resulted in initiation of the WASH in the pre-school program. The nationwide survey was considered as an initial stage that will be followed by targeted WASH related initiatives with hardware and software components. This will provide ample opportunity to directly address a child's right to health and equity.

Through the media monitoring initiative, children whose rights were violated by the media were able to claim their rights with the support of civil society partners. As a result of the round-tables, media monitoring and trainings, media became more knowledgeable about child rights and ethical standards.

### Gender

*Partially met benchmarks*

In 2011, the Country Office continued being involved in identifying and addressing the following broader gender issues covered in the UNDAF: domestic violence, parliamentary representation, and employment rates. UNICEF has been partnering with the other agencies in joint gender related UN efforts, such as a) UN Country Team's Joint Event dedicated to the Promotion of the UN Secretary General's UNiTE to End Violence Against Women Campaign in Georgia; b) the activities of the Parliamentary Working Groups on Domestic Violence and Gender Equality and c) drafting of the Action Plan on the implementation of the UN resolution 1325 on Women, Peace and Security.

During the reporting year, and related to the priorities of the child welfare reform, UNICEF Georgia

supported a qualitative assessment of the status of men and women. The purpose of the assessment was to identify key gender impact areas of the Strengthening Child Care Services and Systems project as well as the remaining gaps. The assessment specifically looked at gender equality and gender balance among children in formal state care, child care professionals, service providers and caregivers. Similar to the gender assessment of the 2006 - 2010 UNICEF Country Programme, this assessment concluded that the UNICEF Team has ensured the systematic incorporation of gender mainstreaming throughout the project

A comprehensive picture of child and family poverty, including access to social benefits, has been analyzed by UNICEF and policy action is being taken based on the evidence. The Welfare Monitoring Survey for 2011, for example, clearly showed and highlighted that gender equity has been a constraining factor in economic growth.

Further strengthening and mainstreaming of gender equality aspects remains one of the main foci of UNICEF and its partners.

### Environmental Sustainability

*Mostly met benchmarks*

Georgia is part of a highly hazard-prone region with earthquakes, annual floods, landslides, avalanches and droughts increasingly affecting the lives and livelihoods of vulnerable communities. This is in part due to global climate change, which increases the regularity, scale and impact of hazards around the world.

Environment has been an integrated component of the UNICEF-supported programs, emergency interventions and disaster risk reduction planning. Through the *Supporting Disaster Risk Reduction amongst Vulnerable Communities and Institutions in Georgia* project, UNICEF plays an important role in the education and skill-building of children and young people on issues of disaster risk reduction and climate change.

Thanks to the partnership initiative of the Ministry of Education and Science, the National Curriculum Centre, the Emergency Management Department, Caucasus Environmental NGO Network (CENN) and UNICEF, since the school year 2011 – 2012, boys and girls in grades 4-9 have been learning about environmental protection, climate change and disaster risk reduction.

Incorporation of disaster risk reduction and environmental education in the core subjects of the National Curriculum – Civil Protection and Safety subject and the Head of Class Hour program – secures recognition and understanding of natural hazards, including the potential impacts on the environment and sustainable development, not only among students but also among families, schools and communities at large. Furthermore, an adaptation of interactive methodologies makes the learning process comprehensible and interesting.

Some of the key achievements of UNICEF and its partners include: piloting of the new disaster risk reduction programme in 25 schools throughout Georgia, development of the teacher training methodology and interactive learning materials for teachers and games for schoolchildren, implementation of community awareness raising campaigns on climate change, disaster risk reduction and mine risk education reaching 7,000 students and 35,000 community members throughout the country as well as strengthening disaster preparedness capacities of schools in areas highly prone to natural hazards.

In addition, a network of the most active boys and girls from pilot schools throughout Georgia has been established to promote exchange of ideas and good practices in disaster risk reduction and environment protection.

### South-South and Triangular Cooperation

In April 2011, the World Bank, with support from UNICEF, organized a South Caucasus Workshop for Knowledge Sharing in Poverty Monitoring in Tbilisi, Georgia. The workshop brought together the three South Caucasus countries, namely Georgia, Armenia and Azerbaijan with an aim to:

- learn about the latest innovations in poverty measurement and analysis;
- share experiences in household survey data collection, poverty measurement and analysis, and targeted social assistance programs;
- provide a common platform for knowledge sharing and learning among technical experts from the three countries, the World Bank, UNICEF and the donor community.

The participants made presentations on poverty assessment in the South Caucasus, poverty measurements and analysis by countries, internationally existent best practices, household survey implementations by the countries, poverty and social protection policies and social protection programs analysis. UNICEF Georgia presented the results of the "Barriers to Access to Social Services" survey to the participants. This workshop takes place every couple of years and enables the three countries and the donor community to regularly share developments in poverty monitoring as well as to learn from each other's experience to make informed decisions regarding poverty measurement and analysis, and poverty reduction strategies.

### Country Programme Component: Integrated and inclusive systems for children

#### PCRs (Programme Component Results)

PCR	EQRank	OTDetails
By end 2015, more children and mothers benefit from quality basic and alternative social services (including integrated and decentralized services) that address targeted disparities.	0	FA1OT2, FA1OT3, FA1OT6, FA1OT7, FA1OT10, FA1OT11, FA1OT12, FA2OT1, FA2OT2, FA2OT4, FA2OT5
By end 2015, more children and mothers benefit from quality basic and alternative social services (including integrated and decentralized services) that address targeted disparities.	0	FA1OT3, FA1OT4, FA1OT8, FA1OT10, FA1OT11, FA1OT12, FA2OT1, FA2OT4, FA2OT6, FA2OT7, FA2OT8, FA3OT6, FA4OT1, FA4OT2, FA4OT3, FA4OT5, FA4OT7, FA5OT1, FA5OT2, FA5OT3, FA5OT8, FA5OT9

#### Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling )	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	274414.08	274411.32	100.00
OR-R	4200000.00	5880453.19	5874565.60	99.90
RR	300000.00	354736.00	354175.34	99.84
<b>Total</b>	<b>\$4,500,000.00</b>	<b>\$6,509,603.27</b>	<b>\$6,503,152.26</b>	

#### Results Achieved

The Programme was implemented through three components and the key results achieved were as follows:

