

# EAST KAZAKHSTAN OBLAST RURAL YOUTH NEEDS ASSESSMENT



The study of the needs of the rural youth is the result of cooperation between the Youth Public Association “NKO Active Youth” and the UN Children’s Fund in Kazakhstan (UNICEF).

The YPA “NKO Active Youth” expresses its gratitude to all the participants of the study: children and young people who took part in the survey, representatives of governmental agencies, which supported the organization of the survey and the focus groups (especially the internal policy departments of the EKO districts), and school administrators, who organized work with the target groups.

### **About YPA “NKO Active Youth”**

*The Youth Public Association “NKO Active Youth” was founded in 2006 and officially registered in the justice authorities on 29/12/2007. The Mission of the organization is to increase the social activity, protection of socially vulnerable segments of the population, including children and young people, development of the non-governmental sector in the region, promotion of effective models of governance via training, research, and advocacy. Until now, the organization has established close cooperation with local and national legislative and executive authorities, international organizations and representatives of the non-governmental sector.*

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**The Report was written by the Youth Public Association “Active Youth of the East Kazakhstan Oblast” within the framework of the joint project with UNICEF in Kazakhstan**

**2013**

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# 1. INTRODUCTION

The study, the findings of which are presented in this report, was conducted during an important period of implementation of the State Youth Policy of the Republic of Kazakhstan: in September 2012, the Committee on Youth Affairs in the Ministry of Education and Science of the Republic of Kazakhstan and regional specific state agencies created Youth Policy Offices. At the same time, the first youth resource centers were opened in the form of state enterprises.

The President of the Republic of Kazakhstan, N.A. Nazarbayev, said in his Message of 27 January 2012 (“the socio-economic modernization as the main direction of development of Kazakhstan”): “It is necessary to widen the access to education for young people through public and private partnership, subsidized travel and accommodation for young people from rural areas and low-income families, development of a dormitory network.” In the Message of the President of the Republic of Kazakhstan called “Strategy of Kazakhstan – 2050 as a new policy of a well-established state” of 14 December 2012, children are mentioned as “the most vulnerable and unprotected part of our society, that must not be deprived of civil rights”.

In the current context, the study has become an important part of the activity prioritization for resource centers and organizations that meet the needs of young people in the work of state bodies and institutions.

The study of rural youth needs is the result of cooperation between the UN Children’s Fund in Kazakhstan (UNICEF) and the Youth Public Association “NKO Active Youth”.

The opinion survey of young people of the East Kazakhstan Oblast was conducted in the framework of the UNICEF assistance rendered to the region in providing high-quality and effective preventive and protective measures for children, adolescents and young people, including promotion of rural youth resource centers.

The study included a survey of target groups (children and young people aged 10 to 29 years), consultations and interviews with governmental stakeholders and focus group discussions with active young people, with the purpose of developing recommendations for resource centers. The survey was conducted taking into account the demographic, territorial and social characteristics of the region.

The total number of surveyed adolescents and young adults (aged 10 to 29 years old as of 1 January 2011) was 431,692 people. In accordance with the terms of reference, the focus of the study was on 109, 307 young people living in six districts of the oblast

(as of 01/01/2011): the districts of Abai, Ayagoz, Zharma, Katonkaragay, Zyryanov and the city of Ridder. The survey was mostly conducted in regional centers (towns), with the help of random selection of institutions or schools for surveying respondents.

The main purpose of the youth needs assessment was to identify the real needs of the young people in the EKO to be met by the newly created youth centers and local executive authorities. A study of the target group needs is a key component in planning a program or project, one which determines the effect of the intended activities and the level of satisfaction of the beneficiaries. It is very important to carry out this type of study in rural areas, where the future of villages and settlements and the intensity of migration heavily depends on the quality of life and environment for the development of children.

Writing this report, the authors relied on the following terms and concepts defined by the Kazakh legislation and international regulations:

**A minor** is a person under eighteen years old (adulthood). (Law of the Republic of Kazakhstan “About Rights of Children in the Republic of Kazakhstan”)

**Adolescence** is the period of life when a person is no longer a child but not yet an adult, when the individual lives through enormous physical and psychological changes. An adolescent is experiencing changes in social expectations and perceptions. It is not a fixed period, but rather it is a phase of human development (World Health Organization).

**Teenagers** are aged 10 to 19 years old. The term includes early, middle and late adolescents (World Health Organization).

**Young people** are people aged 10 to 24 years old (World Health Organization).

**Youth** are people aged 15 to 24 years old (World Health Organization).

**Youth** are the citizens of the Republic of Kazakhstan aged fourteen to twenty-nine years old (Law of the Republic of Kazakhstan “On State Youth Policy” dated 7 July 2004 №581).

**Rural youth** are the youth living in rural areas.

**A young family** is a family, in which both the spouses are under the age of twenty-nine years old, or a single parent family in which children (a child) are brought up by one of the parents who is under the age of twenty-nine years old, including divorced, widowed parents.

**The state youth policy** is a system of socio-economic, political, organizational and legal measures, implemented by the Government to support young people (Law of the Republic of Kazakhstan “On the State Youth Policy” dated 7 July 2004 No 581).

