



## **Guidelines for Creation of the Social Support Center for Vulnerable Groups of Population**

Prepared in the framework of the project “Road to Home for Full-fledged Life” with the financial support of the European Union and the Federal Ministry for Economic Cooperation and Development of Germany

**Tashkent 2018**

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**Prepared by:**

DVV International in Uzbekistan

Non-governmental non-profit organization Republican Information and Education Center "INTILISH"

**These Guidelines are based on the results of the project “Returning PATH: Promoting Access To basic Human rights for vulnerable women and men” (*project name in Russian: “Road to Home for Full-fledged Life”*) which is aimed at re-socializing the people who have been released from detention facilities, drug addicts, people living with HIV and patients with tuberculosis, their adaptation in society and it is implemented by DVV International and the RIEC "INTILISH" (2016-2018).**

The first part of the Guidelines describe the experience gained by DVV International in Uzbekistan and the RIEC "INTILISH" in the course of project implementation, lessons learned, risks encountered, identified typical problems, recommendations for improving the situation in the society with vulnerable groups and multiplication of similar projects. The second part gives a detailed description of the operational procedures for successful provision of social services based on similar Centers.

*Responsibility for the publication is on the authors and their opinion does not necessarily coincide with the opinion of the European Union and the Federal Ministry for Economic Cooperation and Development of Germany.*

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**Part I**

**PREAMBLE**

## LIST OF ABBREVIATIONS

<b>BK-</b>	A person not releasing Koch's bacilli to the ambient environment
<b>BK+</b>	A person releasing Koch's bacilli to the ambient environment
<b>EU</b>	European Union
<b>GDEP MIARUz</b>	General Directorate for Execution of Punishments of the Ministry of Internal Affairs of the Republic of Uzbekistan
<b>ICT</b>	Information and Communication Technologies
<b>UWC</b>	NGO Uzbekistan Women Committee
<b>RT</b>	Round table
<b>PAB</b>	Project Advisory Board
<b>PLHIV</b>	People living with HIV
<b>MIARUz</b>	Ministry of Internal Affairs of the Republic of Uzbekistan
<b>MJ RUz</b>	Ministry of Justice of the Republic of Uzbekistan
<b>NANNOU</b>	National Association of Non-Governmental Non-Profit Organizations of Uzbekistan
<b>NIMFCS</b>	National Institute for Monitoring of Formation of Civil Society
<b>NNO</b>	Non-governmental non-profit organization
<b>NEI</b>	Non-governmental educational institution
<b>NCHR</b>	National Center for Human Rights
<b>PCFM</b>	Public Charitable Foundation Mahalla
<b>PSC</b>	Psychoactive substance consumers
<b>IDU</b>	Injecting drug users
<b>RIEC</b>	Republican Information and Educational Center
<b>DDIA</b>	District Department of Internal Affairs
<b>TG</b>	Target group
<b>CTRSI</b>	Center for Training, Retraining and Skill Improvement of Unemployed Population at the Tashkent City Administration
<b>SSC</b>	Social Support Center
<b>CSA</b>	Center for Social Adaptation

## INTRODUCTION

Uzbekistan, as a social state, takes care about the welfare of its citizens, their social security. In a social state, the right to decent life and free development is guaranteed to everyone, regardless of his/her ability to work, age, health, and other objective reasons. If a person is unable to independently provide a subsistence level for himself/herself and family, such person can rely on appropriate aid from the state and the society. The state provides social support, first of all, to citizens who have merits before the country (war and labor veterans, military service veterans, large families and others) in order to ensure them a decent standard of living and respect in the society. Under-age people, elderly, disabled and other law-abiding people who need help are eligible to receive support of the state.

But in any country there are certain categories of citizens who, in spite of a certain support of the state, are experiencing specific difficulties in self-realization in the society. We are talking about those who have been released from the places of execution of punishment, drug users, people living with HIV, patients with tuberculosis, etc. One of the main reasons for that is existence of certain stereotypes in the public mind regarding these target groups, which are very difficult to overcome. If a person had been serving a sentence in detention facilities, it's alleged that he/she is still a criminal element, and the presence of HIV infection or tuberculosis in a person still causes fear among others, contributing to discrimination and stigmatization of this part of people.

The society tries to get isolated from them and sometimes ignores them: an employer will find a lot of reasons not to employ such a staff (with a certificate of release from the place of execution of punishment or presence of disease, etc.), there are no financial opportunities to acquire a profession, disorientation and loss of self-identification skills necessary in today's life, etc.

Every year in Uzbekistan, citizens are exempted from the places of execution of punishment under an amnesty or who have served sentences, of which more than 90% are of able-bodied age. Among the released ones there are juveniles, elderly, sick people, previously convicted several times who have served long-term prison sentences, women with young children and other categories of citizens. The consequence of this is unequal opportunities in the normalization of life, differences in the process of re-socialization.

With the release from place of deprivation of freedom, the legal status of a human changes dramatically, and legal capacity is almost fully restored. There arises a need for adaptation the conditions of life. It is necessary to resume social ties in a short time, resolve the issue of registration at the place of residence, find job, learn how to rationally spend the money earned, provide oneself with food and necessary things. And, if the process of re-socialization is delayed, then a conflict with the social environment starts, which leads to violation of the norms and rules of the society.

Faced with life difficulties regarding employment, search for housing, obtaining pension, access to healthcare services, recovering lost documents, representatives of the target groups are not always able to solve these problems on their own, they commit crimes and use risky behaviors, supplementing the groups of homeless people, drug addicts, people living with HIV and tuberculosis patients. There is also the problem of inability to restore/create normal family relationships with relatives and children due to the lack/loss of skills to build family relationships and reduced self-esteem. Relatives often do not want to be with such a person under the same roof, or help them.

It is important to understand that the problem of re-socialization of those who have served punishment, drug addicts, people living with HIV and patients with tuberculosis is not specific, but is an important complex social problem that requires consolidation of the forces and means

of state authorities and local government bodies, public organizations, private sector, inter-departmental interaction.

These Guidelines are based on the results of the project **“Returning PATH: Promoting Access To basic Human rights for vulnerable women and men”** (*project name in Russian: “Road to Home for Full-fledged Life”*), which is aimed at the re-socialization of people released from detention facilities, drug addicts, people living with HIV and patients with tuberculosis, their adaptation in the society, is implemented by DVV International and the RIEC INTILISH (2016-2018), and supported by the EU Delegation in Uzbekistan and the German Federal Government (BMZ). The first part of the Guidelines describes the experience gained by DVV International and the RIEC INTILISH in the course of the project, lessons learned, the risks encountered, the typical problems identified, recommendations for improving the situation in the society with vulnerable TGs and multiplication of similar projects. The second part provides a detailed description of the operational procedures for successful provision of social services based on similar Centers.

It should be noted that these Guidelines includes the documented experience of the implemented project, which may be of interest, first of all, to the organizations working with similar missions, target groups, activities.

## **1. Experience of Cooperation of the DVV Branch in Uzbekistan and RIEC INTILISH in 2013-2014**

### **1.1. Brief Information of the Partners:**

#### ***DVV International***

DVV International started its activities in Uzbekistan in 2002 and operates in the country on the basis of the intergovernmental agreement between the Republic of Uzbekistan and the Federal Republic of Germany. As in other countries of the world, the activities are carried out at the three different levels (micro-, meso- and macro-). The micro-level implies expansion of the range of services in the field of adult education for all target groups. Activities at the meso-level include activities aimed at institutional support of educational organizations, strengthening and building their capacity, development of network contacts. The work at the macro level involves lobbying and promoting the idea of adult education, promoting the idea of lifetime training, sharing experience and providing consulting assistance in the field of education policy.

**Main target groups of projects and activities:** NNOs, NEI, the staff of advanced training institutes and vocational colleges engaged in training unemployed people; convicted persons, staff of penitentiary institutions, people who have been released, people living with HIV and tuberculosis; disabled people; vulnerable population (unemployed, poor); wide sections of the population, retired and old age people.

#### **Principles of operation of DVV Branch in Uzbekistan:**

- respect for human rights and dignity
- voluntary participation in the proposed programs
- adherence to the principle of "do no harm"
- long-term partnership
- gender approach
- priority to socio-economic, cultural rights with special emphasis on education

#### ***NNO RIEC “INTILISH”***

The non-governmental non-profit organization Republican Information and Education Center "INTILISH" was re-registered on 16 July 2013 by the Ministry of Justice of the Republic of Uzbekistan and is the legal successor of the non-governmental non-profit organization Tashkent



Information and Education Center "INTILISH" registered by the Tashkent Department of Justice on 24 January 2003.

It has 14 branches, including the city of Tashkent, the Republic of Karakalpakstan.

**Organization's mission:** Improving the quality of life of the population and its vulnerable groups by maintaining health, improving cultural and educational levels, social adaptation

**Target groups of the organization:** Vulnerable groups: people at risk or affected by infectious, endemic, psychiatric, narcological and any other diseases, people who find themselves in a difficult life situation and in places of deprivation of freedom.

Main fields of activities: assistance in implementation of government programs, programs of non-governmental organizations and associations (including foreign and international ones) in the field of public health, social development, raising the cultural and educational level of the population and certain vulnerable groups; scientific, research and analytical activities; organization and provision of specialized medical, educational, legal, social services, as well as household support measures, sport and cultural development to vulnerable groups of the population and the population as a whole.

## 1.2. Project Background

In 2013, DVV International in Uzbekistan announced the competition for mini-grants. RIEC INTILISH proposed the project idea which allowed to try to unite the experience of the two organizations:

- DVV International – the use of non-formal education for vulnerable groups of the population, foreign advisory experience, proposals of educational services;
- INTILISH – the experience of working directly with target groups, knowledge of problems and access to it, experience of methodical and analytical work.

The first pilot project for 3 months was aimed at creating a social bureau that would deal with complex social support for vulnerable women, including those who had been released from the places of execution of punishment, and assisted them in obtaining vocational training, medical, social, psychological and legal assistance. The project involved 44 women, with whom the doctors and psychologists constantly worked, helping women to raise their self-esteem and acquire practical skills of restoring family relationships. The majority of women (over 60%) were not only former convicts, but also had socially significant diseases, such as drug addiction, alcoholism, and HIV infection. Even then, the assistance of the Women's Committee of Uzbekistan allowed solving a number of important issues, such as restoring documents, attracting children of the project participants to school, solving the issue of housing for HIV-infected woman. The project implementation showed the need for its continuation, the need to provide a wider range of services, for example, to offer professional training in obtaining a state-format document, to provide medical assistance, if necessary.

In 2014, 33 women became project participants. In accordance with the needs of each woman, the individual plan was drawn up, consisting of several fields of vocational training (massage, computer literacy, accounting courses, women's outer garments seamstress), psychological, legal and medical services (mini trainings, group and individual consulting, undergoing fluorography and voluntary consulting and testing for HIV, social issues, food and travel tickets). Upon completion of the professional courses, all 33 participants received state certificates and more than 50% were employed.

Implementation of these projects revealed the main problems faced by the released women from the places of execution of punishment: registration, restoration and obtaining of documents, lack of housing, work, psychological problems related to dislike of the fact of serving the sentence by relatives and friends, inability to maintain family due to lack of job and others.

## 2. Description of the Project: Road to Home for Full-pledged Life”

The obtained project results showed the effectiveness of cooperation, and it became clear that achieving a wider coverage of the TG, expand the range and improving the quality of the services provided needs a new conceptual idea which was proposed as part of the announced competition by the EU Delegation to Uzbekistan. The main essence of the new idea is to provide not only social and psychological services for vulnerable groups of the population, but also a wider range of services in the “single window” format, namely, to create a Social Support Center (SSC) that will provide comprehensive social support for representatives of target groups/clients (women and men), to assist them in obtaining social, psychological, medical, legal assistance and vocational training, and which will later become a model of a sustainable structure with a set of social services.

**The assumption was made:** social support centers with a single-window format set of services for vulnerable TGs can be opened in other regions of the country, which will help to overcome the existing barriers in the structural separation between the social support system, legal aid, medical support, and psychological aid, etc., will contribute to strengthening of social partnership mechanisms, but with additional support from the state or other stakeholders,

Together, the partners elaborated a new idea which received financial support from the EU Delegation to Uzbekistan and the German Federal Government (BMZ). The announced project was called "Road to home for full-fledged life."

The table gives the general description of the Project:

<b>Project name :</b>	<i>“Road to Home for Full-fledged Life”</i>
<b>Location:</b>	Uzbekistan: Tashkent City and Province
<b>Duration:</b>	28 months (1 January 2016 – 30 April 2018)
<b>Overall budget:</b>	410,526 Euro
<b>Project goals:</b>	<b>General goal:</b> Promoting the protection and promotion of the social, economic and cultural rights of vulnerable groups of both genders. <b>Specific goal:</b> Strengthen the provision of efficient and high-quality social services to vulnerable groups by creating the effectively operating Social Support Center (SSC).
<b>Target groups:</b>	<ol style="list-style-type: none"> <li>1. At least 1,200 vulnerable women and men – former convicted persons, drug users, people living with HIV, patients with tuberculosis, etc. in Tashkent and the Tashkent region.</li> <li>2. 8 employees, created by the SSC on the basis of the RIEC “INTILISH”.</li> <li>3. 220 representatives of various stakeholders: social adaptation centers at district administration, local governments, the Women's Committee of Uzbekistan, the mass media in Tashkent, the Ministry of Internal Affairs of the Republic of Uzbekistan, the health care system.</li> </ol>
<b>Anticipated results of the Project:</b>	<ol style="list-style-type: none"> <li>1. The pilot Social Support Center (SSC) is created, equipped and reliably functioning (comprehensive capacity building is ensured; an effective institutional management system and relevant software products are developed and introduced; services are developed, implemented and standardized);</li> <li>2. The expanded access of vulnerable target groups to the quality social services created by the Center has been provided, the concept of further use and distribution has been developed and presented;</li> <li>3. Created: a partnership mechanism with other stakeholders and a favorable environment around the established Center.</li> </ol>

## 2.1. Description of Project Activities and Their Influence

### ***Selection of premises***

The project implementation activities began with a search for premises where it would be possible to provide in a single-window format a set of social services for representatives of target groups/clients (women and men) – former convicted persons, drug users, people living with HIV, people with tuberculosis and other in Tashkent and the Tashkent region.

A private house was selected that does not require major repairs with a sufficient number of rooms for working with target group, staff, and laundry room, kitchen, and closed courtyard are provided. Based on the specifics of the Center's TGs, in addition to the necessary furniture provided by the computer class design, the following were purchased: a special water fan and a heat gun outdoor, which are infection control precautionary measures during first meeting of clients in the courtyard (8 people were identified with open form of tuberculosis during the provision of SSC services, which were redirected to the relevant medical institutions); quartz and bactericidal lamps; washing machine, dryer, ironing board, where clients can wash and dry clothes, if necessary; dishes and dishwasher, gas stove, refrigerator, furniture, screen, printer. The equipment of the Center, the rational use of the useful space allowed to carry out planned systematic activities on clients service, to provide all the social services stipulated by the project.



***Official Ceremony of Opening the Center***

The official opening ceremony of the SSC was held on 28 June 166, which was attended by Yury Shterk, the Ambassador, the Head of the EU Delegation to the Republic of Uzbekistan, Neitart Höfer-Wissing, the Ambassador of Germany to Uzbekistan, Tekla Kelbert – the Head Office of DVV International, Germany, official authorities of Uzbekistan. 40 representatives of governmental, non-governmental, international organizations, self-government bodies. The event was widely reported in mass media and assisted to draw attention to the project not only of stakeholders, but also target group.

### ***Staff recruitment***

Recruitment of additional staff for the Center has been performed during the first quarter of the project. The following vacancies were announced: a receptionist, a hot-line operator, a psychologist, a lawyer, a medical specialist, 2 social workers and a cleaner maid. All personnel were selected, although at the initial stage of the project there was staff turnover (someone was not satisfied with the salary, someone did not have enough qualifications for working with TG). Currently, the staff of the Center is stable, has required experience in working with various vulnerable TGs.

Within the framework of the project, 3 training sessions were conducted to improve the staff of the Center, which allowed all the staff of the Center to become a single team, to comprehensively master the electronic management system, to improve the level of communication skills, to learn more about the specifics of working with TG of the project.

### ***Project Administration***

Before the project starting, the RIEC INTILISH had its own development of electronic project administration. Since the beginning of the project, this product has been adapted and improved taking into account the project features and is currently being used to register and process the information related to the project. Currently, the system acts as a tool for monitoring and quality

management (every visitor, SSC staff actions, services provided, financial reports ... are recorded), ensuring transparency and monitoring of the effectiveness/efficiency of project activities. The final version will be offered for use by civil society organizations in their project activities.

**Description of services**

A client comes to the Social Support Center, where an introductory conversation is held in the courtyard of the Center's office with observance of anti-epidemic rules regarding tuberculosis infection and registration. In case of an emergency situation, first aid, minimum hygienic support and food are provided. Based on the results of first acquaintance, a visitor can be provided with necessary single-time consultation and assistance (Internet access, etc.). Further, visitor-oriented social support contains the following services that are provided for TG in Russian and Uzbek languages:

- individual and group consultations of lawyer, psychologist, specialists in ICT, medical and social issues;
- services of redirecting to other medical institutions;
- services of directing to free-of-charge vocational training;
- social support
- reimbursement of transportation costs – provision of travel tickets during training and tokens on the subway – when visiting the Center.
- provision of food if necessary (tea, coffee, sweets)
- hygiene services

The most important thing is that these services are provided in one place on the principle of “single window”, which makes the SSC a unique entity that distinguishes it from other organizations working with the same target group. Clients themselves say that they have not previously used comprehensive services in other organizations. The services of psychologist, lawyer, consultant to the Women's Committee, and free professional training services are the most popular among the SSC clients. And, if in the first year of the project, only 130 clients were covered, then after one and half year, the number of clients covered by the project became more than 1,200, evidencing the undoubted effectiveness of the project, recognition and popularity among clients.

**Table 1: General information of quantity and categories of target groups for 22.03.2018**

COVERAGE	TOTAL	MEN	WOMEN
People released from, or serving punishment	961	823	138
Persons suffering of tuberculosis	96	69	27
PLHIV	370	298	72
IDU	103	84	19
<b>Total</b>	<b>1428 clients</b>	<b>1202</b>	<b>226</b>

**Table 2: General information of quantity and categories of service provided by the SSC**

SERVICES	QUANTITY OF SERVICES	QUANTITY OF MEN	QUANTITY OF WOMEN
Group lessons	1505	213	77
Individual consultations	1745	425	131
Redirecting to tuberculosis hospital	302	8 cases of revealed active form of tuberculosis	
Phone calls	3127	1016	167

Obtained diplomas at professional training courses	91	65	26
Administrative activities of the Project	21	112 visits	251 visits
Provision of sanitary-hygienic packages	446	301	145
<b>Total</b>	<b>11643 services</b>	<b>1202 people</b>	<b>226 people</b>

**Work with psychologist:**



**Professional training courses:**



**Legal consulting:**



**Work in computer class:**



In the process of providing services, the main problems that clients address to the Center were revealed:

- lack of residence, job;
- lack of profession and proper education;

- lack of documents confirming education and availability of length of service;
- lack of identity documents;
- presence of disability and absence of disability pension;
- lack of funds for accommodation, travel, medical services;
- presence of socially dangerous diseases;
- reaching retirement age, small length of service, problems with obtaining pension
- presence of minor children (especially of women) which have to be maintained;
- breaking social ties;
- state of depression;
- others ...

Identifying the problems which TG apply with allows to identify potential partners that are necessary to successfully solve these problems, helps in drawing up individual plans for each client.