##### Quality Child Protection Systems

- Out of a total of 21 large-scale residential care institutions, 15 were closed in 2011, and 686 boys and girls were either reunited with their family or placed in foster (512 children) and small group home care (174 children);
- 150 additional foster carers and 42 emergency foster carers were trained and registered to accept over 300 children from the institutions and prevent institutionalization of the other 145 boys and girls;
- 397 children with disabilities have been receiving improved services and care in the Abkhazia region;
- 232 children were saved from abandonment;
- 50 additional social workers have been trained and deployed at SSA offices;
- The Child Action Plan 2012 - 2015 was adopted and the Government made a commitment to close down the remaining large scale residential care institutions;
- Juvenile Crime Prevention Strategy 2011 - 2014 was developed;
- Individual sentence planning mechanism has been finalized in probation and penitentiary systems. 70% of juvenile probationers and all convicted juveniles in Special Establishment for Juveniles were assessed and individual sentence plans have been developed;
- Diversion and mediation programme was introduced in six main urban locations, initially benefiting 75 children;
- 50 prosecutors, 30 lawyers and 23 judges were trained in child justice. A group of Master Trainers was established;
- Social workers and probation officers assigned to juvenile cases and selected staff of four pre-trial detention facilities were trained in juvenile justice and individual sentence planning.

##### Inclusive and Quality Education

- 1,455 teachers and 45,000 students in 485 schools of ethnic minorities were equipped with skills to address violence and gender-based discrimination;

- 264 preschool professionals were trained in the use of new quality and inclusive education methods
- Preschool education was incorporated in the six State University curricula;
- 210 children with special needs (65% of the registered) were included in preschools in Tbilisi;
- Eight alternative preschools were established for ethnic minorities;
- The first State Youth Policy was drafted, with all concerned duty bearers and right holders actively involved;
- Disaster Risk Reduction was included in the National Education Curriculum, with 7,000 children in 43 schools participating in the development of school disaster management plans.

### Quality Universal MCH

- Four Clinical Practice National Protocols were developed and 17 Neonatology and Obstetrics Protocols were re-formatted;
- 62,000 copies of the Parent-baby Book for the one year newborn cohort were published in Georgian, Russian, Armenian and Azeri, and 1,700 medical professionals were trained in effective utilization of the book;
- 67,524 parents and caregivers received 1,660,540 SMS text messages on the best child care practices;
- MoLSHA made an official decision to introduce voluntary fortification of flour with folic acid;
- Folic acid supplementation during preconception and the first trimester of pregnancy were added to the clinical care standard for antenatal care;
- In the Abkhazia region, 3,542 boys and girls gained improved access to psycho-social support, pre-school education and promotion of healthy lifestyles and life-skills development through the network of 18 Social Community Centers; 227 medical professionals received training in effective immunization practices and IMCI.

## **Most Critical Factors and Constraints**

### Quality Child Protection Systems

- In the Child Care System, there is a need for systematic oversight and regulation of all services provided to children, including social work, day care for children with/without disabilities, small group home and foster care services; development of these systems is still in progress;
- More emphasis needs to be placed on state funded family support services to ensure prevention of abandonment, sustainable reintegration and social inclusion of vulnerable children;
- Insufficient coordination among sectors dealing with juvenile justice and wider child protection/social protection issues affects the pace of development and creates challenges for further development of these systems.

### Inclusive and Quality Education

- Given that the preschool education system is decentralized and managed by 66 municipalities, there is a need for an overall coordination body at the central level to oversee sector development, collect and analyze data from municipalities and suggest strategies for improvements;
- Exclusion of children with special educational needs is still widespread;
- Newly established Ministry of Sport and Youth Affairs needs more financial and human resources to effectively address all issues within its complex mandate;
- WASH in preschool programme is anticipated to face challenges due to the absence of an umbrella organization that encompasses responsibility and stewardship of the pre-school system;
- WASH in schools programme was not initiated due to the absence of a baseline study which was put on hold by the Ministry of Education and Science (MoES);
- Although the National Platform for DRR in Georgia has not been effectively put in place, UNICEF and MoES effectively mainstreamed DRR in education by including DRR in the National Curriculum.

### Quality Universal MCH

- Slow approval processes and cumbersome bureaucratic procedures slowed down the pace of implementation of the Perinatal System Master Plan's activities for 2011;

- The main strategy of the Perinatal System Master Plan (e.g. regionalization of the network, minimum acceptable number of maternity beds per clinic) was not fully adhered to in 2011. Following Georgia's new hospital reform process, the existent district level maternity beds were absorbed by 100 newly constructed small hospitals disbursed all over the country, ending up with 3 to 5 maternity beds per clinic;
  - Though the exit strategy for UNICEF's financial support to the Parent-baby book publishing and distribution and the awareness SMS text messaging have been thoroughly discussed with the relevant duty bearers, the sustainability strategy remains to be finalized.
- Humanitarian action for children in Georgia has been implemented in the context of no access to the breakaway region of South Ossetia and a political climate continuously challenging access to the Abkhazia region. At the same time, UNICEF has increased the scope of its support to children and families in Abkhazia and successfully managed the coordination of activities in the sector of basic social services (BSS) by providing the analysis of needs and prioritization of actions.

### **Key Strategic Partnerships and Interagency Collaboration**

UNICEF's close collaboration and coordination of work with the Ministry of Labor, Health and Social Affairs (MoLSHA) and its agencies, the Ministry of Justice (MoJ), the Ministry of Education and Science (MoES), the Ministry of Internal Affairs (MoIA) and other key partners have been critical in driving forward the reform of the Child Welfare System (CWS). The CWS reform has been strongly supported by a partnership among UNICEF, USAID and EU.

UNICEF, along with the MoJ, successfully co-chaired the Juvenile Justice Working Group under the Criminal Justice Reform Interagency Council. This platform is used to further advance the realization of child rights in the Juvenile Justice Sector (JJS) and to ensure that child rights are addressed across the Criminal Justice Reform Strategy.

The increasing emphasis to develop juvenile crime prevention systems and mechanisms led to the identified need to coordinate the efforts of line Ministries that have been traditionally involved in the JJS, including the MoES and other line Ministries relevant to child protection/social protection areas. UNICEF is strategically positioned to support the Government of Georgia in its efforts to intensify interagency cooperation and develop a coherent JJS through increased reliance on existing resources and systems.