**Social services for the youth** are non-profit organizations engaged in provision of medical, psychological, educational, legal services and financial assistance, promotion of social adaptation and rehabilitation of young people (Law of the Republic of Kazakhstan «On the State Youth Policy» dated 7 July 2004 №581).

**A youth organization** is a non-profit, non-governmental organization, the main purpose of which is to address social, cultural, educational and other objectives in

order to protect the rights and legal interests, and meet the spiritual and other needs of young people, created in the form of an association (a union) of legal entities, foundations, and a public association, the members (participants) of which are representatives of the youth (Law of the Republic of Kazakhstan “on the State Youth Policy” dated 7 July 2004 №581).

**A need** is something that is necessary for organisms to live and develop, being the source of various forms of activity (Wikipedia).

**A social service** is an activity of entities that provide general and/or special social services to meet the social needs of an individual (family) in a difficult situation (Resolution of the Government of the Republic of Kazakhstan dated 30 June 2008 № 656 “On the Draft Law of the Republic of Kazakhstan “On Social Services”). Social services may be medical, culture, tourism, education services etc.

**Socially vulnerable people** are the elderly, the disabled, and people in difficult situations, children and people older than 18 years with neuropsychiatric pathologies, as well as other representatives of the target groups in need of special social support (Strategic Plan of the Ministry of Labor and Social Protection of the Republic of Kazakhstan for 2011-2015, the Resolution of the Government of the Republic of Kazakhstan dated 31 December 2010 №1507).

## 2. MAIN REPORT

### 2.1. SUMMARY

On the whole, the findings of the study showed that young people living in the surveyed areas of the East Kazakhstan Oblast share the same interests and concerns: young people under 14 years are concerned with personal problems, including those related to the opposite sex, school performance, and the need for creative development and psychological support. The more mature young people are concerned with the purchase of housing, lack of leisure activities in villages, and the need to improve health. The significant areas for young people are relationships with family and other people, profession, lack of free time and inability to organize time rationally.

The following are among the most important social services that respondents would like to have: assistance in finding jobs and resolving housing problems for young people, help in choosing a profession, provision of supplementary school lessons and foreign language courses, consultations on medical and legal issues, and organization of leisure-time activities.

On average, 70-80% of adolescents, irrespective of their pastime, are happy with the way they usually have fun, relax, or deal with physical and mental development. Their free time is spent in an interesting and useful manner. They are supported by sports clubs, as well as creative and intellectual circles, which are available in their settlements.

Details of the study were discussed with young people during focus group discussions: the most interesting proposals were related to the activities of the centers and the causes of the problems that the rural youth face. According to a schoolgirl from Zyryanovsk: "We, young people, would like to have a place where we could gather in the evenings to chat, drink coffee." Another respondent, the director of a district youth house, says: "We want the Youth House to work not only in the town but also in villages around. To do this, we need vehicles so our methodology specialists could go to local sites at any time". Finally, the specialist of internal policy departments comments that: "Sports in our city are very well developed. Skiers participate in international competitions, winning medals there. The problem for the youth of our city is the lack of housing. It is insufficient and very expensive."

The findings of the study presented in this report and the recommendations may serve as guidelines during the planning of methods and forms of work of young people's centers.



## 2.2. SURVEY METHODOLOGY

The Youth Public Association “NKO Active Youth” with the support of UNICEF in Kazakhstan (UNICEF) conducted a study to assess the needs of the rural youth in the East Kazakhstan Oblast.

**The purpose of this study** was to assess the needs of the rural youth in six districts of the East Kazakhstan Oblast (Abay, Ayagoz, Katon-Karagay, Zyryanov, Zharma districts and the city of Ridder).

### **The Objectives of the Study were:**

1. To understand the age and gender characteristics of the needs and demands of adolescents and young adults aged 10 to 29 years, so as to determine their needs in services and other types of support and their readiness to enter adult life, family and social life, and other issues identified during the study.
2. To understand the vision and preferences of youth in relation to the format and practical implementation of services and support (including the centers, and others).
3. To understand the vision of adolescents and youth on the issues of engaging young people and the ways to ensure their direct and meaningful participation in resolving the matters of concern at family, community, district and regional levels, as well as to improve the quality and availability of youth resource centers.
4. To understand all the “pros” and “cons” in the sphere of services and programs realized at the moment in different institutions (e.g. schools, community, etc.).
5. To understand the expectations of the local administrative authorities, support service providers, and, if possible, the parents, as well as their vision of the needs of rural youth in such services.
6. To understand the regional (oblast level) and local (district level) priorities (on policy, strategy, program and other levels) in the field of work with the youth, taking into account the age, gender and local (regional) context.
7. To elaborate general and specific realistic recommendations for the planning and organization of rural youth resource centers, identifying short-, medium- and long-term priorities, interventions and policies, which may be needed to improve the condition of rural adolescents and young adults, including measures to promote and support such centers. Whenever possible, specific recommendations must be developed on program and communication strategies that can be implemented with the support of UNICEF in the EKO.

This study was conducted specifically for public authorities and institutions, which are responsible for the organization of work with young people, especially for the new youth initiative centers created in the districts. The findings of the study, including the information about the needs of young people, may serve as a statistical and information base for the work plan, the selection of methods to assist young people and the forms of interaction with the target groups. The recommendations elaborated during the survey of children and young people will be very helpful for the employees and methodology specialists of rural youth centers.