According to one of the project indicators, a full package of services (recommendations, social support, in-depth consultations on needs, accompaniment during visits to relevant state bodies, receipt of a motivational sanitary-hygienic package, tokens or travel cards for travel expenses, redirection to professional courses in the Center for training, retraining and advanced training of the unemployed population at the Tashkent City Administration with the right to 1 free-of-charge professional course) should cover 200 people from the Project TG.

Of the services included in the full package, it is necessary to select professional training courses. Despite the fact that the project did not provide an indicator on the employment of clients, the obtained state-format certificates in the Center for training, retraining and advanced training of unemployed population helped clients in employment.

### ***Creating a partnership mechanism with other stakeholders and favorable environment around the Center.***

The success of projects of this level is determined by obligatory presence of interested partners. The partners of this project are: the Women's Committee of Uzbekistan, the National Center for Human Rights of the Republic of Uzbekistan, the Ministry of Health, the Republican Center for Combating AIDS, the National Association of Non-Governmental Organizations (NANNOU), the Center for training, retraining and advanced training of the unemployed at the Tashkent City Administration, NNO "Ishonch va Hayot", "Anti-cancer Society of Uzbekistan", "Istikboli Avlod" and others.

To create a partnership mechanism, to involve stakeholders in the project, certain activities and activities were developed.

From the very beginning of the project activity, the ***Project Advisory Board*** was established with involvement of permanent members and invited participants for expanded meetings. According to the plan, the PAB was supposed to demonstrate the transparency of project activities, promote the establishment of partnership relations with all necessary institutions and open the opportunities for further cooperation with government agencies, civil society organizations and donors. The representatives of the Delegation of the European Union, the applicant, the co-applicant, the Women's Committee, the Ministry of Justice and others attended the meetings. NNO "INTILISH" regularly reported on their activities, determined the successes and challenges in the implementation of the project, possible ways to resolve difficulties. Perhaps PAB could play a more significant role in project implementation if all invited participants accepted invitations and participated in meetings.

Other activities aimed at working with stakeholders appeared to be more effective – ***training on capacity building of stakeholders, round tables, a study tour to Germany.***

### **Stakeholders Capacity Building Trainings**

Within the framework of the project, 3 training sessions were conducted on stakeholders capacity building. Participants in the trainings were representatives of district women committees, Social Adaptation Centers at district administrations, consultants and advisers to urban communities (mahalla).

All trainings were conducted by trainers of the RIEC "INTILISH". Presentations and handouts were prepared in Russian and Uzbek languages. Apart from the fact that the trainings considered the features of psychology and social accompaniment of a vulnerable population, the ability to assess the needs of this TG, the mechanisms of possible social partnership were considered. After each training, significant progress was observed in increasing the number of clients of the Center from different districts of Tashkent.

### **Round tables**

In the framework of the project, 8 round tables were held, attended by more than 200 people – representatives of the Women's Committee of Uzbekistan, NIMFCS, NANNOU, NCHR, PCF Makhallya, Social Adaptation Centers of regional administrations, Istikbolli Avlod, Ishonch va Hayot, Anti-cancer Society of Uzbekistan, as well as the RIEC INTILISH, DVV International and others.

The main objective of RTs is to discuss the issues of social partnership and its role in improving the quality of life of vulnerable groups of the population. At the RT, the participants said that every effort should be made to inform the government structures about the success of NNOs, their goals and objectives, and the difficulties encountered in implementing projects that would be solved easier with consolidated efforts of the government agencies and public organizations, especially in the implementation of social projects. After each RT, a protocol with recommendations was drawn up. Not all recommendations were implemented, but it was an additional opportunity to spread the information about the project, which contributed to an increase in the number of clients and involvement of new stakeholders in the project activity.

### **Training visit to Germany**

The project included a training visit to Germany, Brandenburg, Potsdam and the surrounding area. The trip was attended by 9 people - representatives of the Women's Committee of Uzbekistan, the Ministry of Justice, the Tashkent City Center for Combating AIDS, staff of the RIEC INTILISH, and the DVV Branch in Uzbekistan. The purpose of the trip: training and exchange of experience in the field of adult education in working with risk groups (former convicted persons, HIV carriers, patients with tuberculosis, etc.). The trip consisted of a visit to the Ministry of Justice of the Land of Brandenburg, institutions for execution of punishment, and cultural program. Participants had the opportunity not only to get acquainted with the experience of Germany, but also to present their experience, to rethink their activities.

## **2.2. Risks Arising in the Process of Project Activities**

<b>No.</b>	<b>Presumed risks</b>	<b>Comments</b>
1.	The members of the Project Advisory Board are unwilling/unable to participate in the project activity, as they cannot allocate enough time to attend at meetings and complete tasks.	This risk was partially reasonable. It was impossible to create a stable composition of the Advisory Board, which really influences the project implementation. Despite the invitations sent, several potential stakeholders did not manage to engage in active project operations.
2.	Lack of motivation of stakeholders to participate in round tables.	This risk was partially reasonable, since potential representatives did not always respond to the invitation. But, thanks to the active involvement in the project of Partners such as the Women's Committee, Social Adaptation

		Centers, medical institutions, information about the project was distributed, that contributed to increase in the number of clients in the Center.
3.	Limited access to target vulnerable groups (lack of awareness of the target group about the project)	If at the initial stage the flow of clients was low (for the first only 134 clients (August-December 2016), then as of 22.33.2017, this figure was 1,428 people. The changes were achieved thanks to a wide information campaign, active involvement of the Women's Committee of Uzbekistan, district social adaptation centers, the Public Fund Mahalla.
4.	The stated measures to the Ministry of Justice will not be supported.	This risk was not justified. All the activities envisaged by the project were supported by the Ministry of Justice and accordingly implemented.
5.	It appeared that insufficient funds are provided in the budget for performance of the indicator for provision of full package of services with vocational training for 200 people.	The possibility of transferring saved funds from other budget lines to implementation of this indicator was considered.
6.	The tax authorities declared the need to pay tax on each client from coffee breaks, tickets, tokens, training at the central training center.	Many letters were written to various instances, but this risk persists due to different interpretations of these provisions by different instances.
7.	The project may appear to be non-sustainable if government agencies will not support the project or additional donors won't be found.	This risk remains, despite the work done. DVV International and the RIOCI INTILISH prepared the joint project in the framework of the competition announced by the European Union's Delegation in the framework of EIDHR for development of SSC services (the project is in the waiting list). The partners are actively engaged in the search for new donors.

### 2.3. Conclusions:

The socio-political processes taking place in Uzbekistan contribute to the growing role of civil society and such an important institution as an NNO, which serves as a tool for implementing social initiatives of citizens. The participation of NNOs in formation of social policy can appear at different levels of interaction with the authorities and private business structures, and in a wide variety of forms.

The experience of project implementation has shown that close cooperation of all the above-mentioned sectors contributes to solving the social problems of the population, strengthening the stability, social progress and development of mature civil society. Therefore, in implementing such projects, it is very important to pay attention to involvement of various stakeholders, although it is not always possible to awaken their interest to the work of civil society organizations. Moreover, in the civil sector there is shortage of specialists with experience in effective adaptation work with the population, there is shortage of high-quality educational programs for training of such specialists.

The goals of the implemented project "Road to Home for Full-fledged Life" are actual and important for solving the above problems and improving the situation in the country to respect the human rights of such vulnerable groups like people who have been freed from prison, IDU, PLHIV, patients with tuberculosis, and they contribute to reducing social tension in the society.



The methodology that was used is suitable and consistent with achievement of the goals and objectives of the project.

The project proved that socially oriented NNOs can make an important contribution to solving social problems, draw attention to these social problems and participate in forming the public opinion on key social and political issues.

The project's experience confirmed that cooperation between socially oriented NNOs and the state allows to present the balance of interests, which can be expressed:

*for governmental authorities:*

- in obtaining new ideas, projects developed by NNOs;
- in attracting additional funding to certain areas of activity which tasks are entrusted to the state;
- in obtaining consulting and methodological assistance in the matters in which non-profit organizations are more competent;
- in obtaining necessary information, including analytical, from non-profit organizations;

*for non-profit organization:*

- in obtaining property support from public authorities;
- in obtaining financial support (grants, state social order, etc.);
- in obtaining necessary information from public authorities;
- in training of employees of organization;
- in obtaining methodological assistance from public authorities;
- assistance in bringing proposals and projects of non-profit organizations to government bodies.

The project showed that for full and successful re-socialization, it is not enough to provide clients with housing, clothing, food, medical and psychological services, and social care. To adapt such socially vulnerable categories of the population, it is necessary to create conditions that stimulate their personal activity. Until a person begins to actively work and fight for change in his/her social status, he/she will remain in a state of dependence, social exacerbation and psychological tension. Such states, generated by the dependency lifestyle, are well known, especially to former convicts. Adaptation and socialization consist particularly in correction of these norms and conditions. Only with correct system organization of the adaptation system, such a correction is possible.

A detailed description of the project experience and all its procedures can serve as a guide for duplication/replicating similar projects in Uzbekistan, taking into account the involvement of interested stakeholders among government partners and the search for new donors.

## **2.4. RECOMMENDATIONS ON THE BASIS OF OBTAINED EXPERIENCE**

These recommendations were developed based on the results of the implemented project, on the basis of the experience gained, lessons learned, and generalized suggestions expressed both by representatives of the target groups and the partners and stakeholders involved in the project.

### ***On the level of policy formation and support of similar projects***

Conduct a study to identify and systematize the problems faced by those who have been released from the places of execution of punishment. Develop and offer the recommendations on interaction of governmental entities and civil society organizations to improve the situation.

Initiate creation of a network of rehabilitation centers (state, non-state) that have psychologists, doctors, social workers and other specialists, providing an opportunity for a short-term accommodation.

Start development of methodology and quality standards for all processes of the system of re-adaptation and re-socialization of vulnerable groups of the population, with an emphasis to those who have been released from place of execution of punishment.

Projects of this type should be long-term (a lot of time is spent on building reputation, clients involvement).

### ***Work with NNO of respective field***

Provide targeted financial, property, informational, consulting support, as well as support in the field of training, retraining and advanced training of employees and volunteers of socially oriented non-profit organizations.

Organize meetings of representatives of the public sector with representatives of NNOs in certain areas (for example, NNOs wishing to work with the health care system or correctional system...), at which the organizations could present the directions of their activities, share ideas and resources to improve the situation.

Organize regular exhibitions, presentations at which socially oriented NNOs could present their activities.

Initiate training of specialists to complex adaptation work (medical workers, teachers, social workers, etc.).

Place orders for socially-oriented non-profit organizations for execution of works, provision of services for the state needs.

### ***Formation of TG from socially vulnerable groups of population***

To start preparing convicted persons for release from the time when they start serving their sentence, providing social support services 2-3 months before their release with involvement of civil society organizations, making a plan for psychosocial support and re-adaptation of each convict.

The project will be implemented more easily if preparation for the release of persons serving sentences is carried out within institutions with involvement of civil society organizations (motivation to change the life situation for the better, availability of information about organizations, including those of civil sector, which everyone can apply to).

### ***Training and employment of TG***

Initially various educational structures that provide vocational skills training to vulnerable groups of the population should be considered as partners in order to broaden the thematic range of courses.

Negotiate with educational structures beforehand the opportunity to enroll released persons on the certificate of release, without waiting for obtaining passports by them.

In the process of learning and conducting various activities, it is desirable to mix vulnerable groups with other students/participants, that will have a positive effect on the re-socialization processes.

Special attention should be paid to vocational guidance, redirecting to vocational skills training centers. It should be taken into consideration that obtaining state-format documents confirming professional qualifications of TG representatives contributes to their employment.

In preparation of project proposals, it is necessary to make allowance for increasing the price of vocational training.

### ***Social events***

It is advisable to plan and conduct more often social events (trip to theater, cinema, produce own performances by invitation of professional actors), possibly with involvement of family members of TG representatives.

### ***Information component***

Lack of information material for released people and other vulnerable groups (list of organizations with telephone numbers, addresses to apply; question-and-answer type brochures with brief legal information for TG ...) complicates the project work on consulting and redirecting clients. It is advisable to include in such projects the component of development of information material.

### ***Prevention and mitigation of risks***

The potential risks should not be underestimated. They should be carefully considered and evaluated. The project's experience shows that emerging risks can be significantly mitigated by the joint efforts of the implementation team and the participants involved.

**Part II**

**Description of Operational Procedures for Successful Provision of Social Services**

## Introduction

Description of the set of operational procedures for successful provision of the social services based on the Social Support Center was developed by the non-governmental non-profit organization Republican Information and Educational Center "INTILISH" in partnership with DVV International in the framework of the project "Road to Home to Full-fledged Life", which is supported by the EU Delegation in Uzbekistan and Federal Government of Germany (BMZ).

In this description, social services are described by the following definition: "Social services are a complex of legal, economic, psychological, educational, medical, rehabilitation and other measures to assist a person who needs of services aimed at improving the quality of life, creating opportunities equal to other citizens to participate in society life and/or expanding its capacity to independently provide the own basic living needs"<sup>1</sup>.

The operational procedures of the Social Support Center contain a detailed description of the requirements to the algorithms of actions, processes, conditions for provision of the services, personnel, material and technical support, quality control processes for provision of the services and can be used to open such a Social Support Center for:

- convenience and comfort of service recipients when contacting the Social Support Center and improving the working conditions of the staff of the Social Support Center;
- established procedure for actions of the SSC employees and decisions made during the provision of services.

The organization providing social services at the Social Support Center must provide:

- Availability of necessary constituent and permissive documents
- Adoption of internal documents governing provision of the services
- Local acts for implementation of its activities
- Compliance with current requirements, rules and regulations

### 1. Brief description of the Social Support Center

The Social Support Center (SSC) is located in a room that meets sanitary and hygienic standards and deals with comprehensive social support for members of vulnerable groups of the population, which includes assistance in obtaining social, psychological, medical, legal assistance and vocational training.

Services are intended for vulnerable groups of population of the following categories.:

- People released from prison
- People living with HIV
- Persons who have had tuberculosis (BK –)
- People who were in the past/are addicted to various psychoactive substances.

Social follow-on in this Center is a comprehensive program aimed at adapting clients' behavior, forming their motivation to a responsible attitude to their own lives, health and the health of people around them, increasing the capabilities of clients to independent constructive solving problems and active involvement in the society. For representatives of these target groups, social follow-on is intensive and prolonged assistance in a form of consulting, psychological support, legal assistance, intermediation in establishing contacts with service divisions, which allows to influence on acquisition of professional skills and reduce risky behavior.

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<sup>1</sup> The Law of the Republic of Uzbekistan on Social Services for elderly, Handicapped and Other Socially Vulnerable Categories of Population, art.5, effective since 27 December 2016

The objectives of social support are the formation of certain necessary competences in clients that help a person to acquire a stable, stable place in society (Approximate Regulation on the Social Support Center in Appendix 9.1).

## **2. General requirements**

### **2.1. Requirements to SSC rooms**

- The SSC building should be in a convenient location, close to transport stops.
- It should have a courtyard.
- The building (room) of the SSC should be provided with public utilities, air conditioning systems, communications equipment, an alarm button, system of simple and clear signs and signage navigation.
- The building (room) of the SSC should be equipped with security and fire alarm systems, video surveillance, and audible warning about danger; primary fire extinguishing equipment, have evacuation exits from the premises of the institution that are constantly ready for operation.
- The building (room) must meet the requirements of sanitary and hygienic standards and rules of fire safety, occupational safety; protected from the impact of factors that adversely affect the quality of services provided (dust, pollution, noise, vibration, radiation, elevated or low temperatures and humidity, etc.) in accordance with the regulatory and technical documentation and sanitary rules and regulations.
- The premises should be provided with the necessary furniture and soft implements for the service for SSC employees, visitors and clients.
- Area of premises is calculated based on the functional purpose and scope of activity.

The institution should have the following premises and functional areas:

- Room or specially designated area for the reception of visitors, taking into account the sanitary epidemiological regime in relation to tuberculosis
- Dressing room or clothes hangers
- Room for registration of reception of visitors/clients (reception)
- Premises for social workers
- Room for group lessons
- Room for individual consulting
- computer room
- Room for eating
- Administrative rooms
- Warehouse
- Toilets that meet sanitary requirements
- Bathrooms and toilet facilities should be accessible to visitors.
- Other premises and functional areas necessary for provision of the services in full and of good quality.

### **2.2. Requirements to SSC equipment**

- The building must be equipped with special equipment, appliances and instruments that meet the requirements of standards, specifications and other regulatory documents and ensure proper quality of the services provided.
- The premises should be equipped with: screens and video projection equipment, computer equipment with licensed software, means for copying documents, presentation equipment, means of telephone, facsimile and electronic communication, fire and security alarm systems; motor vehicles.
- Equipment, appliances and instruments must meet the requirements of quality standards, the conditions of technical compliance and other regulatory documents and ensure the safety, reliability and quality of the services provided.

- Equipment should be used for its intended purpose in accordance with the technical documentation, kept in good condition, subject to systematic verification.
- Requires constant updating of special technical equipment, computer stock, software, network technologies.
- The premises should be provided with means that ensure compliance with sanitary and hygienic standards.

### **2.3. Requirements to design of rooms**

The premises where visitors and clients are received and services are rendered to clients should be provided with signs with the names of rooms according to their functional purpose, and the rules of behavior should be posted.

Working schedule of provision of services to clients should be posted in a visible place.

The most important information for visitors and clients of the Social Support Center should be located on the stand in the courtyard of the office.

### **2.4. Requirements to staffing**

The staff of the project "Social Support Center" includes:

- Director
- Coordinator
- Office Manager
- Accountant
- Social workers – 2 (Uzbek and Russian)
- Telephone hotline
- Registrar
- Computer Communications Specialist
- Project psychologist – 2 (Uzbek and Russian)
- Lawyer
- Social consultant
- Medical consultant
- Project Cleaner

### **2.5. General requirements to personnel**

1. Have professional training and experience with vulnerable target groups.
2. Know and comply with official duties, internal rules of conduct, other guidelines and regulations, orders and instructions of the administration.
3. Know and comply with the codes and rules of infection control, sanitary and hygienic rules in the institution when working with the target groups of the Center.
4. Before entering a workplace, to undergo a preliminary medical examination, in the period of work – periodic medical examination.
5. To be instructed before starting performance of their job duties.
6. Know and comply with the rules and regulations for operation of the equipment, instruments, appliances available in the organization, as well as health and safety, and fire safety regulations.
7. Ensure compliance with the rules and principles of providing services for clients of the Social Support Center.
8. Improve their skills and mastership by visiting various thematic educational events.
9. Comply with professional ethics in the provision of services.
10. Along with qualifications and professionalism, have the appropriate (high) moral and ethical qualities, sense of responsibility.
11. When working with clients, show maximum sensitivity, endurance, patience, understanding of specific behavior/state of the target groups of the Social Support Center.

### **3. Attracting and receiving clients**

#### **3.1. Attracting clients**

Potential clients are attracted to the Social Support Center through:

- Available access to target group that has been developed by the organization over the previous years through extensive notification
- Project partners: Women's Committee and Adaptation Centers at District administrations, Mahalla Charitable Foundation
- Notification of the Ministry of Internal Affairs, interaction with the District Departments of Internal Affairs.
- Information and advertising campaigns
- Notification of specialized medical services
- Notification of other public organizations

Additionally, the social workers themselves visit the Social Adaptation Centers at district administrations, district supervision inspectors, mahalla committees, and other organizations and identify those who need social services at the Social Support Center.