In the area of Inclusive and Quality Education, UNICEF further strengthened its partnerships with: MoES; the Centre for Teachers Professional Development; National Curriculum Centre; the Ministry of Sport and Youth Affairs (MoSYA); Parliament's Committee on Youth and Sport; the State Universities of Akhalkalaki, Batumi, Gori, Tbilisi and Telavi; National Sport Federation of Children and Youth; The Rugby Union of Georgia; Municipality authorities; Tbilisi Mayor's Office and specialized NGOs. A partnership with UNFPA supported the Government in drafting the State Youth Policy.

In 2011, the partnership between the Government of Georgia, WHO, USAID and UNICEF through the Immunization Coordination Committee (ICC) continued to play a critical role in the national immunization programme. A successful partnership with the MoLSHA, Georgia's National Reproductive Health Council, USAID/JSI "Sustain" Project, the Sheba Medical Center (Israel), Medical Professional Associations and private health insurers enabled the introduction of clinical care standards in the area of perinatology. UNICEF continued to be a strategic partner of the ECD Alliance and Health and Social Affairs Committee of the Parliament of Georgia. Dialogue and coordination with key health care reform partners - WB, EU and USAID - was maintained throughout 2011.

Four UN agencies and several international organizations are organized in the Abkhazia Strategic Partnership (ASP) for Humanitarian Action under the overall coordination of the UN Resident Coordinator Office. The ASP operates as the key strategic planning and coordination mechanism related to humanitarian action in the Abkhazia region. UNICEF plays a key coordination role in the sector of basic social services (BSS), including health, education, WASH and social and child protection by leading the BSS Coordination Group.

### Humanitarian Situations

The unresolved situation with the two breakaway regions (Abkhazia and south Osetia) of Georgia and protracted displacement continue to be the two major factors that have the potential to deteriorate the overall humanitarian situation in the country. Moreover, Georgia is located in a region highly prone to natural hazards.

In 2011, Georgia continued to host 256,528 Internally Displaced Persons (IDPs), of whom 65,412 were under the age of 18. Internally displaced children face particular hardship: living in very poor conditions; suffering the psychological trauma of displacement; not being fully integrated locally; and facing social stigma that leads to feelings of inferiority and further isolation.

In the two breakaway regions of South Ossetia and Abkhazia, the overall socio-economic situation for children and women continues to be very poor in the context of wide-spread poverty and sub-standard provision of basic services. The maternal and child healthcare sector is in a particularly precarious situation whereby the overall routine immunization coverage is low and primary healthcare provision dysfunctional and lacking a proper referral mechanism. The same applies to the sectors of education, WASH and social protection where the infrastructure and service provision facilities are in a desperate need of repair and service providers lack adequate knowledge and are in need of training and skills development. An estimated 46,000 boys and girls are directly affected by this situation.

UNICEF aims to continue and intensify its humanitarian action in both contexts, focusing its support on post-conflict recovery interventions to ensure improvement of quality and access to basic social services. As a cross-cutting element of its humanitarian action and preparedness for an emergency response, UNICEF aims to continue promoting disaster risk reduction (DRR) and the mainstreaming of DRR in education, targeting the most vulnerable children and communities highly exposed to natural hazards.

### Summary of Monitoring, Studies and Evaluations

The Georgia Country Office implemented the following key studies under this Programme Component:

- A [Review of the Child Action Plan \(CAP\) 2008 – 2011](#) was carried out to both assess the level of implementation of the CAP and to provide recommendations for the new CAP 2012 - 2015.
- A study on the inflow/outflow of infants into infant homes and an assessment of day centers for persons with disabilities was carried out and will support the planning process of the Child Welfare System reform;
- A [Study on Juveniles' Access to Education in Pre-trial Detention](#) revealed that educational activities were not provided in pre-trial facilities, and recommended a number of models for organizing educational processes supported by psycho-social rehabilitation services. Findings and recommendations of the study served as the basis for developing a concept of pre-trial facility reform by the Department of Penitentiary.
- The findings of the [Effective Vaccine Management Assessment](#), which was a precondition for the introduction of new vaccines - rotavirus and pneumococcal - using GAVI co-financing mechanisms, showed the need for properly documenting vaccine management; strengthening formal procedures to ensure that programmatic needs are driving the vaccine procurement and supply schedule; and making vaccine arrival at the central store and the distribution of vaccines to lower levels predictable;
- [Reproductive Health Survey \(RHS\)](#) was completed and its preliminary report was drafted. RHS aimed to gather national and regional estimates of basic demographic and reproductive health indicators. These will be used to set the targets for improvement of services, resource allocation and monitoring of performance of family planning and maternal and child health programs. RHS also included MICS education, WASH and other modules. The data will be used to continue to monitor reproductive health and maternal and child health programs in Georgia within the context of ongoing health sector reforms and poverty reduction strategies and also collect data for monitoring and evaluation of the progress towards achieving the MDGs;
- A qualitative assessment of the status of men and women linked with the priorities of the child welfare reform.

### Future Work Plan

With the aim to achieve the planned Intermediate Results as per Rolling Work Plans for the period 2011 – 2012, UNICEF will advocate for and provide support to the following:

- Child Welfare Sector (CWS) reform with an emphasis on closure/optimization of infant homes and institutions for children with disabilities, ensured by strengthening social work, day care, foster care, small group home and referral system capacity;
- Enhancement of quality of the CWS monitoring systems to ensure effective and efficient service provision for vulnerable children and families;
- New initiatives to address/reduce issues of street children;
- Development of juvenile crime prevention systems and programs through technical assistance and capacity building;
- Diversion and probation programmes for juveniles to ensure better geographical coverage and quality of programs;
- Reducing application of pre-trial detention for boys and girls, and supporting the establishment and application of pre-sentence reporting in juvenile cases;
- Capacity building of justice professionals with a special focus on children's cases;
- Reduction of inequity gaps in preschool, primary and secondary education by providing guidance and technical advice to better address children's needs in their provisions;
- Infusion of Child Friendly School strategies into formal and alternative educational institutions. In this regard, ongoing capacity building for improved content, process and management of preschool, primary and secondary education will be supported;
- Inclusion of disadvantaged children into formal education;
- Promotion of child rights by reinforcing sport and physical education in schools;
- Finalization and implementation of the Action Plan for Youth;
- Youth participation;
- Promotion and implementation of healthy lifestyles through sports;
- Monitoring of the hospital reform impact on perinatal service delivery and advocacy for system repairs, if necessary;
- Capacity development of peri- and neonatal service providers;
- Generation of strategic evidence on child and maternal health;
- Increasing awareness of parents and care givers on health issues through system-wide mainstreaming of the Positive Parenting Software and Parent-Baby Book;
- Amendment and reinforcement of existing legislation regarding nutrition;
- Improvement of WASH in schools;
- Improvement of basic social services for children affected by conflict;
- Mainstreaming of disaster risk reduction in national policy development, particularly focusing on education and disaster management policies.

