

## Standard Summary Project Fiche for the Transition Facility

### 1. Basic Information

- 1.1 CRIS Number: 2007/019-303.08.01
- 1.2 Twinning contract BG/07/IB/SO/01
- 1.3 Title: **Enhancement of the capacity of the Agency for Social Assistance through trainings of experts, working in the field of Child Protection and experts working in the Inspectorate of the Agency**
- 1.4 Sector: Social policy
- 1.5 Location: Bulgaria

### 2. Objectives

#### 2.1 Overall Objective(s):

- - ☐ Reinforcement of the child welfare system at national, regional and territorial level;
  - ☐ Improvement of the system for monitoring and control of the Inspectorate of ASA and thus protecting the rights of the users of the social services;

#### 2.2 Project purpose:

Enhancement of the administrative capacity of the professionals, working in the field of Child Protection - Directorate Child Protection in the Agency for Social Assistance, Regional Child Protection Departments and units - (Component A) and the professionals, working in the Inspectorate of the Agency for Social Assistance (Component B) for better implementation of their work and enhancement of their professional competencies.

#### 2.3 Justification

#### Component A:

According to COMMUNICATION FROM THE COMMISSION, Monitoring Report on the state of preparedness for EU membership of Bulgaria and Romania (as of 26.09.2006):

- "There has been progress in the area of child protection. In May 2006, a specialised unit at the Inspectorate at the Social Assistance Agency was set up to supervise and monitor the institutions for elderly people and children. In this framework, training for parents with children with disabilities is also taking place. The rules for implementation of the Law on Social Assistance were amended to enhance the development of alternative services for children. Monitoring of homes for children with disabilities continued."
- "Bulgaria now needs to continue intensively its efforts by completing its on-going recruitment and training process and by carrying out an additional comprehensive training programme for experts from the implementing agencies."

National Strategy for child protection 2004 – 2006 – the Strategy defines the national priorities in the child protection area, which are to be reflected in the municipal programs for child protection with respect of the specific local needs. The main strategic objective is to secure the conditions for observing the rights of all children in Bulgaria with respect; to increase of their well-being. The fulfillment of the strategic objectives creates conditions and contributes for the development of minimum number and kind of services in the child

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protection area with dominantly preventive character. The services are focused on the needs of the child and are intended for all children and families in Bulgaria.

One of the operative goals of the National Strategy for Child Protection for 2004 – 2006 is to achieve reduction of the number of children, placed in specialized institutions, to increase the quality of care and conditions there and to provide a guaranteed minimum number and sort of services for children and families in the area of child protection in every municipality, according to the specific local and regional needs. For the achievement of this goal, there are particular measures envisaged:

- Prevention of the abandonment of children and placement in specialized institutions, development of a “gate-keeping” mechanism and reduction of the number of children, entering into institutional care through applying the Child Protection Act as being the main regulating mechanism for placement of children;
- Reforming the specialized institutions for children in order to increase the quality of care and to stimulate the provision of alternative services such as weekly care or daycare;
- Improvement of the living conditions of children in specialized institutions;
- Development of community based social services for children and families;
- Putting criteria and standards for social services for children and families into practice and monitoring of their observance;
- Provision of appropriate medical and social rehabilitation for disabled children

National Programme for Child Protection for 2007 –The first priority area in the National Programme for Child Protection for 2007 is to be decreased the number of children, placed and nourished in specialized institutions. The operative goals of the programme determine the range of the activities planned for 2007 and these are concentrated on the following goals:

- Development of alternative forms of childcare and community based social services as a necessary prerequisite for the prolongation of deinstitutionalization process;
- Development of the “gate-keeping” mechanism and reduction of the number of children, entering into institutional care through applying the Child Protection Act as being the main regulating mechanism for placement of children;
- Regulating the way out of the specialized institutions and reduction of the number of children that are being transferred from one institution to another;
- Restructuring the specialized institutions in order to be achieved changes in the functioning of the existing capacity and resources towards delivery of alternative social services.

The implementation of the strategic goals will create conditions for preventive social services in the filed of child protection and will guarantee them. These services are focused on the needs of the child and are for all children and families in Bulgaria.

Fulfillment of the activities, laid down in the Strategy will bring to the applying of standards for child protection, establishments of structures and mechanisms for improvement of child welfare in line with the best European practices.