In accordance with the program of cooperation with the Akimat of the East Kazakhstan Oblast, UNICEF is assisting in the organization of centers for rural youth. The YPA

“NKO Active Youth” conducted an assessment of the needs of the target group – young people living in rural areas of EKO – in the framework of a cooperation agreement with UNICEF. The results of this study will help to plan the methods and forms of work of centers and to determine the right combination of experts. The study included a survey of adolescents and young adults aged 10 to 29 years, via structured interviews with representatives of state agencies and institutions responsible for work with the youth and during focus group discussions with young people of pilot districts of the Oblast. Under the project, 800 respondents were interviewed, 35 structured interviews were conducted, and two focus group discussions were held in Zyryanov and Zharma districts.

The survey sample was composed taking into account the population of districts. The institutions where the surveys were conducted were selected randomly (“method of drawing lots from a hat”).

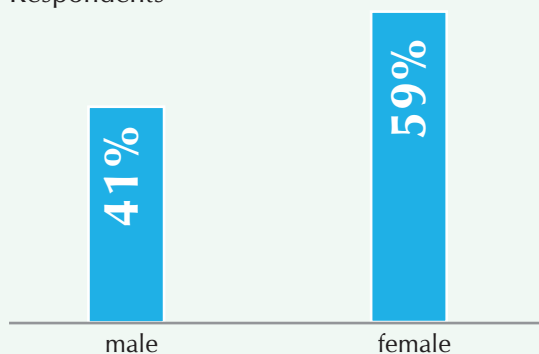
All the interviews were conducted with target groups of the project: representatives from youth policy offices of the EKO and district internal policy divisions, methodology specialists and leaders of the newly created youth initiative centers.

Table 1. Sample Composition

Age groups of adolescents and young adults			Social categories of adolescents and young adults		
Adolescents aged 10-14	276	35%	School Students	520	65%
Adolescents aged 15-19	334	42%	College and Lyceum Students	64	8%
Young adults aged 20-29	189	23%	University Students	96	12%
TOTAL	799	100%	Working young people	119	15%

Table 1 shows detailed components of the sample: the age and social characteristics of the respondents. The composition of the sample accurately reflects the demographic structure of the region. Young people aged 15-19 years and students are predominant among the respondents. The 20-29 years old group consists of people employed in state agencies and institutions, private companies and farms. As for the gender composition: 59% females and 41% males were surveyed (see Figure 1. Gender characteristics of respondents).

Figure 1. Gender Characteristics of the Respondents



Regarding the territorial composition of the sample: 7% of the respondents are from Abay district, 19% -Ayagoz, 16% -Ziryanov, 21% -Zharma, 14% -Katon-Karagay, 23% -the city of Ridder (see Figure 2. Percentage of respondents by the EKO districts).

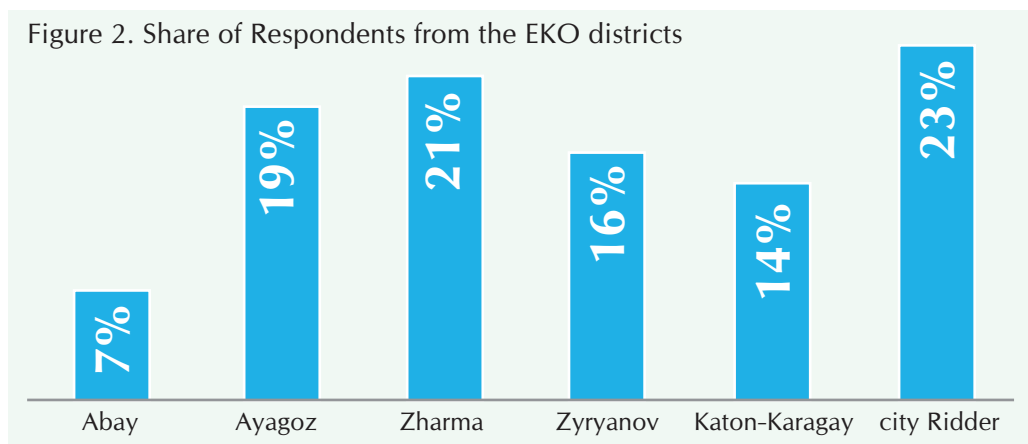
Almost all the young people who took part in the survey are residents of district centers. Among the respondents there were

socially vulnerable children and young people: representatives of disadvantaged, low-income families. Students of social institutions (boarding schools, orphanages, shelters) did not participate in the survey. The living conditions of the respondents were not tracked because the primary objective of the study was to identify the needs of young people in general, without going into detail about the social categories of respondents.

In terms of education, depending on age, most respondents have secondary or higher education. 88% of students are planning to enter and finish university, 12% of children under 14 years old wish to continue studies and get a Postgraduate Degree. About 30% of university students and working young people wish to acquire a Master's Degree and a Post-graduate Degree.