### Country Programme Component: Social policy, child rights monitoring and communication

#### PCRs (Programme Component Results)

PCR	EQRank	OTDetails
By the end of 2015, Georgia advances the fulfillment of key outstanding CRC observations (ref.CRC/G/GEO/CO/3)		0 FA5OT1, FA5OT2, FA5OT3, FA5OT4, FA5OT5, FA5OT6, FA5OT7, FA5OT8, FA5OT9

### Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling )	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	0.00	0.00	0.00
OR-R	1000000.00	146304.08	142168.50	97.17
RR	375000.00	160633.18	160590.02	99.97
<b>Total</b>	<b>\$1,375,000.00</b>	<b>\$306,937.26</b>	<b>\$302,758.52</b>	

### Results Achieved

The Programme is implemented through two components and the key results achieved were the following:

#### Strategic Information for Policy and Budgeting

- Reproductive Health Survey (RHS), which included some modules of the Multiple Indicator Cluster Survey, was implemented in partnership with several organizations. The RHS targeted 13,363 households, including 6,292 women of reproductive age. The preliminary report was published and presented to a wider audience;
- The "Barriers to Access to Social Services"(BASS) Survey - Why not all poor families get social benefits and services was published. The national representative sample survey targeted over 900 of the poorest and most deprived households, with the aim to identify and analyze existing barriers related to accessing social benefits. The dissemination of this report has already resulted in a number of policy discussions. For example, the Ministry of Labor, Health and Social Affairs (MoLSHA) and its Social Services Agency (SSA) expressed a strong desire to work around the study recommendations; the World Bank decided to include some of policy goals related to the BASS findings into their budget support policy matrix to the Government of Georgia and link disbursement of World Bank funding to whether the Government achieves the policy objective;
- The field work of the second round of the Welfare Monitoring Survey (WMS) was completed and data collected from 4,200 households is being analyzed. The Survey aims to analyze the key welfare indicators of households in Georgia and compare their wellbeing over time. Findings will be published in 2012, informing future social policies to improve access to basic social services for the poor;
- A comprehensive Situation Update of Children in Georgia was finalized and its findings have been widely and effectively used in evidence-based advocacy for better protection and fulfillment of rights of the most disadvantaged boys and girls and their families as well as reduction of disparities and closing of inequity gaps.

#### Child Rights Advocacy and Communication

- UNICEF continued working with legislative authorities as well as with independent institutions in strengthening child rights monitoring capacity;
- The advocacy efforts of the Parliament's Child Rights Council resulted in the adoption of the Law on Licensing and Improving State Monitoring of the Child Care Services,
- An extensive review of the national legislation vis-à-vis CRC has been conducted and the respective recommendations have been prepared for harmonization of legislation related to children with international standards;
- The Child Advisory Panel was created within the Child Rights' Centre of the Public Defender's Office (PDO). A special child-friendly website was created with a direct link to the official Ombudsman's site, allowing children to receive information on child rights and participate in decision-making process within the PDO;
- Media monitoring of up to 80 media outlets (national and regional) was conducted and 23 appeals were sent to the media self-regulatory bodies.
- Ten round-tables with up to 200 regional media representatives were conducted on major aspects of child-friendly reporting;
- 60 journalists were trained in child-friendly reporting;

- The Child Rights' syllabus for journalists was incorporated by four partner universities.

### **Most Critical Factors and Constraints**

#### Strategic Information for Policy and Budgeting

- Even though studies have shown that the targeting system is effective and that cash transfers and health insurance packages are very helpful for those who receive them, the strict targeting, coverage and exclusion errors present a challenge. The limited government funding makes it difficult to meet the needs of all disadvantaged groups.
- Poverty remains the largest cause of inequity in the country, especially child poverty and exclusion stemming from it;
- A lack of funding prevented UNICEF Georgia from doing work on child-friendly budgeting and child-friendly municipalities in collaboration with civil society and local authority actors;
- In order to have a more active role in Public Finance Processes and Budgeting, UNICEF needs to strengthen its relationship with the Ministry of Finance, which remains a challenge.

#### Child Rights Advocacy and Communication

- The number of Parliament Child Rights Council's sessions held in 2011 was not sufficient to effectively address all relevant issues in a timely manner.

### **Key Strategic Partnerships and Interagency Collaboration**

In the area of Strategic Information for Policy and Budgeting, UNICEF's cooperation with the Ministry of Labor, Social and Health Affairs (MoLSHA) and its Social Services Agency (SSA), National Statistics Office of Georgia (GEOSTAT), the Ministry for Internally Displaced Persons from the Occupied Territories, Accommodation and Refugees (MRA), the Parliament of Georgia as well as USAID, EU, World Bank and other organizations is critical to gathering information, analyzing data and advocating for better social policies.

Partnerships with the Public Defender's Office, the Parliament, Journalism Faculties of key universities, different journalists' associations and representatives of mass and social media remain of key importance in the area of Child Rights Advocacy and Communication.

### **Humanitarian Situations**

Not applicable in the context of this Programme Component.