#### • Component B

According to COMMUNICATION FROM THE COMMISSION, Monitoring Report on the state of preparedness for EU membership of Bulgaria and Romania (as of 26.09.2006):

- “The established specialized unit in the Inspectorate at the Social Assistance Agency needs to be further developed in order to carry out a satisfactory level of monitoring. Provisions have to be taken to address the results of that monitoring appropriately.”
- During the last years Bulgaria carries out a reform in the sphere of the social assistance, social services and child protection. There is new legislation in this sphere. For successful implementation of the secondary legislation and strengthening of the administrative capacity was established an Inspectorate within the ASA. The Inspectorate

carries out specialized control on the activity of the territorial divisions of the agency and specialized institutions for social services and social services provided in the community. The project is aiming at development and strengthening the capacity for monitoring of the Inspectorate of the ASA in accordance with the recommendations of the European Commission report from 26.09.2006 and in connection with the increasing number and territorial spread of the social services exist a necessity to be build a system for periodic training of the inspectors. There is a strong need of enhancing their capacity and competencies.

### 3. Description

#### 3.1 Background and justification:

##### Component A

In 1991 Bulgaria ratified the United Nations Convention on the Rights of the Child (UNCRC). Child protection and welfare has become one of the priorities of the state policy and in 2000, the Parliament adopted the Child Protection Act (CPA). The Act governs the rights of the child, the principles and the measures for child protection, the state and municipal bodies and their interaction in the process of performing child protection activities, as well as participation of non-for-profit legal entities and natural persons in these activities. The CPA established the State Agency for Child Protection (SACP) as a specialized body under the Council of Ministers in charge of the governance, coordination and control of child protection activities.

Social Assistance Directorates and non-for-profit legal entities working in the field of child protection as well as monitoring and control of the criteria and standards for social services for children.

With the Social Assistance Act was established the Agency for Social Assistance. The territorial structures of the Agency for Social Assistance include Social Assistance Directorates in each municipality. In each Social Assistance Directorate were established Child Protection Departments (CPDs), responsible for the child protection activities within the municipalities. Up to date, there are 148 CPDs in the country.

Following the amendments to the CPA in April 2003, secondary legislation has been introduced, mainly focusing on case management, provision of foster care, abandonment prevention and reintegration. Foster care regulation governs the terms and procedure for application, recruitment and approval of foster families as well as placement of children with foster families. Regulation on the prevention and reintegration provides for the terms and procedure for enforcement of measures aiming at: abandonment prevention and prevention of placement of children at specialized institutions, reintegration of the child in the family and support to pregnant women at risk to abandon the child after the delivery. With respect to the provision of childcare services, progress has been made in terms of setting of criteria and standards for services delivered in family environment, foster care services and services provided in residential institutions for children as well as setting of monitoring and inspection system incorporated in the Regulation on the criteria and standards for social services for children. Regime of licensing has been also introduced for private service providers as to ensure minimum quality of care and equal access of those, who are in need.

Apart from the opinions that 'conditions in specialized institutions for children stimulate a considerable demand for international adoption and attempts to improve the care standards and material conditions of institution', new Bulgarian legislation was adopted, stipulating the procedure for international adoptions i.e. Family code /last amendments 2003/ and Ordinance

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No. 3 of Ministry of Justice on conditions and procedure for giving consent for the adoption of a person of Bulgarian nationality by a foreigner /2003/. National Adoptions Council within the Ministry of Justice has been established together with Adoption Councils within the Regional Directorates for Social Assistance.

As regards child protection, further progress has been made. Amendments have been made in the child protection legislation and this has brought Bulgaria's legislation in line with the European one. The number of institutionalised children continued to decrease. Living conditions in the remaining institutions have been improved. Many children have been reunited with their family or go into foster care. Still further activities and measures are needed aiming at assisting mothers in order to prevent them from abandoning their new born baby and activities, targeted towards further development of the services for children.

With the amendments in the Bulgarian legislation in the field of adoption multidisciplinary councils have been introduced in the practice. Adoption Councils are within the structure of the Regional Directorates for Social Assistance and consist of a chairman, secretary, lawyer, doctor, pedagogue and psychologist, others. Having in mind the multiple character of the Council, there is a strong need of enhancing their capacity and competencies. It is necessary to be strengthened their professional skills in order to be able to fulfill their commitments.

In connection with the regulated (legislatively) conducting of trainings of the candidates - adopters, there is a need of prepared social workers to conduct such trainings. Till now there is a shortage of qualified providers of such kind of social services.

The reform of the specialized institutions needs to be developed further and the process of de-institutionalization must be continued. This process has to develop social services, provided in the community without the child being taken from its family. That is why the social workers have to be trained in providing such services. And here comes the necessity of vocational seminars and trainings.

Here comes the problem of our experts working in the field of Child Protection – they are not well acquainted with the European practices. For better implementation of their work and getting new professional skills they need to be trained and qualified. This is the aim of this project proposal.