#### **3.2. Mechanism for building partnerships and creating favorable environment around the Social Support Center**

In order to ensure the transparency of the Center's activities and the establishment of partnerships, the **Center's Advisory Board** is established. Meetings of the Advisory Board are the activities on coordination of activities held on a regular basis, which are attended by representatives of donor organizations, district administrations, the Women's Committee, the Ministry of Internal Affairs, the Mahalla Public Fund and other interested parties. In addition, additional guests may be invited, depending on the issues that will be considered according to the agenda. The Advisory Board may consider the issues of activities, successes and challenges in the activities of the Center, possible ways to resolve difficulties and optimize activities. The recommended frequency of such events is 1 time per quarter. Following the results of meetings, minutes of meetings are prepared with indication of all resolutions and agreements.

**Round tables** are activities for involvement of various stakeholders in the discussion of problems that organizations have to face in the process of their activities, the possibility of discussing client redirection to other organizations and interaction in assisting clients. The activities also contribute to increasing the number of clients of the Center. The recommended frequency of such events is 1 time per quarter. Following the results of meetings, minutes of meetings are prepared with indication of all resolutions and agreements.

**Stakeholder trainings** – activities for awareness raising, providing relevant information to employees of organizations that can have a significant impact on improving the efficiency of the Center. Various categories of officials from state structures are invited to the trainings, somehow related to solving problems of re-adaptation of target groups of the Social Support Center. Events contribute to the increase in the number of clients of the Center. The recommended frequency of such events is 2 times a year (if there are additional opportunities, more often).

Information sheets on basic information about the activities of the Center are distributed at all events.

Potential clients can be redirected by employees of the listed organizations to the Center's office, as well as Center staff can travel to these organizations and carry out screening questionnaire survey directly at site.



### **3.3. Reception of clients**

A potential client can contact the Center on his/her own, either by involving one of the project staff, or by redirection from partner organizations in Tashkent city and the Tashkent region or other organizations.

**A client** receiving the services at the Social Support Center can be anyone in the following categories:

- People who left a place of execution of punishment (priority to convicted persons released in 2013-2018)
- People living with HIV
- Persons who have been ill with tuberculosis (BK –)
- People who have been in the past/are now addicted to various psychoactive substances.

#### **3.3.1. Establishing initial contact**

The staff of the Center must take into account the specifics of target group, be focused on the needs of target group, correlate their behavior with the psychological or social status of these categories of the population.

An important task for all employees when people apply to the Social Support Center or meet with them in other institutions is to create a benevolent atmosphere, a manifestation of empathy.

**Familiar, arrogant “looking down” behavior is strictly prohibited.**

The initial application of a client is subject to mandatory registration and consideration.

If a visitor does not want to register categorically, a visitor registration sheet must still be filled out with the date and time, the responsible person to whom a visitor has come, and in the comments indicate the witnesses of visit of that person from the Social Support Center staff.

When a person contacts the Social Support Center, the first consultation on participation in the project is to be given by a social workers of the project.

Social workers receive visitors in the courtyard of the office of the Social Support Center in compliance with anti-epidemic rules regarding tuberculosis infection.

**During the first consultation with social workers, the following tasks are determined:**

- Clarification of the reasons for contacting the Social Support Center
- Determining whether a person can become a member of the project
- Need for urgent intervention
- Informing a visitor on the issues of tuberculosis and fluorography examination of lungs. Providing information on where to be screened. Redirection to fluorography examination of lungs.

Potential client can be registered in the status of:

**“Anonymous person”** is a person who received a service but has not communicated his contact information, using a unique identification code. The unique identification code consists of the first two letters of the mother’s name and the first two letters of the father’s name + 1 for a man (2 for woman) + the last 2 digits of the year of birth. Example: Client, male, born in 1984 - mother's name - Laylo - LA, father's name Bakhodir - BA, male - 1, last digits of the year of birth – 84. The unique identification code is LABA184.

**“Contact person”** - a person invited to any event or received at least one service in the project or who applied to the Social Support Center independently and provided his/her contact information that meets the selection criteria.

**“Client”** is a person for whom a screening questionnaire has been filled and who has received at least one service in the Social Support Center that meets the selection criteria.

**“Active Client”** is a client who has received any service in the Social Support Center during the last three months and meets the selection criteria.

Registration of the client is carried out only on voluntary conditions in case if a client meets the participant criteria and the rules of participation. Clients are registered with passport data on confidential basis.

It is necessary to take into account that a significant number of people who will not be related to the specified target groups will apply to the Social Support Center to receive services. In this field it is also necessary to organize the professional reception, since participants who do not meet the criteria can inform other potential project participants about the Social Support Center and become active volunteers.

To organize the process of receiving services for the first time **screening questionnaire survey** is conducted for a person who applied to the Center.

**Screening questionnaire** is a brief questionnaire containing questions aimed at identifying compliance with the project participants selection criteria and aimed at quick identifying and taking into consideration the problem zones, which results are used for documenting his/her compliance with the participation criteria (his belonging to the project’s target group) and making a decision that a person needs emergency intervention.

**Client’s medical diagnosis** is a medical secret. The client independently decides whether he will inform about his diagnosis or not, whether it concerns HIV infection, tuberculosis or dependence on psychoactive substances. This information is part of personal information, and the right to privacy is a constitutional human right. If a person decides to inform the Center staff about this, this fact is recorded or not recorded in the personal file of this client (at the discretion of client, most often clients agree to register their status. In case if client does not report his status, he cannot be registered as a project client). Documentation with this information is stored in compliance with the Legislation of the Republic of Uzbekistan. In the event of disclosure of this information (voluntarily or involuntarily) by the staff of the Social Support Center, with claims from a person whose personal information has been disclosed, employees of the Social Support Center are responsible according to the legislation of the Republic of Uzbekistan as having received this information in the performance of their duties.

### **3.3.2. Necessity of urgent intervention:**

Urgent social services are organized from the moment of identifying a client being in a situation:

- threatening his life and health due to the complete loss of the ability to self-service, as well as lack of people who can help him
- presence of severe mental or infectious diseases requiring treatment in specialized inpatient health care facilities
- lack of residence or lack of ownership of housing (no close relatives who could shelter a client)
- absence of documents

For organization of emergency services, a social worker of the Social Support Center and, if necessary, appropriate treatment-and-prophylactic or other institutions are involved. The **Social Support Center** can redirect a person who applied to the project for social support to receive services to other organizations.

### **3.3.3. Passing medical examination for tuberculosis**

During a first consultation, a social worker further ascertains how long ago a potential participant had been tested for presence/absence of tuberculosis. At a first interview, a social worker asks for information on the X-ray examination over the past 6 months and ascertains the presence/absence of information (supporting documents) about this examination.

If a person had not been tested for tuberculosis in the last 6 months, social workers recommend to pass test at a tuberculosis dispensary.

A social worker assigns a redirection for examination to a city tuberculosis dispensary. A potential participant can pass this examination in the district dispensary where they live.

**PERSONS WHO PASSED LAST PHTHISIATRICIAN EXAMINATION FOR PRESENCE/ABSENCE OF OPEN FORM OF TUBERCULOSIS.**

**IN CASE OF PRESENCE /DETECTION OF OPEN FORM OF TUBERCULOSIS, VISIT TO THE SOCIAL SUPPORT CENTER IS NOT ALLOWED.**

Social workers provides monitoring of all those redirected to examination and monitor the process of detecting open forms of tuberculosis.

In the presence of tuberculosis with "BK +", a potential participant is informed that he can re-apply to the project after undergoing treatment for tuberculosis after getting a result "BK +" of sputum examination.

It is necessary to reach an agreement on the conditions for admission of future clients of the Social Support Center in a TB institution.

The Center cannot provide services in the following cases:

- If applying person's needs do not match the Center's capabilities and the request for service is not provided for under the project
- refusal to comply with the rules for receiving services
- manifestation of pronounced aggression
- being in a state of severe alcohol intoxication that interferes with other
- presence of tuberculosis with "BK +"

**3.4. Reception in extraordinary situation**

Abnormal situation of reception of a person is a situation where a person is in a difficult life situation, but does not meet the selection criteria, i.e. is not a former convict, has not suffered tuberculosis, does not have HIV status and does not belong to injecting drug users, but receiving any services can provide him with substantial support in solving his problems or a person has access to a significant number of people corresponding to the categories, provides help and support for them independently and this is his principal position in life (the category is significant surrounding).

This person shall additionally write an application addressed to the director indicating the reasons for which he applied to the Social Support Center.

There are several mechanisms for creating a commission to consider this issue.

The issue of admission of a person to the Social Support Center for provision of services is solved by the decision of a special commission, which includes:

- Director
- Representative of Women's Committee
- Representative of Mahalla Fund
- Social worker

By decision of the commission, a finding is to be issued, which, if the issue is positively resolved, is included into a package of documents and a person is to be accepted in the status of "client".

**4. Assessment of situation and demands of client**

**4.1. Assessment of social profile**

The client-centered approach is a system of relations between the employees of the Social Support Center and the clients of the Social Support Center, which is aimed at providing services to the interests of the client, his individual characteristics, needs, motives, wishes; it is a focus on interaction with the client, based on the establishment and maintenance of trustful relations between the staff of the Social Support Center and a client.

Assessment of the client's social profile implies a comprehensive study of client's life situation and its aspects and helps to adhere to the client-centered approach.

To provide a client with a comprehensive package of services of the Social Support Center, more in-depth study and identification of his needs for a client of the Social Support Center, a questionnaire "Assessment of social profile" is filled in, after which a social worker makes a conclusion about client's needs.

#### **4.2. Informed consent of client to receive the services**

The client's consent to receive services at the Social Support Center should be free and voluntary and means absence of any pressure on the decision of a potential project participant to become a client of the Social Support Center.

Awareness of the consent should mean that a potential client would receive when he gives the necessary information about how his participation will take place, the degree of his responsibility for attending all events.

Informed consent to receive services must be preliminary.

A potential client must be given enough time to calmly make a conscious choice, and social workers must make sure that the client understands all the information they are trying to convey.

The social worker suggests a client to familiarize with the informed participation sheet containing the conditions, clarify the places that are not understandable to a client, make sure that the document is fully understood and sign it if the client agrees.

### **5. Development of individual plan**

An individual client assistance plan is an individual program for solving identified client problems, a tool for recording and tracking ongoing activities to assist in helping the client, the need for their changes and adjustment. An individual client care plan should be designed so that a client can get a choice of options for solving their problems. To do this, it is necessary to discuss his own possibilities for determining the points where the client can be mostly and actively involved in independent decisions and act independently.

#### **5.1. Planning of client's problems solving**

When planning assistance to a client, it is necessary to take into account that, as individual problems are solved, new questions and problems may arise that require new solutions and, possibly, require additional participation of social workers, specialists from the Social Support Center, the social or other services.

Planning assistance to a client should be flexible and be adapted to the client's capabilities, take into account unforeseen circumstances, provide the opportunity for support and analysis, allow to determine approaches to solving various situations of the client.

Such a plan should take into account the resources and the schedule for provision of services, as well as the daily routine of the Social Support Center. Planned activities determined by the schedule of services for the needs of a particular client may not be adapted.

A client himself is actively involved in planning and drawing up an individual plan. Short-term and long-term goals and terms are discussed and agreed with him, while a client chooses what is the highest priority for him.

Later, at certain time intervals (the recommended frequency of revising the individual plan is 1 time per quarter), an analysis of the dynamics of the client's problem solving process is carried out. At the same time, an analysis of his vision of situation is carried out, an analysis of his influence on the solution of various tasks, an analysis of certain barriers that prevent a client from solving certain tasks. In the individual plan, the dates of problem solving can be transferred, the individual plan can be extended. At this stage, the mechanisms of interaction with the client are clarified.

## 6. Follow-on process

The social support regime implies that a client himself applies to the Social Support Center, but under certain conditions, social workers attract clients to participate. In terms of providing social support, it is necessary to supervise and in some cases, facilitate the process of a client visiting the Social Support Center and all the activities and services that have been identified in the individual client's plan, taking into account the specificity of the group of clients of the Social Support Center.

### 6.1. Provision of services. Principles of service provision

The services at the Social Support Center are provided in accordance with the principles and provisions of the Law of the Republic of Uzbekistan “**On social services for the elderly, disabled and other socially vulnerable categories of the population**”:

#### Article 3. Basic principles of social services

“The basic principles of social services are:

- legality
- respect for human rights
- humanity
- availability
- preventive focus
- targeting and individual approach
- voluntariness”

as well as

- social services in the Social Support Center are provided free of charge using a client-centered approach

### 6.2. Standardization of social services provided at the Social Support Center

№	Description of the set of activities for service provision	Description of set of activities	Comments
1	Assist in the passage of x-ray examination of lungs	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Consulting on the issue of examination for tuberculosis</li> <li>2. Redirection to x-ray examination of lungs</li> <li>3. Execution of redirection form for examination at tuberculosis dispensary</li> <li>4. Provision of travel costs compensation</li> <li>5. Arrangement of coffee break</li> </ol> <p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Creating conditions for unobstructed passage of fluorography and further (if necessary) examination in the tuberculosis dispensary .</li> <li>2. Monitoring of passing examination</li> <li>3. Purchase of travel cost compensation</li> <li>4. Distribution of travel cost compensation</li> <li>5. Record of distribution of travel cost compensation</li> <li>6. Execution of schedules for distribution of travel cost compensation</li> <li>7. Record of accompanying administrative activities</li> <li>8. Entering data into the information system</li> <li>9. Documents archiving</li> </ol>	Implementation of 1 item of List A – 1 service; implemented 1 time upon initial application to the SSC

2	Individual consultation for psychological support	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Conducting an individual consultation</li> <li>2. Provision of travel cost compensation</li> <li>3. Arrangement of coffee break</li> <li>4. Providing a client with methodological materials (if necessary)</li> </ol>	<p>Implementation of 1 point from the list A - 1 service; carried out upon request of the client</p> <p>Possible topics for individual consulting:</p> <p>Topic 1: Relief of psycho-emotional stress</p> <p>Topic 2: Training self-regulation techniques</p> <p>Topic 3: Exemption from negative emotions - fears, offenses, aggression, internal conflicts.</p> <p>Topic 4: Increase self-esteem and self-confidence</p> <p>Topic 5: Teaching how to reestablish communicative social connections and achieve success in communicating with people.</p> <p>Topic 6: Family consulting (child-parent relationship)</p> <p>Topic 7: Consulting on interpersonal relations (relations between spouses after being released from places of execution of punishment)</p> <p>Topic 8: Development of skills for self-presentation</p> <p>Topic 9: Development of business interaction skills</p> <p>Topic 10: Development of goal setting and planning skills</p> <p>Topic 11: The development of skills of positive thinking</p> <p>Topic 12: Development of creative potential</p>
3	Group consultation for psychological support	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Group consultation</li> <li>2. Provision of travel cost compensation</li> <li>3. Arrangement of coffee break</li> <li>4. Providing clients with methodical materials (if necessary)</li> </ol>	<p>Implementation of 1 item of List A – 1 service; implemented by one-type request of clients (upon their consent)</p> <p><b>Possible themes of group consultations are similar to the themes of individual consultations</b></p>
		<p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Preparation of teaching materials</li> <li>2. Record of individual consulting</li> <li>3. Technical support</li> <li>4. Purchase of stationery</li> <li>5. Purchase of travel cost compensation</li> <li>6. Distribution of travel cost compensation</li> <li>7. Record of distribution of travel cost compensation</li> <li>8. Record of requests for allocation of travel cost compensation</li> <li>9. Record of accompanying administrative activities</li> <li>10. Entering data into the information system</li> <li>11. Documents archiving</li> </ol>	
		<p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Preparation of teaching materials</li> <li>2. Providing clients with methodical materials (if necessary)</li> <li>3. Record of individual consulting</li> <li>4. Technical support</li> <li>5. Purchase of office supplies</li> <li>6. Purchase of travel cost compensation</li> <li>7. Distribution of travel cost compensation</li> <li>8. Record of allocation of travel cost compensation</li> <li>9. Registration of statements on the distribution of travel cost compensation</li> <li>10. Record of accompanying administrative activities</li> <li>11. Entering data into the information system</li> <li>12. Documents archiving</li> </ol>	

4	<b>Group training for psychological support</b>	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Conducting group lessons</li> <li>2. Provision of travel cost compensation</li> <li>3. Arrangement of coffee break</li> <li>4. Providing clients with methodical materials (if necessary)</li> </ol>	<p>Implementation of 1 item from list A for 1 person - 1 service; carried out according to the schedule of the Social Support Center</p> <p>Psychological support program</p> <p>Topic 1. The theory of personality, basic needs of human.</p> <p>Topic 2. Our feelings and emotions.</p> <p>Topic 3. Psychology of confident behavior</p> <p>Topic 4. Psychology of communication</p> <p>Topic 5. Conflicts. Reasons for their occurrence and solutions</p> <p>Topic 6. Manipulations and protection from them.</p> <p>Topic 7. Creating a new, more successful self-image</p> <p>Topic 8. Vocational guidance, choice of profession</p> <p>Topic 9. Preparing for employment</p> <p>Topic 10. Development of creative potential</p> <p>Topic 11. Goal setting. The art of setting goals and ways of achieving them.</p> <p>Topic 12. Art-therapy or art treatment</p> <p>Topic 13. Analysis of personal changes</p> <p>Topic 14. Analysis of personal changes</p>
		<p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Preparation of teaching materials</li> <li>2. Preparation of the schedule of group lessons</li> <li>3. Preparation of the list of participants in group lesson</li> <li>4. Reminder about conducting the next lesson</li> <li>5. Carrying out pre- and post- questionnaire survey</li> <li>6. Assessment of the level of effectiveness of group lessons</li> <li>7. Record of group lessons</li> <li>8. Technical support</li> <li>9. Purchase of stationery</li> <li>10. Purchase of travel cost compensation</li> <li>11. Distribution of travel cost compensation</li> <li>12. Record of distribution of travel cost compensation</li> <li>13. Record of requests for allocation of travel cost compensation</li> <li>14. Record of accompanying administrative activities</li> <li>15. Entering data into the information system</li> <li>16. Documents archiving</li> </ol>	

5	Individual consultation for legal support	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Consultation in preparation for legal consultation</li> <li>2. Conducting individual consultation upon request of client</li> <li>3. Providing a client with methodological materials (if necessary)</li> <li>4. Preparation of letters of appeal to the authorities</li> <li>5. Assistance in sending letters of appeal to instances</li> <li>6. Receiving postal correspondence, parcel or telegram, registered letter to the address of the SSC office</li> <li>7. Telephone calls in the interests of client</li> <li>8. Preparation of documents for a client (printing, scanning)</li> <li>9. Provision of travel cost compensation</li> <li>10. Arrangement of coffee break</li> </ol>	<p>Implementation of 1 item from list A for 1 person - 1 service; carried out upon request of the client</p> <p>Possible topics for individual consulting</p> <p>Topic 1: Restoring a lost passport</p> <p>Topic 2: Registration of residence on a permanent or temporary basis</p> <p>Topic 3: Inheritance documentation</p> <p>Topic 4: On housing provision for persons released from prison</p> <p>Topic 5: Obtaining citizenship of the Republic of Uzbekistan</p> <p>Topic 6: What documents are required to obtain passport of person without citizenship</p> <p>Topic 7: Restoring lost land property and apartment documents</p> <p>Topic 8: Getting a passport and registration for expired passports</p> <p>Topic 9: Getting the children after being released from prison</p> <p>Topic 10: On housing provision by the District administration to persons of 3 disability groups</p> <p>Topic 11: Restoring of employment record book</p> <p>Topic 12: Restoring diploma</p> <p>Topic 13: Restoring military service card</p> <p>Topic 14: On discharge of a person who received treatment at an inpatient clinic with HIV diagnosis</p> <p>Topic 15: About obtaining school education certificate</p> <p>Topic 16: Termination of registration of former house owner</p> <p>Topic 17: On the registration of a marriage with a person serving a sentence in places of detention</p> <p>Topic 18: On Visit to the Russian Federation for people with HIV</p> <p>Topic 19: On ensuring the labor of persons released from places of detention</p> <p>Topic 20: Making inheritable housing from mother to the name of husband</p> <p>Topic 21: On the payment of alimony for children</p> <p>Topic 22: About termination of marriage</p>
		<p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Identifying requests</li> <li>2. Reminder about consultation</li> <li>3. Preparation of teaching materials</li> <li>4. Monitoring results</li> <li>5. Record of individual consulting</li> <li>6. Technical support</li> <li>7. Purchase of stationery</li> <li>8. Purchase of travel cost compensation</li> <li>9. Distribution of travel cost compensation</li> <li>10. Record of distribution of travel cost compensation</li> <li>11. Record of requests for allocation of travel cost compensation</li> <li>12. Record of accompanying administrative activities</li> <li>13. Entering data into the information system</li> <li>14. Documents archiving</li> </ol>	