### **Summary of Monitoring, Studies and Evaluations**

The Barriers to Access to Social Services Survey (BASS) was developed to gain a better understanding of why significant shares of poor households in Georgia do not access their entitlements. This Survey is particularly important for understanding child poverty and well-being. The survey collected information on the poorest 20% of households identified by the Wealth Monitoring Survey of 2009. The findings of BASS revealed that awareness of the United Database of Socially Unprotected Families and the Social Services Agency that administers different benefits is very high (96%). However, a quarter of the poor have not applied for cash assistance. Families from Tbilisi and ethnic minorities are less likely to have applied. This is mainly due to negative attitudes towards the application system as well as due to lack of knowledge. The socio economic situation of the majority of families that applied to the database was rated too high to receive cash assistance and TSA (about 50-60%) and one third did not qualify for health insurance for vulnerable populations (MAP). Cost is the number one barrier to accessing health services, including medications. However, more than four out of ten families in the bottom quintile are not insured. The main reason for not having health insurance is a combination of "not applying for the database", "not qualifying

for MAP” and “lack of money to purchase a private insurance policy.” The purchase of medicines remains a barrier for the insured families as well. While the field of social work is growing, this Survey revealed that the awareness of social work amongst the general population is low (9 %) and the outreach of social workers in communities is limited.

The Reproductive Health Survey (RHS) collected information on a wide range of health related topics as well as demographic and socioeconomic conditions of the households. The sample was selected in such a manner as to allow separate urban and rural as well as regional-level estimates. As it pertains to social benefits, the Survey showed that out of 13,363 households, 51% do not receive any social benefits and only 7% receive Targeted Social Assistance (TSA) for vulnerable families, which makes up 15% of families receiving any type of assistance. Thirty-three per cent of total recipients of TSA are urban residents, while the other types of social assistance have more homogeneous distribution over urban/rural areas equaling 45% and 55%, respectively.

An Update of the Situation of Children in Georgia was completed in 2011. This report is based on an analysis of internationally agreed Child Protection and Millennium Development Goal indicators using the latest available data collected through national household surveys, including the Georgia Reproductive Health Survey 2010, Georgia National Nutrition Survey 2009, Wealth Monitoring Survey 2009, Barriers to Access to Social Services Study and other smaller studies.

### Future Work Plan

With an aim to achieve the planned Intermediate Results as per Rolling Work Plans for the period 2011 – 2012, UNICEF will advocate for and provide support to the following:

- Data collection and analysis to ensure that updated and disaggregated data on different indicators related to the wellbeing of children and youth is available;
- Evidence and data-based policy, legislation, budget and programme development with an emphasis on improving quality of and access to basic social services for the most vulnerable boys and girls;
- Introduction of the Child Rights syllabus to the journalism faculties in regional universities;
- Promotion of information and data sharing among university teachers related to specific teaching practices that focus on child rights;
- Further promotion of child-friendly reporting through continued media monitoring efforts.

## Country Programme Component: Cross-sectoral costs

### PCRs (Programme Component Results)

PCR	EQRank	OTDetails
Recurrent costs for activities not directly attributable to one programme, such as travel and equipment and salaries for staff performing cross-cutting functions and the country programme administration, fully and timely covered.		0 FA6OT1, FA6OT9

### Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling )	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E	0.00	0.00	0.00	0.00
OR-R	20000.00	0.00	0.00	0.00
RR	135000.00	234630.82	234625.62	100.00
<b>Total</b>	<b>\$155,000.00</b>	<b>\$234,630.82</b>	<b>\$234,625.62</b>	

### Results Achieved

Cross-sectoral costs covered the recurrent costs for activities not directly attributable to one programme, such as travel and equipment and salaries for staff performing cross-cutting functions and the country programme administration.

### Most Critical Factors and Constraints

The first year of implementation of the new Country Programme showed that the amount of funds planned for the Cross Sectoral Sector as per CPD was insufficient to cover essential recurrent/cross sectoral costs. In 2011, the Country Office faced the challenge of covering the MOSS costs for the Tbilisi and Sokhumi offices. As the funds allocated in the SB for this purpose were not sufficient, the Office also had to use regular resources to cover these essential costs. At the end of the year, when the annual allotment of RR was fully spent on covering the remaining recurrent cost for the Sokhumi Office, the Office resorted to other resources for this purpose.

### Key Strategic Partnerships and Interagency Collaboration

N/A

### Humanitarian Situations

N/A

### Summary of Monitoring, Studies and Evaluations

N/A

### Future Work Plan

As per CPD.

### Effective Governance Structure

The office set the target of achieving good quality oversight of the country office asset and resources through regular work of the Country Management Team (CMT), Programme Management Team (PMT), General Staff Meeting (GSM), Contract Review Committee (CRC), Project Cooperation Agreement Review Committee (PCA RC), JCC and other working groups.

The office updated the Enterprise Risk Management and the Risk and Control library in March 2011. In addition, the Business Contingency (BCP) Plan was updated and the Annual Management Plan 2011 (AMP) was finalized. The aforementioned documents provide clear guidance for governance structures and emergency risk management, which is also reflected in the EWEA portal.

The office has an Emergency Specialist in charge of the Emergency Preparedness and Response and the Disaster Risk Reduction Section of the Office, which includes preparedness and working with other sections to ensure that priority activities are in line with priorities outlined in the CCCs.

The CMT met eight times during the reporting year. Members of the CMT regularly monitored accomplishments of major and critical programmatic and operational tasks, such as:

- Negotiation and final signature of 2011-2015 CPAP and 2011-2012 RWPs;
- Staff recruitment process which continued from the previous year for the new programme cycle;
- Programme implementation and fund utilization status;
- Fundraising issues;
- Important and sensitive staff issues (such as significant local salary reduction);
- Negotiation of Implementing partners' VAT exemption issues with the Ministry of Finance;
- AMP, BCP and Office Learning Plan preparation;
- Additional Office Space analyses;
- Preparation for VISION migration;
- PAS implementation;
- Roster of Translators/editors.

The CMT regularly reviewed performance management reports and indicators prepared from all available sources, such as Business Information portal, Rover Briefing Book, ProMS, etc. Particular attention was paid to: single source contracting; Travel Authorizations without reports; Supply Requisitions without Purchase Orders; Direct Cash Transfers over six and nine months and timely donor reporting.