In the social structure of the population, rural youth occupies a special place due to the territorial residence and realities which are distinct from urban life and education. The nature and content of activities available for young people living in rural areas directly depend on the social environment, which stipulates a certain model of socialization. In this regard, the public and government bodies must engage constantly in the development of rural areas and the creation of infrastructure for the harmonious development of children and young people as important actors of generational change. This issue is particularly important in the East Kazakhstan Oblast, where villages and settlements are far from the regional center, Ust-Kamenogorsk, and far from district centers.

Figure 2. Share of Respondents from the EKO districts



## 2.3. MAIN NEEDS OF THE YOUTH

The needs, demands and interests of young people of the East Kazakhstan Oblast correspond to the age peculiarities and social realities of settlements. About 25% of adolescents need help with their homework. Educational circles in villages either do not work or the children do not know about them. Paid training courses are not affordable for rural children.

Almost a quarter of all young people aged 10 to 14 years are worried about personal problems (communication with the opposite sex). These data are consistent with the characteristics of puberty. It

*“I would like to study foreign languages, but I do not know where I can do it. Also, I do not know what clubs they have in the Youth House.”*

*A schoolgirl from the village of Kalbatau*

*“They do not trust school psychologists, because they are not competent enough, speaking objectively.*

*We have to invite specialists to communicate with adolescents”.*

*A teacher from the city of Ridder*

is possible that this period of puberty means there is a need for psychological support, which was expressed by 15% of adolescents. At the same time, children do not trust the full-time school psychologists. They do not believe in their skills or the confidentiality of their work. However, they are willing to seek advice from independent visiting experts, as well as from the staff of specialized youth services.

About 30% of respondents believe that there is a need to focus on physical development: children 10-14 years old want to engage in popular or professional sports. At the same time, the need is more urgent in regions that are well developed in terms of sports and sports infrastructure: the cities of Zyryanovsk and Ridder, and Zharma district. In these areas, children are involved in the culture of a healthy lifestyle from an early age.

The needs of young people aged 15-19 years old (see Figure 3. Needs of adolescents aged 15-19 years) are different from the needs of other adolescents to the extent that they are socially acute: girls and boys of this age are beginning to worry about problems of “the future” - employment and housing (about 17% of respondents). In particular, many respondents described the lack of accommodation for young people and the difficulty in finding jobs in the survey of young people from cities and regional centers, where there is a growing population trend or where provision of new residential areas is insufficient. However, some localities of the East Kazakhstan Oblast have a “zero” level of unemployment among young people, for example, the cities of Ridder and Zyryanovsk: these cities have large enterprises, which

*“The Representatives of the Youth House said that they have lots of clubs. But it's the first time I hear about that”.*

*A schoolgirl from Zharma District*

constantly need technical specialists. Yet, due to the lack of universities in these communities and a large number of young people leaving, the skilled labor force is not increasing. Young people receive training in big cities in Kazakhstan and Russia and stay there to live and work.

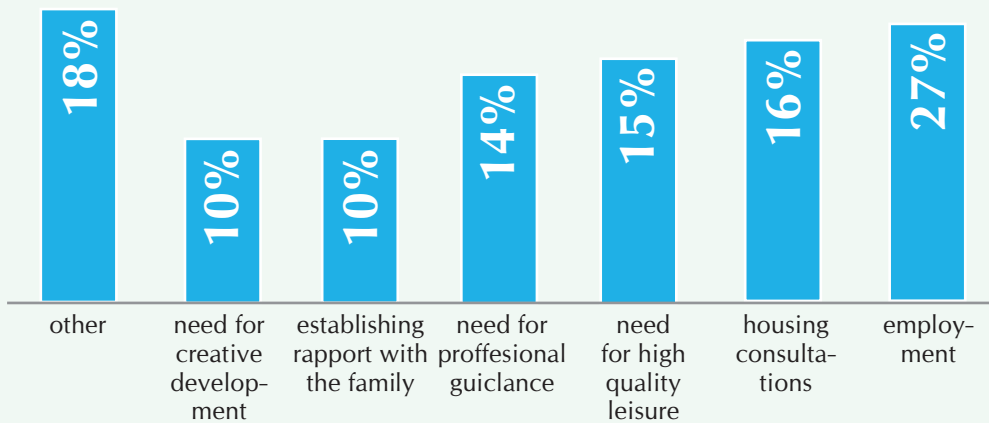
*“I would create special centers for young people to do something they like. The street kids would be occupied”.*  
*A schoolgirl from the city of RIdder*

As a priority, the respondents also noted the need for good leisure activities (about 16%). A particularly acute problem, as recognized by the staff of the EKO youth policy authorities and youth initiative centers, is the issue of organizing leisure time for young people in the villages and towns where adequate infrastructure and experienced professionals are lacking. The youth houses and sport schools that function in the regional centers could reach out to small settlements too, but children and youth organizations do not have vehicles or efficient means for remote work. Young people of 15-19 years old are concerned with the issues of profession (career guidance), and legal and health literacy (so there is a need for career guidance, and legal and medical advice). A special need, as discussed by the respondents, is advice on housing issues,

*“The problem of the young people of our city is housing unaffordability (its’ shortage and high cost) and lack of higher education institutions. Due to these reasons young people move to study and live to Ust-Kamenogorsk and some to Russia”.*  
*A teacher from the city of RIdder*

including mortgage lending: the majority of rural youth today are afraid of being deceived and do not trust banks. Another important issue for the young people of this age category is family relationships - establishing rapport with the family (about 10% of respondents). Young people are interested in creative development, which a number of respondents understand as career development and others as attending art clubs.