6	<b>Group consultation for legal support</b>	Provided to SSC clients. <b>A. Provides for</b> 1. Consultation in preparation for legal consultation 2. Conducting group consultation upon request of client 3. Providing clients with teaching materials (if necessary) 4. Preparation of letters of appeal to the authorities 5. Assistance in sending letters of appeal to instances 6. Receiving postal correspondence, parcel or telegram, a registered letter to the address of the SSC office 7. Telephone calls in the interests of a client 8. Preparation of documents for a client (printing, scanning) 9. Provision of travel cost compensation 10. Arrangement of coffee break	Implementation of 1 item of List A for 1 person – 1 service; implemented upon request of client. <b>Possible themes of group consultations are similar to the themes of individual consultations</b>
<b>B. Administrative support</b> 1. Identifying requests 2. Reminder about consultation 3. Preparation of teaching materials 4. Monitoring results 5. Record of individual consulting 6. Technical support 7. Purchase of stationery 8. Purchase of travel cost compensation 9. Distribution of travel cost compensation 10. Record of distribution of travel cost compensation 11. Record of requests for allocation of travel cost compensation 12. Record of accompanying administrative activities 13. Entering data into the information system 14. Documents archiving			
7	<b>Individual consultation for education in medical issues</b>	Provided to SSC clients. <b>A. Provides for</b> 1. Conducting an individual consultation 2. Providing clients with methodical materials (if necessary) 3. Telephone calls in the interests of the client 4. Preparation of documents for a client (printing, scanning) 5. Provision of travel cost compensation 6. Arrangement of coffee break	Implementation of 1 item of List A for 1 person – 1 service; implemented upon request of client. <b>Possible themes of individual consultations</b>
<b>B. Administrative support</b> 1. Identifying requests 2. Preparation of teaching materials 3. Record of individual consulting 4. Technical support 5. Purchase of travel cost compensation 6. Distribution of travel cost compensation 7. Record of distribution of travel cost compensation 8. Record of requests for allocation of travel cost compensation 9. Record of accompanying administrative activities 10. Entering data into the information system 11. Documents archiving			

8	<b>Group consultation for education in medical issues</b>	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Group consultation</li> <li>2. Providing clients with methodical materials (if necessary)</li> <li>3. Telephone calls in the interests of the client</li> <li>4. Preparation of documents for client (printing, scanning)</li> <li>5. Provision of travel cost compensation</li> <li>6. Arrangement of coffee break</li> </ol> <p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Identifying requests</li> <li>2. Preparation of teaching materials</li> <li>3. Record of group consulting</li> <li>4. Technical support</li> <li>5. Purchase of travel cost compensation</li> <li>6. Distribution of travel cost compensation</li> <li>7. Record of distribution of travel cost compensation</li> <li>8. Record of requests for allocation of travel cost compensation</li> <li>9. Record of accompanying administrative activities</li> <li>10. Entering data into the information system</li> <li>11. Documents archiving</li> </ol>	<p>Implementation of 1 item of List A for 1 person – 1 service; implemented by single type upon request of client (with their consent)</p> <p><b>Possible themes of group consultations are similar to the themes of individual consultations</b></p>
9	<b>Group training for education in medical issues</b>	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Conducting group lessons</li> <li>2. Providing clients with methodical materials (if necessary)</li> <li>3. Telephone calls in the interests of the client</li> <li>4. Preparation of documents for a client (printing, scanning)</li> <li>5. Provision of travel cost compensation</li> <li>6. Arrangement of coffee break</li> </ol>	<p>Implementation of 1 item from list A for 1 person - 1 service; carried out according to the schedule of the Social Support Center Medical Education Program</p> <p>Topic 1. What is HIV/AIDS</p> <p>Topic 2. Ways of HIV transmission and ways to protect against HIV infection</p> <p>Topic 3. How is HIV not transmitted?</p> <p>Topic 4. What happens in the human body after infection with HIV</p> <p>Topic 5. Stages of interaction of the virus and human cells.</p> <p>Topic 6. What causes immunodeficiency</p> <p>Topic 7. What is the "Period of serological window"</p> <p>Topic 8. Laboratory diagnosis of HIV infection</p>

		<p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Identifying requests</li> <li>2. Preparation of teaching materials</li> <li>3. Record of group lessons</li> <li>4. Carrying out pre- and post-questioning</li> <li>5. Assessment of the level of effectiveness of group lessons</li> <li>6. Technical support</li> <li>7. Purchase of travel cost compensation</li> <li>8. Distribution of travel cost compensation</li> <li>9. Record of distribution of travel cost compensation</li> <li>10. Record of requests for allocation of travel cost compensation</li> <li>11. Record of accompanying administrative activities</li> <li>12. Entering data into the information system</li> <li>13. Documents archiving</li> </ol>	<p>Topic 9. Clinical manifestations of HIV infection</p> <p>Topic 10. Important points regarding HIV + status</p> <p>Topic 11. History of the discovery and development of tuberculosis</p> <p>Topic 12. What is tuberculosis?</p> <p>Topic 13. How is tuberculosis spread?</p> <p>Topic 14. Infecting and disease of tuberculosis</p> <p>Topic 15. Population groups mostly at risk for TB</p> <p>Topic 16. Laboratory diagnosis of tuberculosis</p> <p>Topic 17. X-ray diagnostics of tuberculosis</p> <p>Topic 18. Clinical symptoms of tuberculosis</p> <p>Topic 19. Principles and phases of treatment of tuberculosis</p> <p>Topic 20. Development of multi-drug resistant tuberculosis</p> <p>Topic 21. A dozen tips to keep you healthy.</p> <p>Topic 22. Healthy nutrition</p> <p>Topic 23. TOP 10 most harmful products</p> <p>Topic 24. Five principles of food safety</p> <p>Topic 25. Active lifestyle (10 facts about physical activity)</p> <p>Topic 26. Vaccination</p> <p>Topic 27. Avoid alcohol consumption</p> <p>Topic 28. Stress and mental health</p> <p>Topic 29. Road traffic safety</p> <p>Topic 30. Regular clinical examination</p> <p>Topic 31. Breastfeeding facts</p> <p>Topic 32: What is STI?</p> <p>Topic 33: Types of STIs</p> <p>Topic 34: Common STI symptoms</p> <p>Topic 35: Prevention of infection</p> <p>Topic 36: Principles of STI treatment</p> <p style="text-align: right;">35</p>
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10	<b>Individual consultation In social issues</b>	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Conducting an individual consultation</li> <li>2. Providing clients with methodical materials (if necessary)</li> <li>3. Telephone calls in the interests of client</li> <li>4. Preparation of documents for a client (printing, scanning)</li> <li>5. Provision of travel cost compensation</li> <li>6. Arrangement of coffee break</li> </ol>	<p>Implementation of 1 item from list A for 1 person - 1 service; carried out according to the schedule of the Social Support Center</p> <p>Possible topics for individual consulting</p> <p>Topic 1. Assistance in obtaining financial aid</p> <p>Topic 2. Assistance in obtaining additional education</p> <p>Topic 3. Explanations on the educational system of Uzbekistan</p> <p>Topic 4. Employment assistance</p> <p>Topic 5. Assistance in obtaining medical care</p> <p>Topic 6. Questions on the public utility sector</p> <p>Topic 7. Assistance in restoration of documents</p> <p>Topic 8. Questions about marriage and family relations</p> <p>Topic 9. About appeal of citizens, the order of appeal</p> <p>Topic 10. About the conciliation commission of citizens' meeting</p> <p>Topic 11. On benefits for handicapped</p> <p>Topic 12. On the activities of the mahalla (community) commission on social support</p> <p>Topic 13. On social support for families left without a breadwinner.</p>
11	<b>Group consultation in social issues</b>	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Group consultation</li> <li>2. Providing clients with methodical materials (if necessary)</li> <li>3. Telephone calls in the interests of the client</li> <li>4. Preparation of documents for a client (printing, scanning)</li> <li>5. Provision of travel cost compensation</li> <li>6. Coffee break</li> </ol>	<p>Implementation of 1 item of List A for 1 person – 1 service; implemented under the work schedule of Social Support Center</p> <p><b>Possible themes of group consultations are similar to the themes of individual consultations</b></p>

		<p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Identifying requests</li> <li>2. Preparation of teaching materials</li> <li>3. Record of group lessons</li> <li>4. Carrying out pre- and post-questioning</li> <li>5. Assessment of the level of effectiveness of group lessons</li> <li>6. Technical support</li> <li>7. Purchase of travel cost compensation</li> <li>8. Distribution of travel cost compensation</li> <li>9. Record of distribution of travel cost compensation</li> <li>10. Record of requests for allocation of travel cost compensation</li> <li>11. Record of accompanying administrative activities</li> <li>12. Entering data into the information system</li> <li>13. Documents archiving</li> </ol>	
12	Provision of access of computer and internet	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Providing access to a personal computer</li> <li>2. Providing Internet access</li> <li>3. Provision of travel cost compensation</li> <li>4. Arrangement of coffee break</li> </ol>	Implementation of 1 item of List A for 1 person – 1 service; implemented upon request of client
		<p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Identifying requests</li> <li>2. Providing access to a personal computer</li> <li>3. Access accounting</li> <li>4. Control of visiting sites</li> <li>5. Purchase of travel cost compensation</li> <li>6. Distribution of travel cost compensation</li> <li>7. Record of distribution of travel cost compensation</li> <li>8. Record of requests for allocation of travel cost compensation</li> <li>9. Purchase of computers</li> <li>10. Purchase of Internet</li> <li>11. Technical support</li> <li>12. Record of accompanying administrative activities</li> <li>13. Entering data into the information system</li> <li>14. Documents archiving</li> </ol>	
13	Training to skills of using PC and Internet	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Consultation on the use of a personal computer</li> <li>2. Consultation on the use of the Internet</li> <li>3. Provision of travel cost compensation</li> <li>4. Arrangement of coffee break</li> </ol>	Implementation of 1 item of List A for 1 person – 1 service; implemented upon request of client.

		<p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Identifying requests</li> <li>2. Record of consultation</li> <li>3. Purchase of travel cost compensation</li> <li>4. Distribution of travel cost compensation</li> <li>5. Record of distribution of travel cost compensation</li> <li>6. Record of requests for allocation of travel cost compensation</li> <li>7. Record of accompanying administrative activities</li> <li>8. Entering data into the information system</li> <li>9. Documents archiving</li> </ol>	
14	<p><b>Training in the Center for vocational training and retraining of the unemployed population</b></p>	<p>Provided to SSC clients.</p> <p><b>A. Provides for</b></p> <ol style="list-style-type: none"> <li>1. Informing clients about educational institutions providing training</li> <li>2. Consulting on vocational guidance</li> <li>3. Client training at the Learning Center</li> <li>4. Provision of travel cost compensation</li> <li>5. Arrangement of coffee break</li> </ol>	<p>Implementation of 1 item of List A for 1 person – 1 service; 1 lesson in the Center of vocational training – 1 service: implemented upon request of client.</p> <p><b>List of professional courses</b></p> <ol style="list-style-type: none"> <li>1. Electric and gas welding - 3 months</li> <li>2. Plumber-fitter – 2 months</li> </ol>

	<p><b>B. Administrative support</b></p> <ol style="list-style-type: none"> <li>1. Search for acceptable Vocational Training Centers</li> <li>2. Reaching agreement on the terms of client training</li> <li>3. Verbal agreement/conclusion of a memorandum of interaction with training center</li> <li>4. Preparing a list of occupations</li> <li>5. Acquaintance of clients with the list of professions</li> <li>6. Keeping a list of queue of clients</li> <li>7. Preparation of a list of candidates for training.</li> <li>8. Acquaintance with the rules of Center of vocational training</li> <li>9. Interaction with educational institutions to agree on the dates of starting courses, other issues.</li> <li>10. Collection of documents for training.</li> <li>11. Informing about the start of courses.</li> <li>12. Purchase of travel cost compensation</li> <li>13. Distribution of travel cost compensation</li> <li>14. Record of allocation of travel cost compensation</li> <li>15. Record of requests for allocation of travel cost compensation</li> <li>16. Conclusion of contracts for payment of professional courses</li> <li>17. Preparation of payment orders</li> <li>18. Payment for courses at an educational institution</li> <li>19. Monitoring of course attendance by clients in an educational institution</li> <li>20. Maintaining motivation to study in an educational institution</li> <li>21. Monitoring of obtaining diplomas</li> <li>22. Issuance of diplomas to clients</li> <li>23. Execution of a certificate of graduation</li> <li>24. Collection of travel cards</li> <li>25. Collection of explanation notes on lost travel cards</li> <li>26. Data entry into the information system</li> <li>27. Record of funds</li> <li>28. Record of coverage for trained clients with documented evidence</li> <li>29. Preparation of reports</li> <li>30. Documents archiving</li> </ol>	<ol style="list-style-type: none"> <li>3. Electrician – 2 months</li> <li>4. Tailoring of light women's clothing - 3 months</li> <li>5. Sewing door-curtains and curtains - 3 months</li> <li>6. Masseur – 2 months</li> <li>7. Computer operator – 2 months</li> <li>8. Documentation clerk – 2 months</li> <li>9. Accountant (Uzbek group) – 2 months</li> <li>10. Accountant (Russian group) – 2 months</li> <li>11. Repair of PC - 3 months</li> <li>12. Repair of mobile phones (group in Uzbek) – 2 months</li> <li>13. Office manager – 2 months</li> <li>14. 1-C Accounting – 1 month</li> <li>15. Hairdresser – 2 months</li> <li>16. Carpenter – 2 months</li> <li>17. Kemppi welding – 2 months</li> <li>18. Fitter - assembler – 2 months</li> <li>19. Locksmith- repairman – 2 months</li> <li>20. Cashier - 0.5 months</li> <li>21. Seller – 1 month</li> </ol>
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### **6.3. Redirection of clients**

One organization is sometimes unable to provide with its own resources a full range, quality and scope of services that clients need, so it is necessary to actively involve other organizations that can provide their profile services. For this, an integrated interdepartmental approach can be used, coordinating the provision of services by all providers, thereby providing the most complete support to needy clients.

Thus, a system of client redirection is formed, which includes various government, non-government, public organizations and various departments.

#### **6.3.1. Organizations and services**

- Governmental authorities and local government bodies
- Territorial executive bodies of state power in the field of social protection and services
- Medical organizations
- Bureau of Medical and Social Expertise
- Departments of the Pension Fund
- social service organizations
- Divisions and branches of the Social Insurance Fund
- Educational organizations
- Public organizations, funds
- Vocational training centers
- Ministry of Labour
- Supreme Court
- Ministry of Interior Affairs
- Department of marshals
- Other public organizations
- Other services

#### **6.3.2. Training of clients at vocational training courses**

The client is given an opportunity to get acquainted with the list of professions that he can study at the Center for professional training and retraining of the unemployed population. The Center for Vocational Training and Retraining is a public institution and issues diplomas of state training.

In case of difficulties, a client may receive a vocational guidance service from social workers or psychologists of the Social Support Center.

A client must be familiar with the rules of training in the Center for training and retraining of the unemployed population.

##### **6.3.2.1. Consulting in professional orientation**

In the process of social profile assessment, social workers familiarize clients with the list of available professions which they can be trained to, collect information about existing work skills and client needs with a view to their involvement in the process of vocational education and further employment.

The task of “vocational guidance consulting” is to help a person to choose his own professional way, taking into account his individual qualities.

During the consultation process, the client will be able to understand himself, comprehensively assess his abilities and professional potential, identify real motives and needs, as well as correlate this information to the situation in the labor market.

Some clients have difficulty related to choosing profession. In these cases, a “Holland test” is conducted to determine the professional type of personality.

Also, explanations are made for a client about the place of this profession in the labor market.

Vocational guidance consulting can be carried out by a social worker. If necessary, psychologists are involved in consulting on vocational guidance.



### **6.3.2.2. Motivation letter for obtaining profession**

To be included in the list of participants in vocational training courses, a client who wants to have a profession writes a motivation letter describing what attracts him in selected courses, what he expects to receive, how it will help to achieve certain things in life. In a motivation letter, the client prescribes and undertakes to attend all classes of professional course without omission.

### **6.3.2.3. Control of attendance of vocational training courses**

All teachers of vocational training courses register client visits to classes at the Vocational Training Center according to a form of the Social Support Center.

The sheet of registration of attendance of vocational training courses by clients of the Social Support Center is filled in by teacher of that course. Teacher daily enters the information about attendance with the signature of client and his own. Social worker provides registration sheets to course instructor with explanations. This process occurs in coordination with the administration of the Vocational Training Center.

To monitor the attendance of clients of the Social Support Center, social workers periodically, once a week, attend vocational training courses, internally monitor attendance of courses by clients of the Social Support Center and collect attendance registration sheets for each course.

All attendance data is entered into the information system of the Center.

There is also a verbal agreement with the administration/teachers of the Vocational Training Center, whenever a client misses a day of lessons, to notify the client's social worker. When identifying the facts of missing by the clients of classes, the social worker conducts an explanation of the reasons for each case of missing and, in case of a decrease in the motivation to attend classes, talks to clarify and discuss the reasons for missing, to increase the level of motivation of the client to continue studying. If necessary, psychologists of the project or other employees, including directors, are involved in the conversation.

In case of a categorical refusal of a client to further training by a social worker, a report is written to the director of the project with an explanation of the reasons and a description of all the activities that were carried out to return a client to the training process.

In order to avoid unnecessary financial costs, all professional training courses are paid when clients receive diplomas. This issue is discussed with the administration of the Center for professional training and retraining, taking into account the specifics of clients.

### **6.3.2.4. Obtaining diplomas**

Upon completion of the training course, project clients receive state diplomas on assigning them a specific specialty.

The project management will coordinate this issue with the administration of the Training Center in advance and has an oral/written agreement that diplomas are transferred to the staff of the Social Support Center according to the statement in order to monitor the learning process. Then, in a solemn ceremony, diplomas are awarded to clients in the office of the Social Support Center. In all cases of the transfer of diplomas, the process is documented by statements for the transfer of diplomas by the Center for Professional Training and Retraining to the staff of the Social Support Center. The process of transferring diplomas to clients of the Social Support Center, which finished professional courses, is also documented by issuing a statement with the signature of clients on obtaining a diploma.

## **7. Coordination of services and quality control**

This provides coordination of activities for provision of the services to clients, including in electronic form, and the activities related to health and safety techniques for protection of the project staff.