### Strategic Risk Management

The office reviewed Risks and Controls in March 2011. During this exercise, staff members had an opportunity to assess the effectiveness of response measures. Based on results of this assessment, a Risk and Control library was updated. There are six risk areas rated as High Level:

- (1) Aid Environment - This is linked to the risk of inability to continue business due to the security situation;
- (2) Partner Relations - The key risk here is perceived variable quality of the programme partnership caused by differing levels of collaboration, strength of partner relationships and insufficient preparation prior to engaging in partnerships;
- (3) Programme Strategy - There were several root causes identified in this regard: a) inadequate planning and insufficient information exchange between different governance structures (within UNICEF) or with partners, b) poor conceptualization and planning, c) lack of ownership, d) weak participation, e) insufficient community involvement, e) ineffective capacity building and f) lack of effective cooperation with key partners;
- (4) Governance and Accountability - One of the root causes is the inability to efficiently identify adequate expertise and existing capacities due to lengthy and cumbersome bureaucracy;

- (5) RBM Measurement and reporting results, which might be linked to insufficient allocation of resources for evaluation purposes;
- (6) Financial management linked to very unstable local currency fluctuation which may result in significant lack/loss of funds.

Utilizing the EWEA tool, the office has been continuously updating the risk analysis pertaining to the implementation of the programme. The office has been also communicating the risk analysis and management issues with other UN agencies through the UNCT Contingency Planning Group of Focal Points. The office continues to maintain a warehouse for storing emergency supplies. At present, the supplies include materials for WASH and Education.

The Business Continuity Plan (BCP) was updated in March-April 2011. The office managed to undertake four tests/training/exercising scenarios throughout the year. During these exercises, critical staff had an opportunity to test the BCP hardware provided to them; to learn how to access office resources remotely; to work from home through VPN connection and get used to continuing regular business when not physically present at the office.

In accordance with the BCP, EWEA and the UNCT Contingency Plan, mechanisms were put in place to ensure UNICEF's timely response of interventions, as outlined in the CCC priorities and IASC Guidelines on the Cluster Approach.

### Evaluation

The Office has an up-to-date IMEP which is used to plan and implement evaluations in key programmes, strategies and management areas. The office does not have a Monitoring and Evaluation Specialist and the Social Policy Specialist acts as a Monitoring and Evaluation Focal Point. The limited capacity within the office for undertaking comprehensive quality evaluations still remains a challenge for the Team.

Two evaluations were finalized in 2011 and according to internal assessments, both were objective and impartial. The findings and recommendations of these two evaluations were extensively utilized by the CO and partners. The management is ready to be responsive to the evaluations' findings. However, the Management Evaluation Response Action Plans for the two aforementioned evaluations still have to be drafted and discussed by the CMT members.

### Effective Use of Information and Communication Technology

All users were able to use various remote access tools, namely Citrix, VPN and or Web-Mail, to connect remotely and to access UNICEF IT resources from home locations as needed. The critical staff listed in the Business Continuity Plan have 24/7 internet access possibility using fast wireless 3.1 mbts EVDO modems and, in combination with the VPN tunneling connection secured with DIGIPASS equipment, are able to fully log into UNICEF Georgia CO's network. These users are able to connect from any location in Georgia, including areas with undeveloped connectivity infrastructures.

As per ITSS guidelines and instructions, the office network firewall was modified and upgraded with a new device for better security. The management of this device is outsourced to UNICEF global contractor Mission Control. The new device, along with improved security, makes it possible to have two internet connections provided from different ISPs and also allows relatively high speed for remote access.

The office established IT LTAs with the following vendors: UGT, Orion Technology, Complex Project, Orient-Logic, and Delta-comm on different UNICEF standard IT equipment and consumables. The LTAs, which are

updated/renewed regularly, were found to be very useful tools for fast procurement throughout the year.

By the end of 2011, the Office elaborated a backup strategy for corporate connectivity. It initiated the selection process and selected a vendor for back up internet connection. This strategy will guarantee more reliable connection to UNICEF's global network and IT resources such as: VISION, e-mail, Intranet resources, etc. The new firewall hardware will allow easy switching from main to back-up connection and vice versa.

For emergency communication, the office has Bgan 700, Bgan 500 and thuraya satellite devices which allow both data and voice communication. During 2011, the Operations Section organized four BCP test/training scenarios for critical staff.

The IT Assistant has been trained in emergency telecoms, such as usage and configuration of HF/VHF radios, BGAN and Thoraya satellite devices and LAN and WLAN devices, and received the certificate of "BASIC Emergency Telecoms Responder".

The following servers are available in the office network: Lotus Domino, Proms, AD, File&Print, File&back up, SEP antivirus, Citrix server, and Citrix Gateway. All servers were regularly updated, as requested by the global helpdesk and ITSS. All users were upgraded from XP to Windows 7.

As per global servers virtualization project which was announced by ITSS in 2011, the Office procured a new UNICEF standard server HP G7 for deployment of the new operating system Windows Server 2008R2. This operating system with virtualization technologies will allow better automation and will provide overall cost effectiveness for ICT infrastructure at the Office. After completing the virtualization project (February 2012), the seven servers which are currently in place will be replaced by two servers.

As part of the overall office IT improvement, seven new standard laptops Lenovo x220 were purchased along with several new printers and back up devices.

### Fund Raising and Donor Relations

In 2011, the Office continued the good practice of reviewing the Donor Reports Schedule on a regular basis, which resulted in 100% of donor reports being sent to the donors on time. All donor reports met the quality standards of donor reporting.

Utilization of funds and donor reporting are closely monitored through the Country Management Team and Programme Management Team.

Close PBA monitoring enables appropriate use of resources and prevention of unnecessary extension of contributions.

UNICEF continued to participate in small-scale joint programmes in the areas of education, youth and monitoring of Millennium Development Goals. UNICEF was also a major contributor to the drafting of a joint programme and donor proposal focusing on Basic Social Services in the Abkhazia region.

### Management of Financial and Other Assets

The Country Management Team (CMT) has a major role in reviewing and controlling financial management related processes. The CMT regularly reviews and analyzes the Business Information reports and recommends corrective actions to be performed by respective sections or individual staff members. The

CMT also regularly monitors funds utilization levels and other key performance management indicators. Regular monitoring is also undertaken in respect to the management of contributions and future fund-raising. Proper financial management is also ensured at the sectional level. Each Programme Section ensures adherence to donor requirements and timely utilization of funds.