Provision of a complex of services to children targeted to the creation of conditions for support and consultation of the foster parents candidates and prospective adopters, foster families and children of foster families; advertisement, training of candidates is of great importance. This is part of the priorities in the National Strategy for Child Protection 2004 – 2006. The experts from the Child Protection Directorate to the Agency for Social Assistance and the Regional Child Protection Departments and units experience need of enhancement of their capacity and widening their professional skills and acknowledgements. Thus they will be able to correspond fully to the new requirements and legislation in order to be achieved the priorities in the National Strategy for Child Protection. After the amendments in the Bulgarian legislation have been introduced, a strong need of professional trainings and seminars has occurred. This project has the aim to answer to this need in the way of provision of trainings and strengthening of the professional capacity.

Through this project it will be possible to ensure that experts from Directorate Child Protection and the Departments will have strengthened their professional capacity.

All the activities envisaged in the project shall correspond to the:

- (1) Primary and secondary legislation in the respected field (Child Protection Act, Social Assistance Act and the relevant secondary legislation),
- (2) Strategic papers, adopted by the Council of Ministers (National Programme and Strategy for Child Protection, etc.)

- (3)Municipal strategies for child protection, adopted by the Municipal Councils of each municipality.

## Component B

Agency for Social Assistance is responsible for the implementation of the legislation in the sphere of social assistance, social services and child protection. To the Executive Director of the Agency for Social Assistance was established an Inspectorate. The Inspectorate carries out specialized control on the activity of the territorial divisions of the agency and specialized institutions for social services and social services provided in the community. After the realized decentralization of the social services, were defined the responsibilities of the state and the municipalities, social services were developed in direction expanding of the scope and improvement of their quality. The controlling functions of the Inspectorate are connected with checks for keeping the criteria and standards for provision of social services. May 2006 in answer of the critics and recommendations of European Commission, identified in the Monitoring report from 16.05.2006 were established specialized department "Monitoring of specialized institutions for people with disabilities" to the Inspectorate of the agency. This structural change is an answer of the findings that in many institutions the living conditions are unsatisfactory. In the accomplishment of the policy of deinstitutionalization is evident positive tendency in the development of social services delivered in the community- state responsibility and delivered by private deliverers. Till 31.12.2003 the discovered social services in the community for children and adults are increased to 158. In the same time increase the number deliverers of social services registered in the register of the Agency for Social Assistance. Till the end of 2006 are issued 1996 certificates for social services deliverers. For improvement and further development of the capacity for monitoring and in accordance with the recommendations of the European Commission report from 26.09.2006 and in connection with the increasing number and territorial spread of the social services exists a necessity to be built a system for periodic training of the inspectors.

### 3.2 Linked activities:

#### Component A:

The **Child Welfare Reform Programme (CWR)** commenced in 2000, continues to address the needs of children at risk as a vulnerable group and their families in the community through improvements to the legislation, structural reform of services, establishment of qualified and experienced professional work force to deliver services and effective monitoring and inspection of such services through newly introduced standards. In order to ensure sustainability and equal access to childcare services, the CPDs have been stimulated by the ASA and the SACP to develop and update municipal strategies for child protection, reflecting the local needs of the children and families at risk. The already existing strategies have been linked with the resources available to the municipalities. Up to date, there are about **80 municipal strategies** envisaging childcare services, adopted by the local governments. The two Agencies also recognize the potential of the municipalities as well as the private service providers (natural persons and legal entities, including NGOs and other) to develop and provide childcare services and are willing to encourage and support their capacity to deliver services on local level in cooperation with the CPDs.

The activities foreseen in Component 1 of the projects **BG 2004/016-711.01.02** and **BG 2005/017-353.01.02** 'Deinstitutionalization through provision of community based

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**services for risk groups'** are directed towards child protection system and are aiming at reaching the following goals:

- Extended and diversified spectrum of services for children and families;
- Integrated community-based services for children and their families developed and implemented on local level;
- Prevention of child abandonment, abuse, neglect or institutionalization;
- Necessary and proper protection of children and families at risk, according to the particularities of each child's case/situation;
- Decreased number of children, entering specialized institutions;
- Specialized institutions reformed, transformed or closed;
- Improved quality of care in specialized institutions;
- Decentralized social services to the municipalities and service providers;
- Multi professional teams trained on management and provision of social services;

Some of the results from Technical Assistance, foreseen in BG2004/016-711.01.02 project, are important for the successful implementation of Component 1 in Phare 2005 and Phare 2006 Projects. These results are:

- Developed training programmes and conducted training of about 300 social workers from Social Assistance Directorates of ASA on municipal and regional level and the regional structures of SACP under the developed programmes by the TA;
- Design and conduction of informational campaign aiming at changing in the public attitude towards the different risk groups;
- Financial support through Grant scheme for development and provision of diversified services for children and families, targeting the following areas:
  - Prevention of child abandonment, abuse, neglect or institutionalization, and the necessary and proper protection of children and families at risk, according to the particularities of each child's case/situation.