The purpose of coordination is to improve the transparency of processes, both within the organization and for possible donor organizations, helping to find solutions to potential problems.

Coordination of services is aimed at creating a unified methodology for the provision of services, implementation of analytical, organizational, coordination, legal, control activities in the field of service provision, analysis and forecasting the development of the service provision process, including information technologies.

Coordination of services includes information interaction, including electronic, both within the project and with various partners of the organization.

### **7.1. Informational interaction**

Information interaction is understood as staff interaction using communication means/communication channels: e-mail and other technical and organizational means which allow to determine information interaction participants, date and time of information interaction implementation.

#### **7.1.1. Participants of informational interaction:**

##### **Administrative personnel:**

Director  
Coordinator  
Office Manager  
Accountant  
Computer communications programmer

##### **Executive personnel:**

Social workers  
Registrar  
Telephone operator if hotline  
Consultants (psychologist, lawyer, medical consultant, social consultant)  
Cleaner

#### **7.1.2. Communication channels:**

Working interaction is carried out through the following communication channels:

- Verbal interaction: discussion of work issues, staff meetings, working groups, supervision
- Telephone conversations
- Exchange of documents on paper.

Exchange of information, documents in digital format by organizing access to information resources via communication channels: e-mail, groups in Telegram, information system.

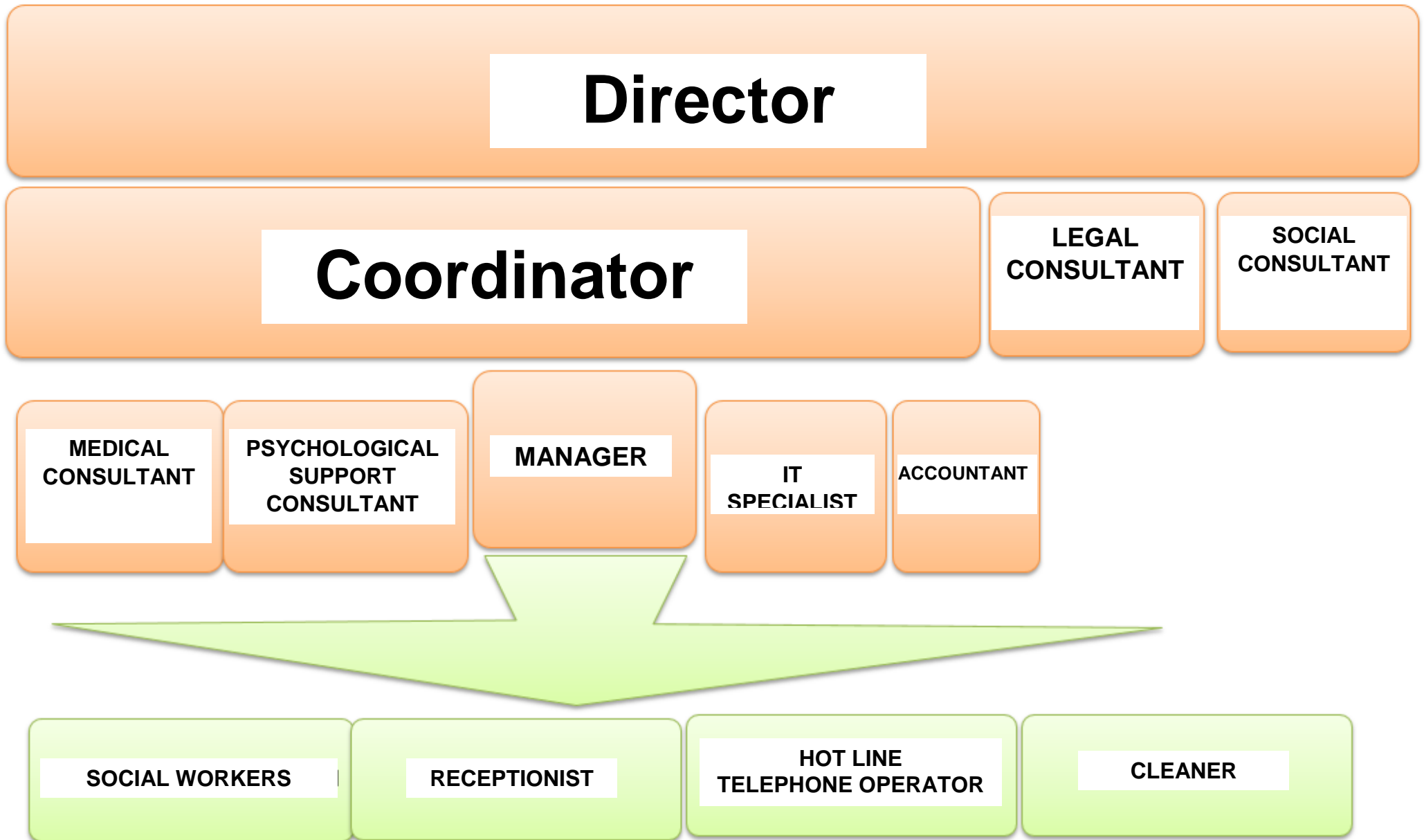
#### **7.1.3. Objects of informational interaction:**

- Client details
- Archiving client documents
- Information about attendance of the Center by clients
- Information about attendance of the Center by visitors
- Information about attendance of the Center by the staff
- Information on the arranged events
- Client's Individual Assistance Plan
- Information about the services received by clients
- Information about staff providing services
- Information about diplomas received
- Information about distribution of tokens for metro
- Information about distribution of travel cards
- Information about training courses
- Information about the teachers of vocational training courses
- Information of calls performed
- Voucher system (redirections)
- Forms of documents

#### **7.1.4. Principles of organization of informational interaction:**

- Information exchange is carried out free of charge, unless otherwise provided by additional agreements.
- Each participant of the information exchange is fully responsible for completeness and accuracy of the information, its timely transmission and modification.
- Each member of the information exchange keeps the confidentiality of information.
- Each information exchange participant has a personal account that identifies the employee's identity in the intilish.uz domain.
- Each information exchange participant has his own personal profile that identifies the employee's identity in the information system on the intilish.uz domain.
- Each information exchange participant is personally responsible for control of entry into his personal account and personal profile of the information system.
- Providing information to third parties to enter the staff identity personal account and personal profile is strictly PROHIBITED.
- Each participant of the information exchange is obliged to use only standard formats of electronic documents in the file exchange of documents.
- The procedure and obligations of the participants of information interaction are determined by internal organizational procedures, orders of the Director of the organization and other organizational documents.

7.2. Organization chart of the Center



### **7.3. Staff activities**

#### **7.3.1. Activities of Social Workers**

##### **7.3.1.1. Attracting clients**

- Interaction with public services: telephone calls, visits to adaptation centers, district department of interior affairs
- Inform potential clients by phone to attract them
- Interviewing visitors
- Consultation on the provision of services

##### **7.3.1.2. Reception**

- Filling screening questionnaires
- Counseling on examination for tuberculosis
- Redirection to examination for tuberculosis
- Consulting on conditions
- Filling informed consent forms
- Filling social profile questionnaires
- Drawing up an individual client support plan

##### **7.3.1.3. Redirection to vocational training**

- Preparing a list of professional courses
- Vocational guidance consulting
- Redirection to vocational training courses
- Assistance in preparing of a motivation letter for studying in professional courses
- Preparation of vocational training lists
- Preparation of lists for obtaining travel cards
- Registration of applications for a travel card
- Providing a travel card, filling out statements

##### **7.3.1.4. Services**

- Reminders to clients about lessons
- Redirection to a lawyer
- Redirection to medical consultant
- Redirection to psychologist
- Redirection to social consultant
- Consultation on the preparation and execution of documents to various instances
- Consultation on obtaining consulting from specialists
- Assistance in preparation of documents for clients. Printing documents for clients
- Redirect to voluntary counseling and testing
- Accompanying
- Providing access to computer/internet with consulting on their use

##### **7.3.1.5. Monitoring**

- Monitoring client examination for tuberculosis
- Monitoring implementation of individual client support plan
- Registration of results of implementation of individual plan
- Monitoring client attendance at vocational training courses.
- Control of obtaining diplomas in the Center for vocational training and retraining

##### **7.3.1.6. Administrative activities**

- Archiving client record documents
- Scanning, archiving client documents
- Archiving responses to requests from various instances
- Issuance of diplomas to clients, filling schedule
- Filling forms to determine the level of client satisfaction with the services provided
- Preparing weekly activity reports
- Participation in project staff meetings
- Registration of personal activities
- Data entry into the information system

- Visits
  - Visit to the district administration
  - Visit to the District Department of Internal Affairs
  - Visit to the Municipal Department of Internal Affairs
  - Visit to the mahalla (community) committee
  - Visit to a specialized clinic
  - Visit to the Center for Combating AIDS
  - Departure TB Dispensary
  - Visit to the Women's Committee
  - Visit to the Ministry of Justice
  - Visit to a narcological dispensary
  - Visit to the Adaptation Center

### **7.3.2. Activities of Receptionist**

#### **7.3.2.1. Attracting clients**

- Implementation of external search and identification of people who needs the services of the project "Social Support Center"

#### **7.3.2.2. Services**

- Access to computer/internet.
- Computer usage consultation
- Consultation on the use of the Internet
- Providing tokens to clients

#### **7.3.2.3. Monitoring**

- Registration of attendance of visitors to the Social Support Center
- Registration of attendance of clients to the Social Support Center
- Registration of attendance of employees of the Social Support Center
- Registration of Social Support Center events
- Filling schedule of distribution of metro tokens for clients
- Record of the distribution of metro tokens for project clients

#### **7.3.2.4. Administrative activities**

- Opening of the gate of the office
- Preparing weekly activity reports
- Participation in project activities
- Technical support of events
- Registration of personal activities
- Data entry into the information system

#### **7.3.2.5. Technical support of events**

- Preparation of dishware and equipment for coffee breaks

### **7.3.3. Activities of Project Psychologist**

#### **7.3.3.1. Attracting clients**

- Implementation of external search and identification of people in need of the services

#### **7.3.3.2. Services**

- Individual consulting by psychologist upon request of clients
- Group consulting by psychologist on client requests
- Group psychologist training program (modules)
- Vocational guidance consulting

#### **7.3.3.3. Monitoring**

- Record of conducted group psychological support classes
- Record of conducted group consulting on psychological support
- Record of conducted group psychological support classes
- Results monitoring
- Preparing weekly activity reports

#### **7.3.3.4. Administrative activities**

- Participation in events

- Data entry into the information system
- Registration of personal activities

#### **7.3.3.5. Methodological activities**

- Development of methodological materials for conducting group sessions on psychological support
- Development of questionnaires for pre- and post-testing of students in order to determine the effectiveness of group lessons.

#### **7.3.4. Activities of Legal Consultant**

##### **7.3.4.1. Services**

- Individual legal consulting on client requests
- Preparation of texts of letters/requests in the instance
- Group legal consulting on client requests

##### **7.3.4.2. Monitoring**

- Record of conducted group lessons on legal support
- Record of conducted group consulting on legal support
- Monitoring of results
- Monitoring the dynamics of process for sent requests

##### **7.3.4.3. Administrative activities**

- Preparation of analytical reports
- Participation in project staff meetings
- Consulting the director on project implementation issues
- Data entry into the information system
- Registration of personal activities

#### **7.3.5. Activities of Social Consultant**

##### **7.3.5.1. Attracting clients**

- Implementation of external search and identification of people who needs the services of the Social Support Center

##### **7.3.5.2. Services**

- Individual consulting by social consultant upon request of clients.
- Assistance in the implementation of social support measures established by law in relation to the project's clients
- Assisting the client in writing an application and preparing a package of documents to provide social support measures.

##### **7.3.5.3. Monitoring**

- Record of individual consultations
- Monitoring the dynamics of the process for issued requests
- Monitoring of results

##### **7.3.5.4. Administrative activities**

- Participation at project staff meetings
- Consulting the director
- Registration of personal activities
- Data entry into the information system

#### **7.3.6. Activities of Medical Consultant**

##### **7.3.6.1. Attracting to the Project**

- Implementation of external search and identification of people who needs the services of the Social Support Center

##### **7.3.6.2. Services**

- Educational session on hygiene of healthy lifestyles according to the program (module)
- Educational program on the prevention of tuberculosis transmission of according to the program (module)
- Educational lesson on the prevention of the spread of HIV and STIs in the program (module)

- Group consulting upon request of clients
- Individual consulting upon request of client

#### **7.3.6.3. Monitoring**

- Record of individual medical consultations held
- Record of group medical consultations held
- Record of group sessions on medical issues
- Monitoring the dynamics of the process by requests
- Monitoring of results

#### **7.3.6.4. Administrative activities**

- Participation in project activities
- Registration of personal activities
- Data entry into the information system

#### **7.3.6.5. Methodological activities**

- Development of methodological materials for conducting group sessions on medical issues
- Development of questionnaires for pre- and post-testing of students in order to determine the effectiveness of classes.

### **7.3.7. Activities of Computer Communications Specialist**

#### **7.3.7.1. Administrative activities**

- Mail accounts management
- Software access control
- Participation in inventory taking
- Participation in project activities
- Preparing weekly reports
- Registration of personal activities
- Entering data into the project information system

#### **7.3.7.2. Methodological activities**

- Development of electronic documents
- Consultations on working with software
- Creation of electronic documentation for working with software

#### **7.3.7.3. Core activities**

- Software development
- Software installation
- Entering data into the database
- Installation of additional components in software.
- Correcting errors in software
- LAN design
- Install and configure the local network
- Correction of errors in the local network.
- Adjusting the provision of access to local network
- Installation and configuration of equipment
- Check and repair equipment malfunctions
- Technical support of events
- Archiving of electronic documents for software

### **7.3.8. Activities of Hot Line Consultant**

#### **7.3.8.1. Attracting clients**

- Implementation of external search and identification of people who needs the services of the Social Support Center

#### **7.3.8.2. Services**

- Consultation of project clients by phone on the activities of the Social Support Center
- Consultation of visitors of the Social Support Center by phone
- Inviting clients by phone to events



### **7.3.8.3. Monitoring**

- Record of incoming/outgoing phone calls and consultations
- Monitoring the dynamics of the process on the phone calls made

### **7.3.8.4. Administrative activities**

- Participation in events
- Registration of personal activities
- Data entry into the information system

### **7.3.9. Activities of Project Cleaner**

#### **7.3.9.1. Attracting to the Project**

- Implementation of external search and identification of people who needs the services of the Social Support Center

#### **7.3.9.2. Core activities**

- Damp cleaning of office space
- Dry cleaning of office space
- Washing dishes after the project activities

#### **7.3.9.3. Administrative activities**

- Participation in events
- Registration of personal activities
- Data entry into the information system
- Record of the consumption of household cleaning products.

### **7.3.10. Activities of Accountant**

#### **7.3.10.1. Core activities**

- Obtaining tranche
  - Getting bank account statements
  - Control of correctness of the documents provided
  - Posting bank statements in the 1C program
- Accounting of salaries
  - Formation of package of documents for opening plastic cards for new employees
    - Drawing up an agreement on opening a plastic card
    - A photocopy of passport of a new employee,
    - TIN of new employee
  - Payroll based on time sheet
  - Formation of the payroll for the billing month
  - Charging taxes on salaries for a monthly period
  - Preparation of tax payment orders
    - Single Social Payment 25% of payroll fund
    - Income tax from salaries of staff
    - Social insurance 8% of salary
    - Individual saving pension account 1% of salary
  - Transfer of tax payment orders to bank
    - Single Social Payment 25% of payroll fund
    - Income tax from salaries of staff
    - Social insurance 8% of salary
    - Individual saving pension account 1% of salary
  - Obtaining bank statement about effected tax payments
    - Single Social Payment 25% of payroll fund
    - Income tax from salaries of staff
    - Social insurance 8% of salary
    - Individual saving pension account 1% of salary
  - Obtaining executed payment orders from the bank
    - Single Social Payment 25% of payroll fund
    - Income tax from salaries of staff
    - Social insurance 8% of salary

- Individual saving pension account 1% of salary
- Transfer of funds to employees plastic cards
- Formation of the payroll register for each employee without taxes
- Transfer of the payroll register for each employee without taxes to the bank on electronic media for activation
- Documents archiving
- Payment for public utilities
  - Natural gas
    - Preparation of report to the organization for gas consumption for a month
    - Receiving invoice for payment for gas usage
    - Preparing a payment order
    - Transfer of payment order to the bank
    - Obtaining bank statement
    - Check of correctness of the documents provided
    - Posting bank statements in the 1C program
    - Documents archiving
  - Electricity
    - Preparation of report to the organization for consumption of electricity for a month
    - Receipt of invoice for payment for the use of electricity, courier activities
    - Preparing a payment order
    - Transfer of payment order to the bank
    - Obtaining bank statement
    - Check of correctness of the documents provided
    - Posting bank statements in the 1C program
    - Documents archiving
  - Water supply and sewage
    - Preparation of an electronic report on water consumption
    - Sending report to the organization
    - Receive payment request from the bank
    - Project Director's approval to pay the payment request
    - Transfer of payment request to the bank
    - Obtaining bank statement
    - Check of correctness of the documents provided
    - Posting bank statements in the 1C program
    - Documents archiving
  - Telephone subscriber fee
    - Receive payment request from the bank
    - Project Director's approval to pay the payment request
    - Transfer of payment request to the bank
    - Obtaining bank statement
    - Check of correctness of the documents provided
    - Posting bank statements in the 1C program
    - Documents archiving
  - Waste removal
    - Receive payment request from the bank
    - Project Director's approval to pay the payment request
    - Transfer of payment request to the bank
    - Obtaining bank statement
    - Check of correctness of the documents provided
    - Posting bank statements in the 1C program
    - Documents archiving
- Payment for project events

- Legal services
  - Receipt of invoice for payment of services
  - Preparing payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Documents archiving
- Services for organization of meals at administrative events
  - Execution of contract
  - Receiving invoice for payment
  - Check of correctness of the documents provided
  - Obtaining the menu specification
  - Preparing payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Documents archiving
- Foodstuff for clients
  - Selection of commercial proposals from suppliers
  - Execution of contracts
  - Receipt of invoice
  - Check of correctness of the documents provided
  - Preparing a payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Issuing power of attorney to obtain foodstuff
  - Receiving food according to the list
  - Transfer to the materially responsible person
  - Documents archiving
- Travel cards
  - Execution of the contract
  - Preparing a payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Posting bank statements in the 1C program
  - Extract power of attorney for food
  - Receipt of invoice/waybill
  - Check of correctness of the documents provided
  - Obtaining travel cards and insurance
  - Transfer to the responsible person
  - Documents archiving
- Training at vocational training courses
  - Execution of contract
  - Preparing a payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Documents archiving
- Prepayment of 100% insurance premium for employer's civil liability insurance

- Preparing a payment order
- Transfer of payment order to the bank
- Obtaining bank statement
- Check of correctness of the documents provided
- Posting bank statements in the 1C program
- Documents archiving
- Telephone services
  - Preparing a payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Documents archiving
- Metro tokens for travel
  - Execution of contract
  - Preparing a payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Posting bank statements in the 1C program
  - Extract power of attorney for food
  - Receipt of invoice/waybill
  - Check of correctness of the documents provided
  - Obtaining tokens and insurance
  - Transfer to the responsible person
  - Documents archiving
- Internet services
  - Preparing a payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Documents archiving
- Domain and hosting
  - Preparing a payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Documents archiving
- Charging ink to color printer
  - Preparing a payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Documents archiving
- Rent of non-residential premises
  - Execution of contract
  - Preparation of a payment order to pay tax at source
  - Preparing a payment order to pay rent
  - Transfer of payment orders to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Documents archiving