The Operations Section manages cash related issues and is responsible for availability of cash in bank accounts. Furthermore, it facilitates the collection of cash requirements, consolidates it into the cash forecasts and regularly uploads them onto UNICEF intranet in the form of monthly and three month cash forecasts. In addition, the Office is doing monthly notifications of the remaining month-end bank balance to the Regional Office. In this respect, the Office constantly monitors and ensures that the cash balance on bank accounts does not exceed two weeks expected disbursements. With the exception of some minor cases, which were justified and thoroughly explained, the Office managed to comply with this rule throughout the year. Critical financial matters are usually brought and discussed on CMT. This could be extraordinary cash forecasts and replenishment planning, issues related to Direct Cash Transfer (DCT) liquidations and so forth.

By the end of Q3 of 2011, 80% of RR was spent and by the end of Q4, 100% of RR was spent. Almost 100% utilization of RR was achieved within the original life of the contribution. The office did not have DCTs outstanding over nine months.

### Supply Management

The small-scale supply component functioned without major problems throughout the year. The office placed Long Term Arrangements (LTAs) and established well-functioning procedures on the supply chain. The new work process appeared to be very effective and beneficial to the quality and timeliness of supply inputs. In addition, the Office managed to significantly reduce the lead time (including ProMS workflow) and rapidly respond to urgent demands.

The Georgia Office contributed significantly to the work of UNOMT, especially with regard to joint UN procurements of goods and services that were conducted on behalf of all UN agencies.

UNICEF consigned most of the supplies to the Government and receiving institutions. Hence, direct distributions were limited to several cases conducted by UNICEF-owned vehicles and commercial trucks. In accordance with the MoU for vaccines and immunization devices, in 2011, the MoLSHA ordered direct procurement services for a total value of US\$294,074.18.

At the end of 2011, US\$267,131.46 was spent through local purchase orders which represents more than 90% of all procurements. Increased local procurements were justified by the constantly developing local market and shift in commodities of the procuring supplies.

UNICEF-Georgia managed a warehouse provided free of charge by the Government until the end of 2015. The warehouse was used for UNICEF's emergency stock; programme and office supplies/archive and for temporary storage of supplies of other UN agencies and international organizations.

Supply-related services from the Supply Division were at an adequate level, including both offshore and Procurement Services supplies. The only problem observed was a delay in charging of the freight costs. In accordance with the law and relevant procedures, the Office has to apply to granting of humanitarian status for each import of programme/emergency supplies. In 2011, the Ministry of Foreign Affairs was issuing all necessary clearance/tax exempting documentation within ten days.

The Supply Assistant successfully participated in the VISION Supply and Warehouse training courses.

### Human Resources

Beginning 2011, the Office completed a large recruitment process for the new programme cycle 2011-2015. During this process, it managed to regularize a large number of temporary positions (inherited after the 2008 emergency situation in the country) into fixed term positions. There were no changes in fixed term post structure during this year's PBR, though there were four new Temporary Appointments (TAs) created, as follows:

- Two TAs in Child Protection section: PO-NOB Juvenal Justice and GS7 Project Assistant;
- Two TAs in Emergency section: Emergency Specialist, L3 and Emergency PO-NOB based in the Abkhazia region.

The recruitment process was also undertaken for Fixed Term GS6 Field Assistant for Emergency Section, which remained vacant for several months due to lack of funding.

Performance appraisal is functioning in accordance with existing procedures and within established time frames for the majority of staff members. All IP staff members are using e-PAS system via UNICEF Intranet while the paper e-PAS was used for local staff. The implementation of performance appraisal is regularly monitored by the Operation Section and periodically reported to the CMT. This monitoring process ensures meeting established deadlines and good quality of performance related feedback and comments as staff members are timely reminded and there is no last minute rush completion of respective forms. There were some exceptional situations when staff joined the organization in the middle of the year or some supervisors left the organization before the end of the year. Despite these exceptions, all staff members are covered with performance appraisal and respective deadlines will be fixed in the next coming reporting period. The 2010 PERs were closed without major disagreements between supervisors and supervisees. Planning of 2011 PAS process was also done in a timely manner as most of the priority tasks were discussed and agreed on during the development of the Annual Management Plan and annual work planning in the beginning of the year. Overall, the supervisor-supervisee relations are very open and healthy. Besides formal discussions, there is frequent and ongoing performance feedback which ensures that the staff is well aware of what is expected of them and how their performance is perceived.

In the fourth quarter of the year, the Office increased its capacity to prepare for and respond to emergency risks by hiring an Emergency Specialist for the Sukhumi Field Office and initiating National Officer recruitment in Gali.

Georgia CO has two active Peer Support Volunteers (PSVs). In addition, there are a number of PSVs in other UN Agencies. Staff are well aware of counseling resources and use the services when needed. All UN PSVs at the duty station maintain a local network and periodically meet to share their experiences or exchange information. In addition, the list of professional services for referring staff is available to all and this list is periodically updated.

### Efficiency Gains and Cost Savings

There are no numerical analyses undertaken on actual cost savings on joint UN activities but reduction of unit prices due to large volume from several UN agencies (depending on the service or supply requested in the ITB) indicates considerable savings. With an aim to get a contract with the UN, the majority of suppliers and service providers offered discounted unit prices.

In addition to the UN Joint Procurement Effectiveness, the office managed to negotiate almost 50% reduced data connectivity service with the new service provider. This arrangement allowed double speed connection with the same monthly service fee.

There were some efficiency gains through administrative measures throughout the year. The Operations

Section rationalized drivers' overtime by reducing it down to the absolute essential cases. In all other cases when staff had to take transportation after working hours, the Office allowed the use of the city taxi service contracted on the LTA. The taxi service fee compared to the 2-3 hours drivers' overtime allowed the CO to reduce the overtime cost by 60-70%.

Together with the RO's initiative regarding Skype usage, staff members who required international voice communication were provided with Skype software installation on their workstations. This allowed significant cost saving on the communication budget.

### Changes in AMP and CPMP

The Office may plan some changes related to the Country Programme Management Plan, in particular in the staffing structure for 2012. It may look into establishing a new position in the area of Disaster Risk Reduction for the Emergency Section depending on the availability of OR funding. In addition, the Office may be forced to regularize some janitor functions currently managed by UNDP as service contracts but requested to be taken over by UNICEF. In addition, should the Office decide to keep the warehouse for a longer period, then the post of Warehouse Clerk should be established since the current Warehouse Clerk has been on a Special Service Agreement since June 2008.