Figure 3. Needs of Adolescents Aged 15-19 Years Old

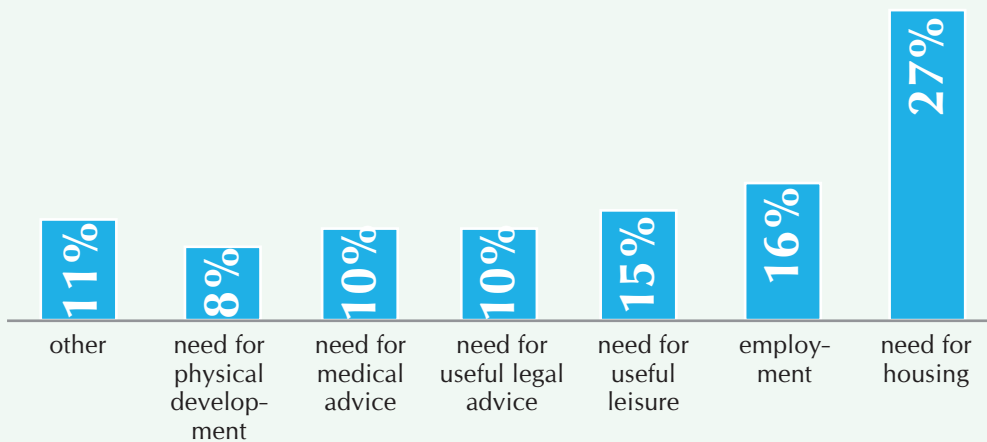


At the same time, it became clear from the discussions that in most of these districts there are working clubs, but young people do not always know about them.

Young people of 20-29 years old have mostly the same needs as the above described categories (see Figure 4. Needs of young people aged 20-29 years old): housing (34%), employment (15%), and leisure (12%). It was noted by the young people, however, that in some localities and areas the housing problems are resolved by the authorities. The director of a district youth house said: "At the present time, I am leasing a room in a lady's house, but the district administration has promised to allocate me an apartment in a newly built house, if I stay to work in the countryside". A teacher in Zharma district shared the following experience: "I applied to the program "To a village with a diploma", and for me it was not a problem to buy a house in the town". To a lesser extent, the young people of the EKO aged 20-29 are interested in the issues of leisure, and availability of medical and legal advice.

Some of the significant needs are related to sex education: individual interviews, and obtaining information materials and contraceptives. This fact is also confirmed by the issues young people raised when answering questions on interpreting the terms "reproductive health" and "contraception".

Figure 4. Needs of the Youth Aged 20-29 Years Old



## 2.4. MOST SIGNIFICANT SPHERES/ISSUES FOR THE YOUTH

The data received in response to this question correlate with the findings of the study of rural youth needs (see Figure 5. Most significant spheres for adolescents aged 14-19 years old). Thus, adolescents of 10-14 years old are primarily concerned with problems in studies (22% of responses) and the lack of free time (11% of responses). Lack of leisure time, according to the students, is related to the excessive number of schooling hours and an unreasonable amount of homework. On average, adolescents spend 10 hours per day studying, and therefore they have almost no time to walk outside, relax and chat with family and friends. As a result, children are concerned with the organization of free time and planning the day and school week (a little under 10% of respondents). The other most significant spheres for adolescents are family conflicts and conflicts with teachers.

*We do not have enough time for anything. Home assignments are so many that we do not have time even to walk outside. There is only Sunday to be with friends and to do shopping.”*

*Schoolchildren from the city of Ridder*

The most pressing issues for young people aged 15 to 19 years are related to, as noted earlier, employment (19% of responses) and professional self-determination (18% of responses) (see Figure 6. The most significant spheres for adolescents aged 15-19 years old).

Health problems are equally important in the lives of young people: about 10% of respondents are concerned about this issue and consider it to be a priority. Young people speak about such important spheres as the acquisition of housing, as well as organization of leisure time and its lack.

Young people aged 20-29 years gave almost the same answers to the question “Mark the most important spheres/issues for you” in the questionnaire (see Figure 7. Most significant spheres for young people aged 20 -29 years old). Young people are