- Repair of cartridge
  - Preparing a payment order
  - Transfer of payment order to the bank
  - Obtaining bank statement
  - Check of correctness of the documents provided
  - Posting bank statements in the 1C program
  - Documents archiving
- Submission of reports to controlling authorities
  - Payment for electrical-digital signature for electronic key
    - Preparing a payment order
    - Transfer of payment order to the bank
    - Obtaining bank statement
    - Check of correctness of the documents provided
    - Posting bank statements in the 1C program
    - Documents archiving
  - Preparation of report to the Tax Office
  - Submission of report to the Tax Office
  - Preparation of report to the Off-budget Pension Fund for insurance contributions
  - Submission of report to the Off-budget Pension Fund for insurance contributions
  - Preparing a report on income tax in the Tax Office
  - Submission of the report to the Tax Office
  - Preparation of balance sheet report to the Tax Office for the year
  - Delivery of balance sheet report to the Tax Office for the year
  - Preparation of report on 1.0% Individual Saving Pension Fund to the Bank
  - Delivery of a report on 1.0% of Individual Saving Pension Fund to the Bank
  - Preparation of report in the reference form on costs in the context of the project to the Treasury
  - Delivery of the report in the reference form of breakdown of costs of the project to the Treasury
  - Preparation of report on the form of non-profit non-governmental enterprises in the City Statistical Office
  - Submission of a report on the form of non-profit non- governmental enterprises to the City Statistical Office
  - Preparation and submission of a financial report to the donor
    - Plastic metro tokens
    - Travel cards
    - Office supplies
    - Household goods
  - Preparation and submission of write-off reports to the donor
    - Plastic metro tokens
    - Travel cards
    - Office supplies
    - Household goods
  - Submission of material reports to donor
    - Plastic metro tokens
    - Travel cards
    - Office supplies
    - Household goods
  - Providing a package of supporting documents for reconciliation with originals to the donor:
    - Payment orders with bank confirmation
    - Bank statements for the reporting period certified by the bank
    - Invoices

- Specifications on the basis of which the payment was made
- Contracts for new suppliers that were contracted during a reporting month
- Lists of participants of the round table
- Certificates for write-off:
- Stationery
- Foodstuff for coffee breaks
- Travel card for reporting month
- Household goods
- Metro tokens
- Orders: on staff employment/dismissal
- Employment contracts and contracts with new employees
- Preparation of report to the Department of Justice
- Monitoring the dynamics of financial processes
- Monitoring of results

#### **7.3.10.2. Administrative activities**

- Participation at events
- Documents archiving
- Entering data into the project information system
- Registration of personal activities
- Visits
  - Visit to the donor
  - Visit to the Center for training and retraining of the unemployed population
  - Visit to the Ministry of Public Health
  - Visit to the Ministry of Internal Affairs
  - Visit to the post office
  - Visit to the bank
  - Visit to the tax office
  - Visit to the treasury
  - Visit to the City Statistical Office
  - Visit to the district office of gas supply
  - Visit to the office for water consumption metering service
  - Visit to the electricity metering service
  - Visit to Internet provider
  - Visit to the automatic telephone station
  - Visit to the Metropolitan State Unitary Enterprise
  - Visit to the organization providing domain and hosting
  - Meeting with the landlord
  - Visit to the supermarket
  - Visit to the urban passenger transport administration regarding travel cards
  - Visit to the Telephone Control Center
  - Visit to the organization for garbage collection

#### **7.3.10.3. Methodological activities**

- Development of primary document forms

#### **7.3.11. Activities of Office Manager**

##### **7.3.11.1. Attracting clients**

- Implementation of external search and identification of people who needs the services of the Social Support Center

##### **7.3.11.2. Administrative activities**

- Maintaining internal document circulation: document collection
- Maintaining internal document circulation: documents archiving
- Maintaining internal document circulation: distribution of documents
- Providing information on requests

- Coordination of provision of information in due time
- Preparation and implementation of events
- Preparation of event records
- Preparation of texts of letters/messages
- Staff consulting
- Supervising the process of consultation of difficult clients
- Verification of the activity of accountable staff
- Control the distribution of tokens for metro and travel cards
- Making proposals for the development of an information system
- Participation in inspections by regulatory authorities
- Participation in monitoring visits of donor organizations
- Participation in staff hiring
- Participation in the process of revising and discarding used goods
- Making proposals for the development of information system
- Registration of personal activities
- Data entry into the information system
- Visits
  - Visit to the district administration
  - Visit to the district department of interior affairs
  - Visit to the City Department of Internal Affairs
  - Visit to the mahalla committee
  - Visit to a specialized clinic
  - Visit to the Center for combating AIDS
  - Visit to the TB Dispensary
  - Visit to the Women's Committee
  - Visit to the Ministry of Justice
  - Visit to the narcological dispensary
  - Visit to the Adaptation Center

#### **7.3.11.3. Monitoring**

- Monitoring and supervising the activities of accountable staff
- Monitoring the implementation of activities

#### **7.3.11.4. Methodological activities**

- Development of reporting document forms
- Development of teaching materials
- Supervision of development of teaching materials by specialists

#### **7.3.12. Activities of Center Coordinator**

##### **7.3.12.1. Administrative activities**

- Operational guidance for the implementation of work
- Supervision of all processes
- Participation in money expenditure management in accordance with the budget
- Participation in staff hiring
- Conclusion of contracts (including tenders)
- Preparation of presentations
- Staff work coordination
- Staff consulting
- Quality control of the work performed
- Working meetings
- Preparation of interim and final reports
- Preparation of lists for the purchase of stationery
- Preparation of a list for the purchase of household supplies
- Preparation of lists for the purchase of coffee breaks
- Negotiating the acquisition of goods
- Participation in monitoring visits of donor organizations
- Making proposals for adjusting the schedule within the agreed activities

- Verification of staff activities
- Registration of personal activities
- Data entry into the information system
- Visits
  - Visit to the TB Dispensary
  - Visit to the Ministry of Justice
  - Visit to the donor
  - Visit to the bank
  - Visit to the organization providing the domain and hosting
  - Meeting with the landlord
  - Visit to the ISP

#### **7.3.12.2. Methodological activities**

- Preparation of project documents
- Supervision of the preparation of teaching materials
- Supervising information system development processes
- Supervising of the processes of development of record documentation
- Guidance

#### **7.3.12.3. Housekeeping Activities**

- Reception/storage/transfer of goods and materials
- Implementation of minor repairs in office space

### **7.3.13. Activities of Project Director**

#### **7.3.13.1. Administrative activities**

- Coordination with regulatory authorities
- Coordination of activities with the project donor
- Preparation, control and correction of the work plan
- Preparing a plan for spending and cash flow
- Control costs and cash flow
- Correction of the plan of expenses and cash flow of the project
- Coordination of changes with regulatory authorities
- Preparation and coordination of administrative arrangements
- Interaction with partners
- Administrative events and presentations
- Recruitment
- Meetings
- Preparation of interim and final reports
- Preparation of letters
- Verification of staff activities
- Participation in inspections by regulatory authorities
- Participation in monitoring visits of donor organizations
- Making proposals for the development of an information system
- Visits
  - Visit to the TB Dispensary
  - Visit to the Ministry of Justice
  - Visit to the donor
  - Visit to the bank
  - Meeting with the landlord
  - Visit to the bank
  - Visit to the EU office
  - Visit to the district administration
  - Visit to the Municipal Department of Internal Affairs
  - Visit to the mahalla committee
  - Visit to the Center for AIDS
  - Visit to the Women's Committee
  - Visit to a narcological dispensary



- Visit to the Adaptation Center
- Registration of personal activities
- Data entry into the information system

#### **7.3.13.2. Methodological activities**

- Making proposals on development of information system
- Guidance

### **7.4. Work Schedule of the Social Support Center**

The Social Support Center develops a monthly schedule for the Social Support Center, which is posted on the bulletin board.

The work schedule regulates the working mode and optimizes the working time of the Social Support Center and creates certain duties for the clients of the Social Support Center.

The following points should be taken into account when drawing up the schedule:

- audience capacity
- Coordination of the SSC work schedule with the time for clients to attend professional courses. Search for the most appropriate and optimal time for group lessons.
- The load during group sessions should be reasonable and uniform, should not cause overwork in the clients of the Social Support Center.
- Assessment of the quality of the scheduling of the Social Support Center.

Any visitor of the Social Support Center can familiarize with the work schedule.

### **7.5. Monitoring**

#### **7.5.1. Documentary Support of Client of the Social Support Center**

For each service recipient a package of documents is collected. The package includes the following documents:

- Photo (optional)
- Photocopy of passport
- Client screening questionnaire
- Certificate of absence of tuberculosis (BK–)
- Certificate of release (if the client belongs to the category of those who left the place of execution)
- Informed consent to participate in the project
- Assessment of the client's social profile
- Plan for individual client support
- Motivation letter of application addressed to the Director of the Social Support Center when a client needs to get a professional education.
- A statement addressed to the Director of the Center about the need to provide support in reimbursement of travel expenses for training in professional courses.
- History of participation in the project Social Support Center

All documents must be collected in the client's personal file, scanned and deposited in the project's information system.

In the case of the formation of any more documents relating to the client's problems being solved, these documents are subject to similar archiving.

#### **7.5.2. Registration of Attendance to the Social Support Center**

To meet visitors at the office of an organization of any category of the Social Support Center, a separate employee is needed who is responsible for this particular line of business. Everyone who visited the Social Support Center must be registered. The registration of the project is the responsibility of the registration of the applicants to the Social Support Center. The functions of the responsible employee include opening the SSC doors, inviting visitors to the SSC, proposing a place to wait while observing anti-epidemic rules regarding tuberculosis infection, their accurate registration (time of arrival, last name, first name, etc.) and calling the social

worker for the first consultation. Each visit is confirmed by the signature of the visitor and the employee who received the visitor in the office of the Social Support Center.

The following forms of registration sheets are used for registration of applicants to the center.

1. Visit registration sheet of visitors
2. Visit registration sheet of clients

All filled registration sheets of attendance of visitors and clients are submitted to the project Office Manager for archiving.

### **7.5.3. Registration of Services Provision**

Each service provided must be registered. All employees record the services rendered in the service registration sheet. For registration of services, a special form of registration of services is used. The receipt of each service is confirmed by the signature of the client and the employee who performed it. All data from the service registration sheet is entered into the information system. Data in the information system must be entered on the day of the service. In exceptional cases, data can be entered the next day. On the same day, the service registration sheet is submitted to the responsible officer - the office manager for archiving.

### **7.5.4. Registration of Redirections**

Every redirect must be registered. Staff who carry out the redirection execute a form using the information system. The fact of redirection is automatically recorded in the client profile. For each redirection, you must track the results that are entered into the information system.

### **7.5.5. Conducting Group Lessons**

To participate in group lessons formed groups of 10-12 people. Classes are held in any case, even if the lesson is attended by 1-2 people from the group. Classes are held according to the schedule (schedule) of classes of the Social Support Center.

Classes are held on standardized educational sessions with a full set of supporting materials and a knowledge assessment system. In the process of conducting classes, quality control of conducting classes is carried out.

### **7.5.6. Provision of goods and materials**

#### **7.5.6.1. Provision of Coffee Breaks**

The project provides for the provision of coffee breaks when clients visit any events at the Social Support Center.

There were no strict restrictions on the number of servings of coffee, tea, sugar and cookies for one client's visit to the Social Support Center.

After use, sanitary and hygienic processing of used utensils is carried out in compliance with the anti-epidemic rules.

Monthly the commission carries out procedure of audit and write-off of the used quantity of names.

#### **7.5.6.2. Distribution/returning travel cards for bus**

To attend professional courses, travel tickets are provided for reimbursement of travel expenses.

The list of clients for obtaining tickets is compiled by social workers and provided to the office manager 4 days before the end of the current month.

On the 30th or 31st of the next month, the materially responsible person appointed by the director distributes the tickets according to the list, registering this fact in the statement with the signature of the client who received the ticket.

At the end of the month, all project clients pass the obtained passes to the social worker, also signing in the statement.

If it is impossible to return the pass, the client of the project writes an explanatory letter in the name of the Director, indicating the reasons why he could not return the pass.

In case the client for some reason does not return the ticket and does not come to the Center's office, the social worker after no more than 10 days of the next month writes an explanatory letter independently describing the reasons for the non-return of the ticket.

The ticket distribution report is given to the office manager, who checks the correctness of the data in the statement, archives the explanatory and sends the original statement to the accountant.

### **7.5.6.3. Distribution of metro tokens**

To attend events at the Social Support Center for clients, it is possible to issue tokens on the metro to compensate for travel expenses. At each visit to the Social Support Center, the client is given 2 tokens - on the way back and the next visit to the Social Support Center.

It is possible to increase the number of tokens issued for 1 time in the following cases:

1. When a client for a redirection of employees of the Social Support Center visits partner organizations, the client is given two additional tokens for travel.
2. When vocational training courses begin 5-7 days before the end of the month, the client is given an additional number of tokens by the number of all days of these vocational training courses until the end of the month.
3. When vocational training courses end in 5-7 days after the beginning of the month, the client is given an additional number of tokens by the number of all days of these vocational training courses from the beginning of the month to the end of the course.

The distribution of tokens for distribution is made by the financially responsible person appointed by the Director. With this person is a contract of liability.

On the day of issuing tokens to the materially responsible person, an act of acceptance and transfer of tokens is drawn up.

The person distributing the tokens for clients keeps a spreadsheet of the accounting of income/expenditure and token balances on a daily basis.

The issuance of travel tokens on the subway is recorded in the statement with the signatures of the client and the employee who issued the tokens.

All data is entered into the project information system as a service.

The data in the distribution sheets must match the data in the spreadsheet in the information system.

At the end of the month, the materially responsible person submits to the accountant a material report of expenses/receipts and balances with the approval of the Project Director.

The controlling person once a week conducts an audit of the distribution of tokens, checking the entries in the statements, in the information system and the amount of the remaining tokens, which must be the same.

## **7.6. Services Quality Control**

A quality control system is necessary so that the organization can be confident that the conditions created guarantee the demands and needs of the clients of the social support center in order to prevent possible deviations from the specified requirements and ensure the organization's reputation as decent, reliable, competent and professional.

The system of quality control of services provided at the Social Support Center includes a structure that defines responsibility for the quality of services between staff, rules, methods for ensuring quality of services, processes for providing services, resources - material, technical, human, informational and financial, with the help of which administrative quality management services provided.

### **7.6.1. Objectives of quality control of provision of services at the Social Support Center**

- Ensuring client satisfaction with the services provided.

- Ensuring a high level of service
- Improving the efficiency/effectiveness of the services provided
- Carrying out preventive measures in order to prevent claims and complaints from project clients.

#### **7.6.2. Principles of services quality control**

- Client centric approach
- Prevention of problems
- Personal responsibility, self-control of employees, compliance with regulations for the provision of services in the performance of official duties
- Resource availability

#### **7.6.3. Provision of clients satisfaction with provided services**

- Carrying out activities to assess client satisfaction with the services provided
- Conducting an analysis when a client refuses to continue training for a part of a vocational training course.
- Analysis of legal aid
- Conducting an analysis of psychological assistance
- Analyzing the work of social workers
- Analyzing the receipt of client redirection services.

#### **7.6.4. Key indicators that determine the quality of social services provided to clients of the Social Support Center**

- Number of clients covered by social services at the Social Support Center.
- Number of clients who received diplomas at the end of training at the Center for vocational training and retraining of the unemployed population.
- Ensuring the openness of documents in accordance with which employees of the Social Support Center carry out activities for clients.
- Availability of conditions for placement of the Social Support Center
- Assistance in ensuring the availability of social services to redirect.
- Staffing of the Social Support Center specialists and their qualifications;
- Availability of special and technical equipment (equipment, apparatus)
- Availability of information on the procedure and rules for the provision of social services at the Social Support Center, as well as redirection services.
- Indicators characterizing satisfaction with the social services of the clients of the Social Support Center, lack of substantiated complaints.

#### **7.6.5. Personnel capacity building**

The training of project personnel is carried out by the administrative staff, motivated employees who have skills in conducting educational activities and other specialists by organizing internal educational events/trainings in the office of the Center or other premises.

When preparing training programs for staff, the wishes and requests of staff are taken into account.

Professionalism can also be enhanced by conducting supervision and group discussion of various thematic issues.

In addition, staff development can occur through the organization of their participation in national and international trainings, conferences, seminars on relevant topics, as well as by inviting experts to conduct trainings.

In addition, employees of the organization can be participants in study tours to other countries to learn the experience of foreign organizations in providing services to target groups of the Center.

#### **7.6.6. Control of clients motivation level**

Reduced client motivation may be due to various reasons, among which the following may be:

- Alcoholism / drug addiction

- Conflicts in the family
- Conflicts at the learning location
- Exacerbation of chronic diseases
- overall decline in interest to the process
- Lack of dynamics and progress in solving customer problems

Periodically, the following activities are carried out for controlling the motivation level:

- Telephone consultations
- Individual conversations
- Group/individual events invited by directors.
- Attraction for personal consultations of narrow specialists.
- Analysis of the dynamics of progress in solving client problems

In all cases, additional research and discussion of issues that affect the level of motivation is carried out. The goal of all activities is to support the level of motivation to participate, aimed at self-improvement and the formation of a sustainable cognitive interest, support of the level of social adaptation already achieved.

#### **7.6.7. Review of claims from clients**

The client has the authority to make a claim to any employee in writing or orally.

Faced with the problem of social workers, the registrar, consultants write a letter of appeal or a report to the office manager.

The office manager finds out/clarifies the circumstances of the existing difficulties, conducts the proceedings. If necessary, invites the client to discuss issues.

If it is impossible to resolve the problem/difficulty, the office manager shall inform the director of the situation in writing.

#### **7.6.8. Registration of attendance by the staff**

- The registrar is responsible for correctly completing the "Staff Arrival and Leaving Register".
- For correct and timely logging of data in the logbook, the registrar is required to be at his workplace. In case of his absence, the registrar must agree on the period of his absence and his replacement by another employee with the director.
- In the "Staff Arrival and Leaving Register" the date of arrival, the employee's surname, time of arrival and the signature of the employee must be recorded. If necessary, give any comments, fill in the column for comments or put a dash in case of their absence.
- After registering the arrival/departure of an employee, the registrar enters information into the project information system.
- For the correct entry of information on attendance of employees in the information system is the responsibility of the registrar.
- The time period for entering information into the information system should not exceed 10 minutes after the actual arrival/departure of employee.
- All data in the "Staff Arrival and Leaving Register" must coincide with the data in the information system.
- Each employee must register in the "Staff Arrival and Leaving Register" when entering the workplace.
- Each employee must leave a "Staff Arrival and Leaving Register" when leaving the workplace.
- In the event that an employee arrives and the registrar or his deputy is absent from the workplace, the employee can independently register in the information system from his mobile phone with the subsequent verification of the fact of arrival/departure by the responsible person - the registrar. In this case, the project registrar independently makes an entry about the arrival/departure of an employee in the "Staff Arrival and Leaving Register" with the subsequent signature of the employee. A record in the information system made by an employee is intermediately verified by the registrar.

- The following rules should be observed when entering data from the “Staff Arrival and Leaving Register” into the information system:
  - Availability of all records on the employee’s arrival/departure.
  - Filling in all required columns in the information system.
  - Compliance with the recorded time of arrival/departure of an employee in the “Staff Arrival and Leaving Register” and entered into the information system.
  - Timeliness of making entries in the information system.
  - No duplicate entries.
  - Lack of records in the information system that are absent in the “Staff Arrival and Leaving Register”.