As for the Annual Management Plan, there are going to be changes introduced due to migration into the new ERP system i.e. VISION. VISION will force major management procedures and workflow to be re-analyzed and adjusted to the newly emerged needs and the IPSAS requirements. Depending on the IPSAS requirements, some of the processes may change completely, for example Travel Management, Cash Assistance to implementing partners, goods receipts and payment to suppliers. New processes and functions would have to be introduced, including management of programme supply in the warehouse and management of assets as per the IPSAS requirements. These key changes will affect the financial side of new work processes.

Major changes are expected related to document authorization and the Table of Authority (TOA), which is called in VISION Role Maps. These changes will reflect new functional roles introduced with VISION. The office strategy is to convert the old TOA into a new Role Map structure and wherever possible to maintain and keep maximum similarity in order to avoid significant changes in staff functions. In this regard, it will be necessary to make the new TOA adherent and compliant with newly released Financial and Administrative Policies which speak about new approaches in the segregation of duties and roles. The changes will also take place in office statutory committees and related Terms of Reference as new financial limits and procedures have been introduced together with the VISION and IPSAS.

### Summary Notes and Acronyms

#### Acronyms

<b>CRC</b>	Convention on the Rights of the Child
<b>CWS</b>	Child Welfare System
<b>EU</b>	European Union
<b>GDP</b>	Gross Domestic Product
<b>GEL</b>	Georgian Lari
<b>GEOSTAT</b>	National Statistics Office of Georgia
<b>GNRHC</b>	Georgia's National Reproductive Health Council
<b>GoG</b>	Government of Georgia
<b>ICC</b>	Immunization Coordination Committee
<b>JJS</b>	Juvenile Justice Sector

<b>IDP</b>	Internally Displaced Person
<b>IEC</b>	Information Education Campaign
<b>IMCI</b>	Integrated Management of Children Illnesses
<b>MAP</b>	Medical Insurance Programme for Families under the Poverty Line
<b>MCH</b>	Mother and Child Health
<b>MoCLA</b>	Ministry of Correction and Legal Assistance
<b>MoES</b>	Ministry of Education and Science
<b>MoIA</b>	Ministry of Internal Affairs
<b>MoJ</b>	Ministry of Justice
<b>MoLSHA</b>	Ministry of Labor, Social and Health Affairs
<b>MoSYA</b>	Ministry of Sports and Youth Affairs
<b>MRA</b>	Ministry for Internally Displaced Persons from the Occupied Territories,
Accommodation and Refugees	
<b>NAR</b>	Net Attendance Rate
<b>NGO</b>	Non-governmental Organization
<b>PDO</b>	Public Defender's Office
<b>PLHIV</b>	People Living with HIV
<b>RHS</b>	Reproductive Health Survey
<b>SIDA</b>	Swedish International Development Agency
<b>TSA</b>	Targeted Social Assistance
<b>U5MR</b>	Under Five Mortality Rate
<b>UNDP</b>	United Nations Development Programme
<b>UNESCO</b>	United Nations Educational, Scientific and Cultural Organization
<b>UNFPA</b>	United Nations Population Fund
<b>UNICEF</b>	United Nations Children's Fund
<b>UNAIDS</b>	The Joint United Nations Programme on HIV/AIDS
<b>USAID</b>	United States Agency for International Development
<b>WASH</b>	Water, Sanitation and Hygiene
<b>WHO</b>	World Health Organization

### Document Centre

#### Evaluation

	<b>Title</b>	<b>Sequence Number</b>	<b>Type of Report</b>
1	An Update of the Situation of Children in Georgia	003	Study
2	Barriers to Access to Social Services	004	Survey
3	Country Analytical Report 'Assessment of feasibility of data and data collection in Georgia'	005	Study
4	Review of the Child Action Plan 2008-2011	006	Study
5	Review of Standards for Day Centers for Children with Disabilities	007	Evaluation
6	An Independent Assessment of the Deinstitutionalization Process in Georgia	002	Evaluation
7	School Readiness Study / Preschool Study	008	Study
8	Reproductive Health Survey 2010-2011	009	Survey
9	Review of Foster care Services for Children with Disabilities	010	Study
10	Qualitative Assessment of the Status of Men and Women in Georgia	011	Study
11	Access to Education for Juveniles in Pre-trial Detention	012	Study
12	Analysis of the Situation of Street Children in Azerbaijan	1	Study
13	Analysis of the Situation of Street Children in Azerbaijan	1	Study
14	Analysis of the Situation of Street Children in Azerbaijan	1	Study

### Other Publications

	Title
1	Georgia and the Convention of the Rights of the Child, An update on the situation of children in Georgia
2	UNICEF Newsletter, February& November 2011
3	Guide on DRR for Head of Class
4	Riskland Game package
5	Children's Rights and Journalism Practice, Manuals for Students and Teachers
6	Codes of Conduct for Students, Teachers, directors
7	Parent Baby Book
8	International and national standards on reporting on children
9	Methodological Manual for preschool teachers and caregivers
10	Preschool curriculum
11	Methodological textbook for Tbilisi preschools
12	Child assessment instrument
13	Report - Survey of Barriers to Access to Social Services
14	Problems related to juvenile sentencing and social protection measures
15	Justice for Children in Georgia Newsletter
16	UNICEF Georgia 2012 Calendar
17	Video on the achievements of the juvenile justice reform
18	TV Commercial on Diversion
19	Short Animation Film on Youth Policy
20	Baby Book TV commercial

### Lessons Learned

	Title	Document Type/Category
1	Mainstreaming Disaster Risk Reduction (DRR) into formal education and National Curriculum	Innovation
2	De-Institutionalization, outsourcing of NGOs in providing Small Group Homes services	Innovation

### Programme Documents

	<b>Title</b>	<b>Document Type</b>
1	COUNTRY PROGRAMME ACTION PLAN	CPAP
2	Rolling Work Plan 2011-12, Child Protection	AWP/RWP
3	Rolling Work Plan 2011-12, Education and Youth	AWP/RWP
4	Rolling Work Plan 2011-12, Mother and Child Health	AWP/RWP