Figure 5. Most Significant Spheres for Adolescents Aged 10-14 Years Old

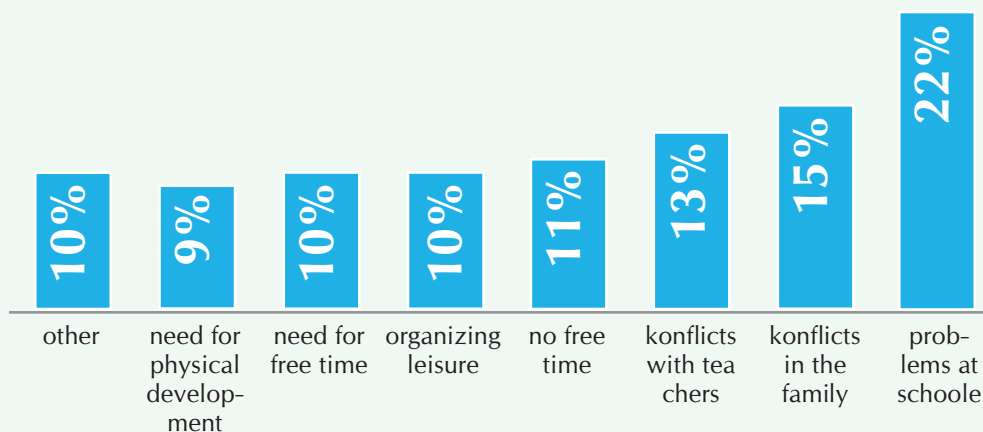
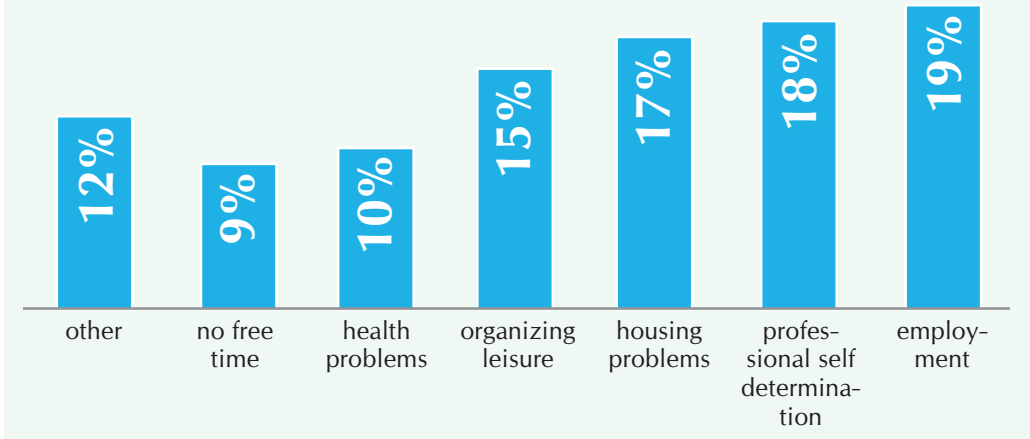




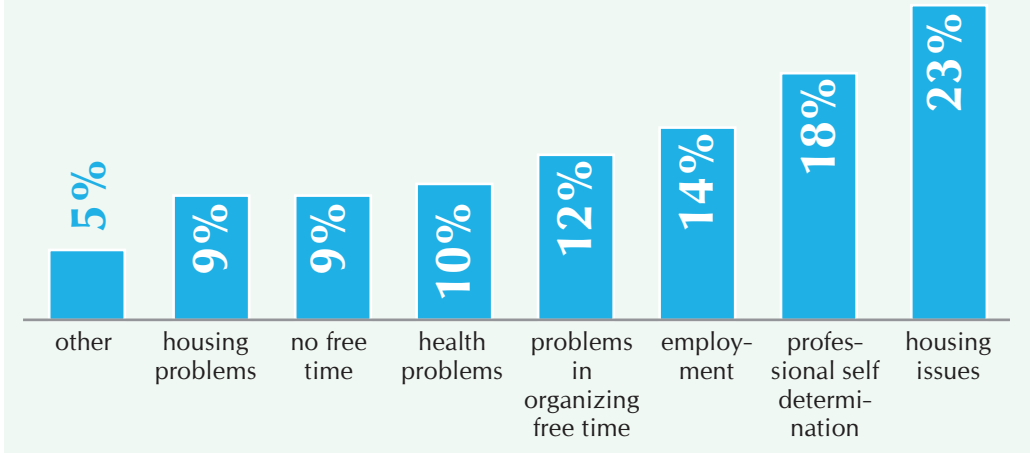
Figure 6. Most Significant Spheres for Adolescents Aged 15-19 Years Old



concerned with housing (23%), employment (14%), and health problems (10%). At the same time, according to the interview data, public authorities are increasingly developing such areas as patriotic education of youth, promotion of healthy lifestyles, cultural events, sociological research, organization of leisure activities, development of youth entrepreneurship, and capacity building of youth. The older representatives of the socio-demographic group of “youth” are concerned with material prosperity. Possibly this is explained by the fact that this age group is generally more impacted by the period of starting a family and intensification of the need for money.

The family as a social institution is very important for adolescents and young adults: the respondents spend most of their time with parents and relatives at home and feel safe and happy. At the same time, the frequency and nature of conflicts and the general atmosphere in the family, as shown by the results, do not play a significant role: simply being with family and friends makes people feel calm and well-balanced in spirit.

Figure 7. Most Significant Spheres for the Youth Aged 20-29 Years Old





If young people were entrusted to govern their district or community, they would implement such primary measures as the construction of youth-oriented shops, restaurants, art and leisure clubs, sports facilities, healthcare centers, playgrounds, and shelters for street children; provision of psychological help to those in need and help in overcoming drug, alcohol, and tobacco addiction; and organization of employment for the unemployed population. These were the types of responses elicited from the open-ended question "If you were part of the administration of your village, what would you do first in your settlement to make the lives of children and young people better?"