#### **7.6.9. Control of attendance by the staff**

The procedure of inspection of staff attendance consists of two stages.

- The first stage is performed directly by the project registrar.
- The project registrar is required to supervise the completion of the “Staff Arrival and Leaving Register”.
- The project registrar is obliged to track the correspondence of the recorded time in the “Staff Arrival and Leaving Register” with the real time of arrival/departure of the employee.
- The registrar is obliged to check the correspondence of the “arrival” and “departure” records of employees before the end of the day in the “Staff Arrival and Leaving Register”. Each entry “arrival” of the employee must correspond to the entry “departure” of the employee.
- If any of the records in the “Staff Arrival and Leaving Register” is detected, the project registrar reminds the employee of the need to make a record or can independently make a record and then sign the employee if it is an employee’s arrival record or clarify information with the employee by phone, if it is a care record and independently makes a record with a subsequent reminder to the employee about the need to sign the record.
- The registrar is obliged to monitor the correctness of data entry into the information system in accordance with the rules for data entry into the information system.
- The second stage is performed by the responsible person and is carried out by order of the administration.

The second stage of inspection includes:

1. Revision of the correctness of pairs of “arrival and departure” records in the “Staff Arrival and Leaving Register”.
2. Audit of correspondence of records in the “Staff Arrival and Leaving Register” and the information system.
3. With full compliance with the entry in the “Staff Arrival and Leaving Register” and the information system, the responsible person verifies the entry in the information system by clicking on the “verification” button.

During inspection of conformity of entries in the information system, it’s necessary to track:

1. The presence of all records of the arrival/departure of the employee.
2. Filling all the necessary columns in the information system.
3. Compliance with the recorded time of arrival/departure of an employee in the "Staff Arrival and Leaving Register" and entered into the information system.
4. Timeliness of making entries in the information system.
5. Duplication of records.
6. The presence of records in the information system that are absent in the "Staff Arrival and Leaving Register".
7. The presence of records in the "Staff Arrival and Leaving Register" that are not in the information system.

**A record in the information system should not be verified if:**

1. The entry does not contain all the necessary columns.

2. The time of arrival/departure recorded in the “Staff Arrival and Leaving Register” does not correspond to the time of arrival/departure recorded in the information system.
3. There are duplicate entries. If they are located next to them, they do not verify both, if they are located through other records, they do not verify the last identified record.
4. When identifying late data entry.
5. When identifying records in the information system that are not in the "Staff Arrival and Leaving Register."
6. In all cases of unverified records, the responsible person writes comments in the information system. The registrar should provide explanations for each unverified record.

**In cases:**

If, as a result of the explanations of the registrar, it is not possible to identify the objective reasons for making incorrect entries;

If systematic untimely data entry is noted.

The responsible person writes an information letter to the director with a description of all the identified data entry deficiencies in the “Journal of the arrival and departure of employees” with the date, name of the employee, departure/arrival and time, and in the information system with the record number.

**7.6.10. Registration of activities**

All activities of each employee are subject to mandatory registration in the information system of the project according to the hourly load.

All activities carried out in excess of hourly load must also be recorded.

All activities registered in the information system are subject to control and verification by a supervising employee.

**8. Withdrawal from the Program**

**8.1. Premature termination of services provision**

Services for a client in the Social Support Center are to be terminated in the cases:

- If the organization does not have the ability to provide sufficient security for clients
- If the organization does not have the ability to provide an adequate level of security for employees in providing services.
- If a client has independently terminated contacts
- If a client has died
- If a client has resolved the situation ahead of time
- If a client is taken into custody
- If a client has moved

**8.2. Finishing the participation of client in the social support program**

Upon completion of the passage of all courses selected by the client, the client can leave the project. Also, the client can leave the project at any time at their discretion.

When a client leaves the program, a corresponding document is drawn up indicating the reason, and the client writes himself or with the help of social workers a short story “My history of participation in the project”/“Success story”.

In case of recurring problems, the client may re-apply.

## **9. APPENDICES**

### **9.1. Regulations of the Social Support Center**

#### **1. General Provisions**

- 1.1. These Regulations have been developed in accordance with the Laws of the Republic of Uzbekistan “On Non-State Non-Profit Organizations”, “On Social Partnership”, “On Social Services for the Elderly, Disabled, and Other Socially Vulnerable Populations”, the RIEC INTILISH Charter and defines the legal status of the Social Support Center (hereinafter SSC), its tasks and functions, order of financing, organization of work, reorganization and liquidation.
- 1.2. The SSC was created as part of the project “The Road to a Full Life”, under the Grant Agreement No. 01/01-17-T dated 02/02/2016 between RIEC INTILISH and the DVV Branch in Uzbekistan, subject to receipt of funding by the DVV Branch from the Federal Ministry of Economic Affairs cooperation and development of Germany and the EU Delegation in Uzbekistan for the period from 03/01/2016 to 30/04/2018.
- 1.3. The SSC is a structural unit of RIEC INTILISH as part of an ongoing project.
- 1.4. The general activities of the SSC are managed by the Director of RIEC INTILISH.
- 1.5. The working conditions of SSC employees are determined by employment contracts/civil contracts concluded with each employee, as well as by the Internal Regulations and other local acts of RIEC INTILISH.
- 1.6. These Regulations, additions and changes in it are approved by the Director of RIEC INTILISH.
- 1.7. Full name SSC: Social Support Center at RIEC INTILISH.
- 1.8. Employees of the Center, the director of the project, as well as persons authorized by the Director of RIEC INTILISH, have the right to access SSC documents to verify the activities of the SSC, or other persons in accordance with the legislation of the Republic of Uzbekistan.

#### **2. Key objectives and functions SSC**

##### **2.1. Key objectives of the SSC are:**

- 2.1.1. carrying out activities aimed at promoting health, improving the cultural, educational level, quality of life of vulnerable groups of the population through social adaptation.
- 2.1.2. attracting clients to participate in the processes of re-adaptation and re-socialization, conducting awareness events among partners to attract clients.

SSC accepts the following categories of vulnerable groups as clients:

- People released from places of execution of punishment
- People living with HIV
- People who suffered tuberculosis
- People addicted to psychoactive substances (drug addiction)

2.1.3 formation of a unified monitoring system that will provide the management, SSC employees, partners with the necessary information for decision-making in the course of current activities;

2.1.4 development of tools, data collection, analysis, dissemination and discussion of the results of the implementation of the SSC project;



2.1.5. interaction with partner organizations in the provision of an expanded package of services to clients in order to re-socialize and re-adapt them.

**2.2. In accordance with the assigned tasks, the SSC performs the following functions:**

2.2.1. implementation of SSC activities according to the approved plan.

2.2.2. providing SSC clients with psychological support services, legal consulting, medical consultant services, social orientation in the field of re-socialization, social support, conducting educational activities for the conduct of statutory activities,

2.2.3. development of proposals and recommendations for the development of SSC based on the results of ongoing activities;

2.2.4. organizing special events to discuss issues of implementation of activities and professional development of SSC employees and partner organizations.

2.2.5. participation in the preparation of presentations, reports, articles containing the results of SSC activities.

2.2.6. participation in the project evaluation activities.

**3. Procedure of funding and property support of operation of the SSC**

3.1. Financing of SSC activities is carried out in accordance with the approved budget.

3.2. SSC cash flow accounting is conducted on a separate sub-account,

3.3. The expenditure of funds from the sub-account is carried out in accordance with the procedure established by RIEC INTILISH on the basis of documents approved by the director of the organization.

3.4. SSC funds accounted for on the subaccount can be used at the initiative of the SSC Director to remunerate the specialists involved and implement the measures.

3.5. To support SSC activities, RIEC INTILISH rents premises, acquires property (furniture, computer equipment, communications equipment, office equipment) in amounts that ensure the conditions for effective implementation of SSC activities. The specified property, as well as property acquired at the expense of donors, are recorded in accordance with the legislation of the Republic of Uzbekistan.

Responsibility for the safety and proper use of the property transferred to the SSC rests with the director of the SSC.

**4. Organization of SSC work**

4.1. The structure and staffing of the SSC is approved by the Director of RIEC INTILISH.

4.2. SSC is headed by a director who is accepted and dismissed by the director of RIEC INTILISH.

4.3. An SSC director may have deputies who are accepted and dismissed by the director of RIEC INTILISH.

#### **4.4. Director of SSC:**

- 4.4.1. directs the activities of the SSC and is responsible for the tasks and functions assigned to the SSC;
- 4.4.2. ensures compliance with the SSC legislation of the Republic of Uzbekistan, the Charter and local acts of RIEC INTILISH, the implementation of decisions;
- 4.4.3. determines the SSC activities, approves the work plan and activities, organizes their implementation;
- 4.4.4. solves the issues of financial and logistical support of the SSC;
- 4.4.5. ensures the fulfillment of obligations under the concluded agreements (contracts), works (services) under which SSC employees perform (are rendered);
- 4.4.6. makes suggestions to the director on improving the SSC activities, increasing the efficiency of work, on the SSC staff list, hiring, transferring, dismissing, encouraging SSC employees, imposing penalties on them;
- 4.4.7. determines the job responsibilities of SSC employees.
- 4.4.8. represents RIEC INTILISH on SSC activities in government bodies, local governments and other organizations or departments;
- 4.4.9. ensures accounting of cash receipts reflected on the SSC subaccount and expenses of these funds;
- 4.4.10. ensures record keeping in the manner prescribed by RIEC INTILISH;
- 4.4.11. exercises other powers in accordance with the local acts of RIEC INTILISH and these Regulations.

#### **4.5. Director of SSC is responsible for:**

- 4.5.1. failure to perform or improper performance of their job duties;
  - 4.5.2. RIEC INTILISH/SSC causing material damage;
  - 4.5.3. offenses committed in the exercise of labor functions;
  - 4.5.4. excess of the powers granted;
  - 4.5.5. disclosure of confidential information, trade secrets;
  - 4.5.6. violation of fire safety and safety regulations, internal rules of RIEC INTILISH;
  - 4.5.7. failure to fully implement the tasks and functions assigned to the SSC by these Regulations;
  - 4.5.8. unreliability of information provided to the management of RIEC INTILISH, donors, representatives of regulatory bodies;
  - 4.5.9. in other cases stipulated by the legislation of the Republic of Uzbekistan and/or local acts of RIEC INTILISH.
- 4.6. SSC employees have the right to request and receive the necessary information from the RIEC INTILISH Directorate, which is necessary to perform the assigned functions.

#### **4.7. Staff of SSC should:**

- 4.7.1. improve and develop the activities of the SSC;
- 4.7.2. perform the tasks and functions assigned to them in a quality manner and in full;

4.7.3. execute orders, orders and instructions of the Director of SSC on time;

4.7.4. Maintain the confidentiality of information contained in RIEC INTILISH documents.

4.8. SSC has its own Internet system within the corporate portal (website) RIEC INTILISH, created and maintained in accordance with the current regulations and provides for the submission of up-to-date information on SSC activities.

## **5. Reorganization and liquidation of SSC**

5.1. Reorganization and liquidation of SSC are carried out in accordance with the legislation of the Republic of Uzbekistan, according to the plan of measures, subsequent/other grants, requiring the presence of a similar structure.

5.2. The decision to close the SSC is made by order of the director of RIEC INTILISH.

## **9.2. Memo for work during telephone conversations for inviting clients to the Center**

Always remember that at the time of the telephone conversation you represent the organization as a whole.

Your voice is your name card. The pace of speech, intonation, articulation is very important during a telephone conversation. The sound of the voice is determined by the posture, facial expression, posture. Need to tune in to the conversation. Pose and facial expression during a telephone conversation are automatically reflected in the characteristics of speech.

Smile when talking on the phone. Communicate by phone only in good spirits. Phone exacerbates the sound of weaknesses. If we speak slightly positively, on the other end of the wire, the other person will hear the usual sound of our voice. If we speak calmly, then there will be monotony in the tube. If a little upset - the interlocutor will hear unfriendly. Always talk with a pronounced positive attitude. Speak slowly, clearly and concisely. Let the prospective client tune in to a conversation with you.

### ***Introduction and establishing positive interrelations***

It is very important at this stage HOW you say something. At this stage, you first need to interest the client in continuing the conversation. It is very important to build a strong alliance with the client, creating a confidential atmosphere.

Greet, introduce yourself, specify your position and organization name. "Good morning" or "good afternoon" carries a greater energy and positive message than just "hello".

**"Good day"** – wait for answer in any way.

**My name is ... I am a social worker of the Center for Social Adaptation of the public organization "INTILISH", which works for people who have fallen into difficult life situations.**

**Everything that we want to offer is provided FREE OF CHARGE for YOU and the VOLUNTARY BASIS.**

Try to find out at the first moment how much a person can talk at the moment with you.

**Do you have 5 minutes of time? Are you comfortable to talk? Can you talk now?**

If "No" – **when I may call back to you?**

If "Yes" – **I would like to invite you to participate in our programs. Our office is located in Darkhan, if you come and become our client, we will pay for your trips to attend Center**

**events - we will give tokens for subway travel. If you go to study at professional courses, you will be given a travel card for the duration of the course.**

**If you come to our Center, you could get acquainted with our services in detail, while having a cup of tea we will be able to talk in detail and discuss all the issues and problems concerning you ...**

**Please write the address...**

If the client asks to tell more in detail by phone – tell in more detail about the Center.

- What are the 5-7 most important facts about the organization, services that will cause the interest and trust of client.
- What are some good reasons why a client should accept an offer?
- Advertise yourself.

### **More detailed presentation:**

I would like to tell you what we can do for you. We can help you in solving several problems at the same time: help you get a new profession, help in restoring documents, assist you if you want to open your business, if you have problems with documents, with a registration, if you have difficulty in communicating with relatives, at work, with friends, with the opposite sex and on other issues, we can arrange for you to advise a lawyer, social consultant, psychologist.

You can get help with a social consultant in solving the issue of registering children for kindergarten and starting a private business.

A psychologist can take a course of study, become more confident in himself, learn methods of successful communication, competently compose a resume and prepare for employment.

A new computer classroom has been opened for you in the Center, there is free access to the Internet. Here you can learn how to use a computer, post your resume and try to find work through the Internet.

You will also be able to study a new specialty and receive a state diploma in the following courses: electrician, electric welding, PC repair, cell phone repair, etc.

Training courses and all the services of the Center are free for you.

In order to go to a prof. courses, you will receive a travel card from us (bus, metro). To visit our Center - you will be issued tokens on the subway.

During classes at the Center you will be offered tea, coffee, sweets.

### ***Work with objections***

In each of us lives an “opponent”. Objections – this is what any consultant may encounter when conducting telephone conversations. Objections should not be fought; they should be worked on.

Objections when speaking and inviting a client to participate in a project are voluntarily or unwittingly taken out of balance. You can apply two lines of response: act deliberately or thoughtlessly react. With a thoughtless reaction, you begin to argue, and the client begins to manage your emotional reactions and actions and guarantees a stream of negative reactions. The line of deliberate action allows you to keep your emotional balance and consciously control your actions and the situation as a whole.

**OBJECTIONS HAVE INFORMATION ABOUT VALUES AND CRITERIA FOR WHICH THE POTENTIAL CLIENT ESTIMATES YOUR PROPOSAL**

Treat the objections not as a manifestation of aggression, but as its request for more complete information regarding your proposal. The key to success when dealing with objections is the ability to understand the position of a potential client.

The most general principles of responding to objections can be summarized in 5 steps:

1. Pause: Determine how to work with an objection. This is the moment when you decide how to behave longer. Most people do it on a subconscious level.
2. Give the client an opportunity to argue. It is necessary to allow the client to speak fully, so that the objection "resolves". For example, to the client's objection: "I don't want to take part in this project," you can ask again: "You don't want?", After a pause and allow the client to speak.
3. Psychological adherence to the objection. You let the client know that his objection has a right to exist. Accession to the objection is carried out through a series of consents, which the consultant makes before responding to the objection. The purpose of joining an objection is to establish an atmosphere of mutual understanding, to create for the client an opportunity to express his opinion, which most likely does not coincide with yours.

For example, the client says I do not need it. The consultant on the phone answers - perhaps you are right, but if you visited us at least once, and we were able to talk, you could change your mind. In five minutes of a telephone conversation, of course, it is difficult for you to create a complete picture of what you can get for yourself in our Center.

For example, before answering, you can insert a consensus phrase in the form of expressions: "I understand you, and ...", or "I often hear this, and this has its own reason, and ..." or "It's good that you said this, and ...".

"Vaccination against an objection" - if you are likely to wait for an objection, this technique will help, during which you yourself will take this alleged objection as an example and answer it convincingly. Then there is a chance that a potential client will "get sick" in a weakened form.

4. Clarifying questions or a specific answer. You ask a series of questions that help clarify the essence of the objection. For example, the answer to the client's possible objection "I am not comfortable to go to you" could look like this: "Where do you live? How do you need to get to us?" - agree that "it's really not close", but add that "the project compensates for the costs of traveling in both directions".
5. Responding to the objection, gently invite again to visit the project office.

Types of objections:

- "Next time ..."
- "No need ..."
- "I need to think ..."
- "I have no time ..."
- Objection against certain items of the project.

The true reasons for the objection may be hidden. Only with the help of properly organized questions can one recognize what is the true cause of the objection. For example, the objection "I should think ..." may indicate that a potential client is not sure about the quality of the service offered. Therefore, you should definitely try to find out the true reason for the objection. Example: "I see you have doubts. Perhaps I can dispel them" or "Let's think together what would you like to know more?"

Tactics of responses to objections

1. Be positive when you meet objections. Objections are a sign that they are listening to you and are ready to cooperate, but there are doubts and additional information is required.
2. Responding to objections, use the technique of joining the objection or its individual elements.
3. Transform the context of the objection from negative to positive.
4. Do not argue or attack. No need to jerk to turn the client 180 degrees. It is enough to present him with a different point of view, propose solutions and make him a free choice.

5. Do not interrupt the client, give him the opportunity to speak. Sometimes at a convenient time ask clarifying questions.
6. Prepare in advance the answers to those objections that the telephone consultant hears most often.

In the case of emergency conversation, when there is no opportunity to talk with the client, you can use the following options:

If the client reports that he is doing well and doesn't need anything, thank him for listening to you, express positive emotions about the fact that his life is arranged and ask him to keep the Center's telephone and tell his friends about the Center if he has such acquaintances, ask him to redirect these people to the Social Support Center.

If the client says that he has no time now, ask what kind of problems prevent him from taking part in the project. Invite the client to think about participation, let him know that at the Center, if he comes to the office, he can be helped in solving problems that may prevent him from agreeing to participate in a more detailed conversation with a social worker. And call him back in a week.

If the client says that he does not want/cannot talk now, ask when he has time to talk, record the time and call back at the time the potential participant called or arrange for him to call you back when he has there will be time. But, if he does not call back, call yourself.

Refusals on the phone, take it easy: every call brings you closer to your goal. In case of refusal, leave to yourself the opportunity for another call to the same client.

### **9.3. Memo on the interaction of employees of the Social Support Center with employees of internal affairs bodies**

In case the representatives of the Central Internal Affairs Directorate visited the Social Support Center, you must be calm.

The officers of the internal affairs bodies should introduce themselves, show the certificate and state the reason for the appeal.

Invite the police to register in the journal of visits to the Social Support Center, it is desirable to rewrite the data from the certificate.

After registration, call a person who has competence in communication with employees of internal affairs bodies.

Listen carefully to questions and answer questions tactfully and as accurately as possible. Perform legitimate requests without under any circumstances entering into conflict.

If there are questions from internal affairs officers that you do not know how to answer or the answers involve disclosing confidential information, for later conversation they should be directed to the director of the organization, if he is not present - to his alternate or recommend him to obtain any information about clients, to submit a written request from the police department or the district department of interior affairs in accordance with the generally accepted procedure.

If a police officer suspects you of committing unlawful acts, he must tell you what you are suspected of.

Remember that employees of the Central Internal Affairs Directorate are a partner organization.

It is necessary to interact with the employees of the Central Internal Affairs Directorate, using the most constructive approach.

### **9.4. Rules of conduct in the Social Support Center**

- Take care of your dishes.
- Throw tea bags and napkins, throw other garbage in the box
- Take care of furniture and computer equipment.

- Do not swing on chairs
- Be careful when working with glue and paints.
- Speak in low tones
- Be respectful to all people in the office.
- Be polite
- **IT'S STRICTLY PROHIBITED TO:**
  - USE FOUL LANGUAGE, CUSSWORDS
  - SQUABBLE ON INCREASED TONES
  - MAKE FIGHTS
  - DRINK ALCOHOLIC DRINKS
  - USE NARCOTIC DRUGS
  - **VIOLATORS WILL BE EXPELLED!!!**
- We ask you to carefully use the toilet
- personal hygiene items to throw in the trash
- Wash your hands with soap and water.
- Use a paper towel.
- Smoke only in a designated place outside
- Throw cigarette butts in the urn or ashtray
- **PROHIBITED:** When working on the Internet, visit resources containing malicious software, materials of pornographic content, materials promoting ethnic and interracial hostility, as well as other resources whose content is prohibited by the legislation of the Republic of Uzbekistan.

#### **9.5. Rules of Training at the Center of Vocational Training and Retraining**

- You can see the lists of vocational courses.
- If it is difficult to decide on a course choice, you can consult with social workers or psychologists of the Social Support Center.
- You must provide a passport (original and photocopy) to the Training Center, in the absence of a passport - a certificate of release.
- During the course of training at the training center, teachers must fill in the registration sheet of the Social Support Center services, where you must sign up for the service received daily.
- Without a good reason, you cannot skip classes.
- If there are passes to attend school for a good reason (illness), you need to have a supporting document (certificate from the clinic in the place of residence).
- Diplomas of vocational training you can get here at the Social Support Center from social workers.

## 9.6. Document forms

### 9.6.1. Questionnaire for assessing the level of satisfaction with the quality of services received at the Social Support Center

Your opinion is very important! The organization conducts surveys in order to improve the quality of services, so we ask you to answer questions as completely and frankly as possible. All responses will be anonymous and the responses will be summarized.

Check the box next to the answer you selected.

1. Your gender:     male                       female

2. Your age:

18-30                       30-45                       45-60                       60-79                       above 80

7. Do you know the name of the organization that provides you the social service(s)?

- Yes (indicate the name) \_\_\_\_\_  
 No

8. From which source did you receive information about the possibility of receiving social services from the Social Support Center?

- Information boards  
 Mass media (radio, newspaper, TV)  
 The official internet site  
 From telephone conversation with staff  
 From personal conversation with staff  
 From relatives, neighbors, friends  
 Other \_\_\_\_\_

9. What services do you receive (have received) in the Social Support Center?

1.1. What else services do you want to receive in the Social Support Center?

10. How convenient is it for you to get to the location of the Social Support Center?

- Convenient (explain why) \_\_\_\_\_  
 Inconvenient (explain why) \_\_\_\_\_

11. Are you satisfied with the work schedule of the Social Support Center?

- Fully satisfied (explain why) \_\_\_\_\_  
 Partially satisfied (explain why) \_\_\_\_\_  
 Not satisfied (explain why) \_\_\_\_\_

12. How do you assess the waiting period in the queue for services in the Social Support Center?

- I received them immediately  
 Small period of waiting (less than 15 min.)  
 Normally I wait some short time, but sometimes I have to wait long  
 Long period of waiting (indicate how many minutes) \_\_\_\_\_

13. Are you happy with the result of the social aid provided to you in general?

- Yes (the problem for which I applied has been solved)  
 Not fully (the problem for which I applied hasn't been solved in full)  
 No (the problem for which I applied hasn't been solved)

14. How are you satisfied with:

(Put one check mark in each line corresponding to your satisfaction level for each of the following criteria.):

No.	Criteria	Fully satisfied	Partially satisfied	Not satisfied	Difficult to answer
		1	2	3	4
1	Information on the services provided in the Social Support Center (availability of board, background information, booklets and other promotional materials)				
2	The availability of information signs on the way to the Social Support Center				



3	The ability to get information about the services of the Social Support Center by phone				
4	The opportunity to receive information about the services of the Social Support Center via the Internet				
5	Convenience and comfort of the premises				
6	The cleanliness of the rooms				
7	Staff courtesy and friendliness				
8	Quality of service provided by the staff of the Social Support Center				
9	The work of staff in general				

**15. What difficulties did you encounter when visiting the Social Support Center or receiving the service? (If yes, indicate)**

**16. Would you recommend the Social Support Center to your friends?**

- Yes
- No
- Difficult to answer

**17. Will you use the services of the Social Support Center if you still have a need?**

- Yes, certainly
- Yes, in case of extreme need
- No

**18. What comments, proposals, wishes do you have to us?**

Give advice.

**19. Did you study at the Vocational Training Courses?**

- Yes
- No

**20. Did you like the organization of training process?**

- Yes
- No

**21. If No, please describe, what you disliked in the training process?**

**22. What suggestions, wishes do you have to improve the learning process at the Vocational Training Center? Give advice.**

**23. Did you have a x-ray examination of lungs by redirection of the Social Support Center staff?**

- Yes
- No

**24. If Yes, indicate the name of the institution and the location where you took the x-ray examination.**

**25. How do you assess the waiting period in the queue for receiving x-ray examination of lungs?**

- I received them immediately
- Small period of waiting (less than 15 min.)
- Long period of waiting (indicate how many minutes) \_\_\_\_\_

**26. Are you satisfied with the attitude of the staff performing the x-ray examination of lungs?**

- Yes
- No

**27. If No, please describe, what you disliked in the attitude of the staff to you?**

**28. What suggestions, wishes do you have to improve the process of x-ray examination of lungs? Please give advice.**

Identification code of document

Organization	project	donor	region	document type	year	month	day	document No.	pages
□□□□	□□□□	□□□□	□□□□	□□□□	□□□□	□□□□	□□□□	□□□□	□□□□

Signature of archiver

VISITOR'S VISIT REGISTRATION SHEET		
Visitor name	gender	Date
	M --- F	
Place of employment	Time of coming	Time of leaving
position	region	Project
telephone	Visitor's signature	
e-mail		
Goal of visit	Result of visit	
comments		
Name of staff	signature	

INT\_EU1\_RPP\_RUS\_2017-02-17

Identification code of document

Organization	project	donor	region	document type	year	month	day	document No.	pages
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Signature of archiver

VISITOR'S VISIT REGISTRATION SHEET		
Visitor name	gender	Date
	M --- F	
Place of employment	Time of coming	Time of leaving
position	region	Project
telephone	Visitor's signature	
e-mail		
Goal of visit	Result of visit	
comments		
Name of staff	signature	

INT\_EU1\_RPP\_RUS\_2017-02-17



### Screening Questionnaire

- 1 Date of filling in  2 Time of start of filling in
- 3 Venue of screening  in office   
 Other
- 4 From where redirected  without medical order   
 Other
- 5 Gender of client male  female
- 6 Client surname  name
- 7 Date of birth  8 Client code
- 9 Phone No. home   
 Mobile  alternative
- 10 Citizenship
- 11 Do you have permanent residence registration? Town  yes  no
- 12 Do you have temporary residence registration? Town  yes  no
- 13 Did you have passed TB examination for the recent 3 months? yes  no
- 14 If yes, what was the result: (select one)
- |                            |                              |                              |  |
|----------------------------|------------------------------|------------------------------|--|
| Hadn't indicate the result | <input type="checkbox"/>     |                              |  |
| Negative                   | <input type="checkbox"/>     |                              |  |
| DSTB                       | BK+ <input type="checkbox"/> | BK- <input type="checkbox"/> |  |
| MDRTB                      | BK+ <input type="checkbox"/> | BK- <input type="checkbox"/> |  |
| XDR-TB                     | BK+ <input type="checkbox"/> | BK- <input type="checkbox"/> |  |
- 15 Did you have passed HIV test for the recent 3 months? yes  no
- 16 Are you kept on record in the Center for Combating AIDS? yes  no
- 17 Did you serve punishment in the places of deprivation of freedom? yes  no
- 18 If yeas, please indicate the term of punishment and date of completion of serving the sentence in correction facilities? (The term of serving should be indicated in months)
- |                              |                           |   |
|------------------------------|---------------------------|---|
| temporary detention facility | term <input type="text"/> | date of finishing of service <input type="text"/> |
| pretrial detention facility  | term <input type="text"/> | date of finishing of service <input type="text"/> |
| maximum security facility    | term <input type="text"/> | date of finishing of service <input type="text"/> |
| general regime penal colony  | term <input type="text"/> | date of finishing of service <input type="text"/> |
| penal settlement             | term <input type="text"/> | date of finishing of service <input type="text"/> |
- 19 Did you use narcotic drugs for the recent three years?
- |               |  |           |  |
|---------------|--|-----------|--|
| Non-injection | yes <input type="checkbox"/> no <input type="checkbox"/> | injection | yes <input type="checkbox"/> no <input type="checkbox"/> |
|---------------|--|-----------|--|
- 20 Indicate the state of your passport at the present time (select one or several responses)
- |                            |                          |
|----------------------------|--------------------------|
| Available                  | <input type="checkbox"/> |
| Expired passport           | <input type="checkbox"/> |
| Old design                 | <input type="checkbox"/> |
| Absent                     | <input type="checkbox"/> |
| Pledged                    | <input type="checkbox"/> |
| Spoiled                    | <input type="checkbox"/> |
| In the process of exchange | <input type="checkbox"/> |



### Social Profile Assessment

- 1 Date of filling  Time of start of filling
- 2 Client's surname  name
- 3 Client's code
- 4 Individual card No.
- 5 Do you understand Uzbek? No  With difficulty  Fluent
- 6 Do you speak Uzbek? No  With difficulty  Fluent
- 7 Do you understand Russian? No  With difficulty  Fluent
- 8 Do you speak Russian? No  With difficulty  Fluent
- 9 In which language you would like to attend lessons? Russian  Uzbek
- 10 Stability of place of residence (select one answer):
- No answer / I don't want to answer
- For the recent 12 months I didn't change the place of residence
- For the recent 12 months I changed the place of residence 1 – 3 times
- For the recent 12 months I changed the place of residence more than 3 times
- At the present time I don't have place of residence
- Other (describe)
- 11 Marital status (select one answer):
- No answer / I don't want to answer
- Official marriage
- Common-law marriage
- Divorced
- Unmarried
- Widower/widow
- 12 Indicate the number of children by age as listed (if no children of a given age, write "0")
- No answer / I don't want to answer
- No children
- Below the age of 2 quantity
- Age 3 to 6 quantity
- Age 7 to 14 quantity
- Age 15 to 18 quantity
- Above the age of 18 quantity
- 13 Indicate, if the following statements are relevant to you (select one or several answers):
- |   |   |                              |                             |
|---|---|------------------------------|-----------------------------|
| deprives of parental rights             | No answer/I don't want to answer <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| child has HIV infection                 | No answer/I don't want to answer <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| child has tuberculosis                  | No answer/I don't want to answer <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| child has other diseases                | No answer/I don't want to answer <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| child doesn't go to kindergarten        | No answer/I don't want to answer <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| child doesn't go to school              | No answer/I don't want to answer <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| child is in juvenile forced labour camp | No answer/I don't want to answer <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

14 Indicate your basic education (select one answer):

- No answer / I don't want to answer
- I don't have education
- Primary education (1 to 4 years)
- Secondary (1 to 9 years / 1 to 11 years)
- Secondary special
- Higher

15 In what institution and what occupation did you study (write):

- No answer / I don't want to answer
- |  |
|--|
|  |
|  |

16 Do you have additional education (write up to 5 names of the most important training courses):

- No answer / I don't want to answer
  - I don't have additional education
- |  |
|--|
|  |
|  |
|  |
|  |
|  |

17 How long do you live in this city (select one answer):

- No answer / I don't want to answer
- Less than 1 year
- 1 to 3 years
- More than 3 years
- I have been living here from the birth
- Difficult to answer / I don't remember

18 You had come to this city

- No answer / I don't want to answer
- From a town in other province
- From a town in this province
- From a village in other province
- From a village in this province
- From a town of other country
- From a village of other country

19 Please evaluate the state of your feeling (select one answer):

- No answer / I don't want to answer
- Excellent / good
- Satisfactory
- Unsatisfactory
- Extremely bad

20 Indicate the field of medicine in which you have chronic diseases (select one or several answers):

- No answer / I don't want to answer
- I don't have chronic diseases
- Otorhinolaryngology (ENT)
- Surgery
- Psychiatry
- Narcology
- Neuropatology
- Dermatovenerology (STI)
- Infectious diseases
- Gynecology
- Cardiology
- Endocrinology
- Phthisiology (tuberculosis)

21 If you have chronic diseases, do you receive necessary treatment (select one answer):

- No answer / I don't want to answer
- Yes
- Partially
- No

22 If no, please describe the reason (select one of the answers or write your answer):

- No answer / I don't want to answer
- I don't have money
- The disease doesn't bother me
- Doctor is not available
- I don't know where to apply


23 Do you have disability group (select one answer):

- No answer / I don't want to answer
- Yes
- No

24 Do you need to formally register the disability (select one answer):

- No answer / I don't want to answer
- Yes
- No

25 Do you need special care (select one answer):

- No answer / I don't want to answer
- Yes
- No

26 Describe the type of care (if No, put "—"):

--

27 Did you pass examination for hepatitis C before (select one answer):

- No answer / I don't want to answer
- Yes
- No



28 Are you on record for hepatitis C before (select one answer):

No answer / I don't want to answer

Yes

No

29 Describe the relations in your family (select one answer):

No answer / I don't want to answer

Family relations are calm, constructive

Family relations are slightly disturbed

Family relations are accompanied with frequent scandals and misunderstanding

30 What courses do you want to visit in the framework of vocational training program (select one or two answers):

I don't need professional training

Electric welding

Gas welding

Office manager

Documentation clerk

Plumber

Carpenter

Computer operator

Masseur

Programmer

Hairdresser

Entrepreneur

Cook

Accountant

Seamstress-operator

Basics of Internet

Sewing light clothes

Computer repair

Repair of mobile phone

Sewing door curtains and curtains

Repair of shoes

1C Accounting

MS Office programmer

Electrician

Plasterer

Painter

Sewing national clothes

Carpet weaving

Gold embroidery

Embroidery, sewing

Jeweler

The speciality that I need is not in the list

Other: \_\_\_\_\_

31 Do you need consulting assistance in using computer / Internet in office?

No answer / I don't want to answer

Yes

No

32 What specialist help do you need (select one or several answers):

Group psychological consultations

Individual psychological consultations

Group legal consultations

Individual legal consultations

Group trainings in the issues of emergency situations

Individual consultations of medical specialist in the issues of emergency situations

Group trainings in the issues of HIV/STI infecting prevention

Individual consultations of medical specialist in the issues of HIV/STI

Group trainings in the issues of reproductive health

Individual consultations of medical specialist – gynecologists (reproductive health)

Group trainings in the issues of tuberculosis infection prevention

Individual consultations of medical specialist in the issues of tuberculosis

Group consultations for raising the level of knowledge in the issues of opportunities for women in Uzbekistan

Individual consultations in social issues

Test for hepatitis C

Test for HIV

Fluorography examination of lungs

33 Here you can describe the problems negatively affecting the quality of your life and making difficult your social and labor adaptation, of which you were not asked above.

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Name of social worker

Time of finishing of filling



## SOCIAL SUPPORT CENTER

The Center had been opened on the basis of the NNO RIEC INTILISH on 28.06.2016 for the purpose of assistance with psychological-social legal support and vocational training to representatives of socially vulnerable groups of the population of Tashkent city and the Tashkent province, released from the places of deprivation of freedom.

## PRINCIPLES OF PROVIDING THE SERVICES

All the services of the Social Support Center are provided according to the demands of clients, on voluntary, free of charge and confidential basis.

## OBJECTIVES OF THE PROJECT

Support of the process of resocialization, adaptation in the society of socially vulnerable groups of the population by means of consultations, obtaining vital skills, professional skills.

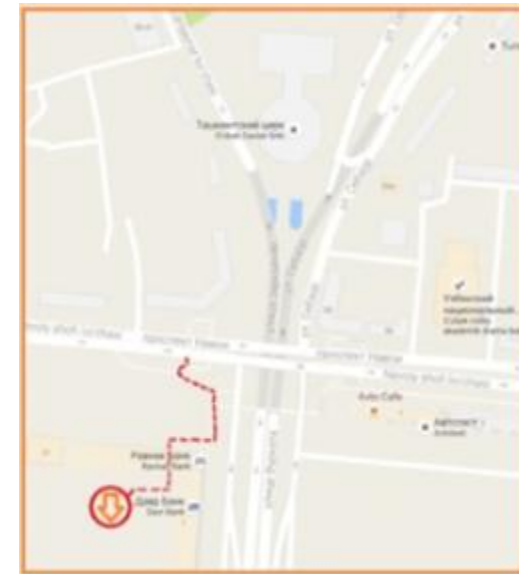
## SERVICES OF THE SOCIAL SUPPORT CENTER

- Psychological support groups
- Personal consultations of psychologist.
- Legal literacy groups.
- Personal consultations of legal advisor.
- Groups of raising the level of knowledge in the issues of prevention of infection with socially significant diseases, healthy way of life and reproductive health.
- Personal consultations with medical specialist (gynecologist, phthisiatrician).
- Groups of raising the level of knowledge in the issues of the opportunities for women in Uzbekistan.
- Personal consultations in social issues.
- Consulting assistance in the issues of computer skills, opportunity to have access to Internet
- Payment of travel costs
- Coffee breaks.

## VOCATIONAL TRAINING COURSES

(changes are possible)

- General massage
- Electrician
- Computer literacy
- Accounting
- Sewing door-curtains and curtains.
- Office manager
- Seamstress of light women clothes
- Electric and gas welder
- Plumber (plastic pipes)
- PC repair.



Obligatory condition for participation in the project is certificate from phthisiatrician.

If such certificate is absent, it's required to pass examination in the CITY

TUBERCULOSIS DISPENSARY located in Chilanzar District, Lutfi Street, 33/1

(+998 71) 228 23 18

(+998 71) 228 23 17



Also, examination can be passed in the DISTRICT TUBERCULOSIS DISPENSARY

### WORKING HOURS OF THE CENTER

Reception of visitors is from Monday to Friday

From 10:00 to 16:30

You can receive additional information about operation and services of the Center by the phones:

(+998 71) 202 15 55

(+998 97) 490 30 55

### ADDRESS OF THE CENTER

Mirzo-Ulugbek District,

Asaka Street 1<sup>st</sup> Drive, 19

(Hamid Alimjan metro, behind NBU)

### YOU CAN DO IT – WE WILL HELP



SET OF ACTIVITIES  
“ROAD HOME TO FULL-LEDGED LIFE”

PROJECT  
SOCIAL SUPPORT CENTER

is implemented by

DVV International

in cooperation with

EU PROGRAM IN UZBEKISTAN

2017

ALL THE SERVICES OF  
SOCIAL SUPPORT CENTER  
ARE PROVIDED  
FREE OF CHARGE