*"In our city and region sports is developed so much that children simply live it. No wonder, the social services that the adolescents would like to have include sport clubs."*

*A teacher from the city of Zyryanovsk*



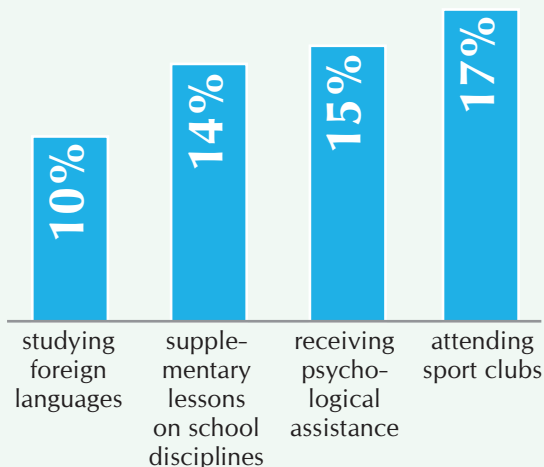
## 2.5. SOCIAL SERVICES THAT THE YOUTH OF THE EAST KAZAKHSTAN OBLAST WOULD LIKE TO ENJOY

For the development of youth centers, the information on the types of social services that young people would like to enjoy is very important. Adolescents aged 10-14 years old are interested in attending sport clubs (17%), receiving psychological assistance (15%), supplementary lessons on school disciplines (14%), and studying foreign languages (10%) (see Figure 8. Social Services that the adolescents aged 10-14 would like to receive).

*“I would make playgrounds for children, provide jobs for young people in the summer, improve safety”.*

*A student from the city of Ridder*

Figure 8. Social Services that Adolescents Aged 10-14 would like to receive



The children explained that their desire to engage in sports was due to the high level of development of sports infrastructure, high quality coaching staff, and the cult of sports in the East Kazakhstan Oblast. Children do not see their lives without sports and do not envisage the work of centers without sports clubs. The teachers explain the desire to receive psychological help by the gradually emerging culture of psychological health in society and the habit of seeking professional help. The need for learning a foreign language is explained by the trend towards

globalization and the high cost of tutoring. During interviews, a significant number of children mentioned the lack of possibilities for their families to pay for foreign language courses. Somewhat less important for teenagers were social services related to the protection of their rights and interests, and assistance in the choice of profession.

*“To work with children, we need to invite independent specialists. Adolescents are attracted to psychologists and ask them for help on personal matters”.*

*A teacher from Abay District*

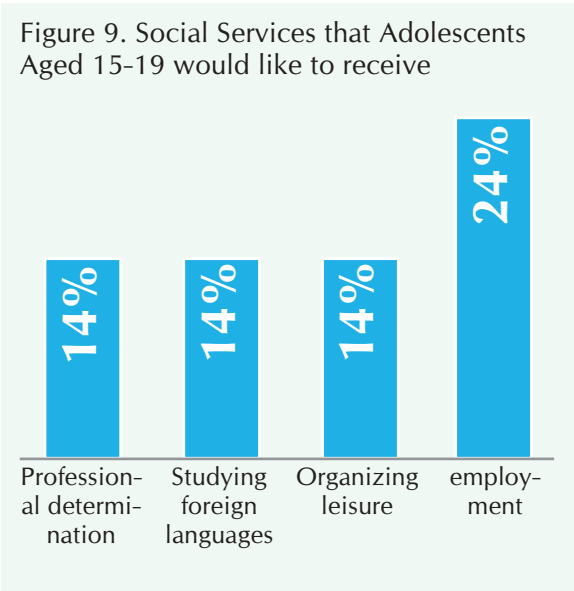
The most popular social services for young people aged 15-19 are the promotion of employment (24%), leisure of young people (14%), foreign language courses (14%), and assistance in choosing of a profession (14%).

Young people aged 20-29 years are interested in the following types of social services: employment (24%), leisure (18%), assistance in solving housing problems (16%), and psychological support (12%).

Among the respondents, some also expressed an interest in participating in the public life of their locality and region. However, not all of them know how they can realize their potential, where they can seek help, and what existing organizations they may join. According to adolescents and young people in rural areas, there are only a few environmental organizations focused on environmental protection, as well as branches of the Youth Wing "Zhas Otan" of the party "Nur Otan". This fact is confirmed by employees of the department of district internal policy, which works on increasing the number of active non-governmental youth organizations.

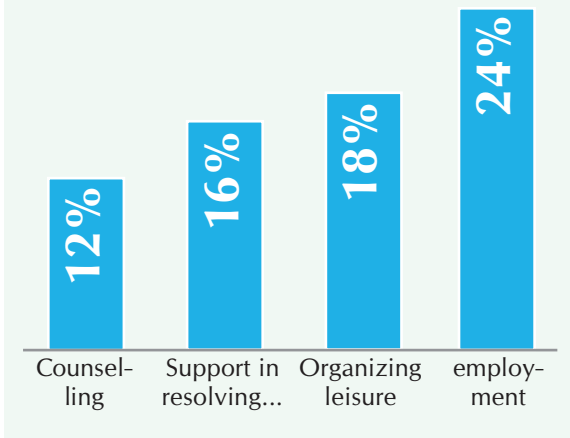
The work of the youth centers is seen by the representatives of government agencies, that will administer these institutions in the future, as follows: orientation of the youth of villages, emphasis on the personal development of young people, revealing their intellectual and creative potential, medical, psychological and legal assistance, teaching Kazakh and foreign languages, career guidance, prevention

*"I would work with the psychology of the youth, because young people do not control themselves and parents suffer from that .I would give advice to the youth".*  
*A schoolgirl from the city of Zyryanovsk*



*"We need legal consultations. We do not always know how to protect our rights and what loan conditions are most beneficial for the youth".*  
*Young specialist from Zharma District*

Figure 10. Social Services that young people aged 20-29 would like to receive



of self-destructive behavior, organization of special trainings on children's social environment (for parents, caregivers, teachers), and training for young entrepreneurs.

### 3. RECOMMENDATIONS FOR RURAL YOUTH CENTERS

#### 1. Types of Social Services that could be organized by the Rural Youth Centers:

1. Supplementary training for children and young people on school subjects and foreign languages, including in-depth studies. Subjects, number and duration of classes are determined individually for each region, taking into account the needs assessment at the local level. The frequency of assessment is regulated by each resource center independently, but at least once a year.
2. A young family support service: provision of legal, medical and psychological advice, consultations on reproductive health of young people, help in resolving housing problems (explaining governmental housing programs for youth, information on lending benefits, and assistance in the selection of a mortgage loan and execution of documents), organization of family leisure activities (organizing recreation events for all family members). The content of consultations, and the number and duration of meetings are determined with each beneficiary individually by the employees and external specialists of the Resource Center.
3. Organization of leisure-time activities, such as cultural events, youth involvement in the public life of the district, organization of leisure centers or themed cafes for young people.
4. The functioning of the youth employment system, such as career guidance, organization of trainings on the topic “How to behave at a job interview”, “Time Management” etc., providing help in writing a resume, creation of recruitment services for youth, and professional retraining of young people.
5. Organization of the personal growth school for young people: conducting trainings aimed at improving the competitiveness of young people, and fostering their self-esteem and objective world outlook.

## 2. The activities and responsibilities of the Resource Center for Rural Youth, activity planning and performance evaluation.

A necessary condition for the functioning of the resource center for young people is to regularly conduct needs assessments of target groups. The method of assessment may be chosen arbitrarily by center staff (questionnaires, interviews, surveys, online surveys, etc.). The frequency of assessments is regulated by each resource center independently, but at least once a year. Periodically (at least twice a year) there should be an assessment of the activities undertaken by the

resource center. Performance assessment measures include comparative analysis of the costs incurred and resources (time, human etc.) used and the achieved results (quantitative and qualitative). In accordance with the schedule, specialists of the centers for young people must be trained and attend qualification improvement courses in educational institutions based in non-governmental organizations, in the regional center of youth initiatives, and other organizations of various forms of ownership.

*“It is necessary to organize the work of Youth Houses not only in towns, but in villages of the district.*

*We need vehicles for that, so the methodology specialists could travel to settlements at any time. The employees also need methodology support to improve the quality of their work”*

*A young man from Zharma district*

## 3. Types of Work of the Rural Youth Resource Center

The types of work of the rural youth center are determined by the assessment of the needs of target groups. Social services may be provided on the basis of a youth personal application made by a young person, after a phone call to the “information line” or “hotline”, or upon receipt of an electronic request to the email address of the rural youth center. Accordingly, help to a young person may be provided during a personal reception (interviews, conversations), telephone or electronic consultation (e-mail message upon a request, a letter or a microblog in social networks, publishing information on the website).

**The working hours of the center** should be as convenient for the beneficiaries as possible. It is better to use a “floating” schedule, with emphasis on the evening hours.

**The basic principles of the center** include confidentiality, that is, non-dissemination of the information on the beneficiaries, and anonymity (if the young person does not want to provide personal data).

**The staffing of the rural youth centers.** The full-time employees of the center should include: a director, an accountant, a psychologist, a teacher and an organizer. The specialists that may be invited are teachers of specific subjects, doctors, external economists, lawyers, personal growth trainers, and others.

## Reports of the Center

A work plan should be composed for each type of social service. There must be a consultations record book to record the identity data of the beneficiary, or a services/assistance recipient code in the case of anonymous applications. There must be an electronic database of people who applied describing the type and quantity of services provided. At the end of the needs assessment of target groups and the assessment of the Resource Center performance, reports must be composed with attached materials used or produced in the process of assessment (questionnaires, photos, feedback from beneficiaries, data gathered as statistics).

**1. Beneficiary categories:** adolescents and young adults from 10 to 29 years old.

### **2. Rural Youth Centers Performance Indicators:**

- a) the number of beneficiaries from the target group (determined individually for each resource center based on the number of young people);
- b) improvement of students' achievements in the subjects that they are studying in the Resource Centre;
- c) improvement of legal literacy of young people and their awareness of governmental programs ensuring housing for young people;
- d) forming an objective self-assessment of the beneficiaries;
- e) improvement of the comfort of being in the family;
- f) answers given to the health questions asked by persons who applied for medical advice at the Resource Center;
- g) stabilization of the psycho-emotional state of young people;
- h) coverage of youth with leisure activities;
- i) number of employed young people;
- j) number of young people who successfully completed personal growth training;
- k) other, depending on the findings of the needs assessment of adolescents and young adults.