## **Component B**

- Under the TA of the project **BG 2003/004-937.01.04 'Improvement the quality of life of the people with mental disabilities'** have been implemented two training seminars for Inspectors from the Inspectorate of ASA. The total number of the included experts was 30. The subjects of the training were: a) Assessment of the needs of people with mental disabilities concerning the deinstitutionalization; b) Principles of work; c) Introducing of standards.
- During the period 23-25 and 28-30 November and 30-01 December 2006 there have been implemented three training seminars for inspectors to the Inspectorate of ASA. The total number of the trained experts was 45 and the subjects of the trainings were: Methods for control of the community-based social services. The process of deinstitutionalization and development of community-based social services; Principles of work and Assessment of the needs of elderly people with disabilities.

### **3.3 Results:**

#### **Component A**

The project results will be achieved by TW.

- Defined procedure for the way of conducting trainings, as well as their duration;
- Determined experts, who will take participation in the trainings;
- Started seminars;

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- 1.) Developed programme for realization of activities, directed towards the professional enhancement of the members of the Adoption Councils;
  - Carried out of thematic trainings in:
    - Child development and growth, in the means of the physical growth, psychological welfare, interactive development, social skills.
    - Trainings for acquaintance with the adoption procedures;
    - The stages in the process of child growth and development;
    - The results from emotional shortages and institutionalization of the children;
    - Support in the period after adoption;
    - Trained 200 civil servants members of the Adoption Councils.
- 2.) Developed programme for realization of activities, directed towards the social work and social inclusion, which will lead to improved capacity of the experts from ASA:
  - Carried out trainings of the representatives from the Social Assistance Agency - Child Protection Departments in the way of elaboration of social strategies – planning and management of activities, connected with the child protection in the community.
  - Carried out trainings concerning analysis and assessment of the demographic and economic factors; analysis of the need of the children and families of social services in the community.
  - Carrying out trainings concerning planning and management of the activities, connected with the social services for children and families.
  - Trained 200 social workers from Child Protection Departments in the Social Assistance Agency of the Agency for Social Assistance on municipal and regional level.

## **Component B**

The project will support the inspectorate of the Agency for Social Assistance and develop its administrative capacity. The realization of the project will ensure opportunity for improvement of the efficacy and effectiveness of the control activity in the sphere of social assistance, social services and child protection. That will achieve as a result improvement of the quality of social services and will affect in a positive way on the customers of the system for social assistance. The envisaged under these project trainings will lead directly to improvement of the professional competence of 56 civil servants from the Inspectorate of Agency for Social Assistance, including inspectors in the Regional Directorates for Social Assistance.

The concrete expected results of the Component 2 of the project are the following:

- -Elaborated methodologies for the activity of the inspectorate in the sphere of the social assistance, social cares and child protection.
- -Implemented module trainings for control on the criteria and standards for provision of social services for children and adults for 56 inspectors from Agency for Social Assistance.
- -Implemented module trainings for effective implementation of the legislation in all directions of the inspectorate activities for 56 inspectors from Agency for Social Assistance.
- -Done study of best practices for development of reliable system for fraud discovering in the system of social assistance, social services and child protection.

### **3.4. Activities:**

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## **Component A**

- Defining of a procedure for the way of conducting trainings, as well as their duration;
  - Determination of the experts, who will take participation in the trainings;  
Participation in study visits. The experts participating in the study visits will compile a report that will be distributed within the administration and train the colleagues on the newly acquired skills as appropriate.
  - Starting with the seminars:
- 1.) Development of a programme for realization of activities, directed towards the professional enhancement of the members of the Adoption Councils;
- Carrying out of thematic trainings in:
  - Child development and growth, in the means of the physical growth, psychological welfare, interactive development, social skills.
  - Trainings for acquaintance with the adoption procedures;
  - The stages in the process of child growth and development;
  - The results from emotional shortages and institutionalization of the children;
  - Support in the period after adoption;
- 2.) Development of a programme for realization of activities, directed towards the social work and social inclusion:
- Carrying out of trainings of the representatives from the Social Assistance Agency - Child Protection Departments in the way of elaboration of social strategies – planning and management of activities, connected with the child protection in the community.
  - Carrying out of trainings concerning analysis and assessment of the demographic and economic factors; analysis of the need of the children and families of social services in the community.
  - Carrying out of trainings concerning planning and management of the activities, connected with the social services for children and families.

## **Component B**

- Activity 1:  
Elaboration of methodologies for the activity of the inspectorate in the sphere of the social assistance, social cares and child protection
- Activity 2:  
Implementation of module trainings for control on the criteria and standards for provision of social services for children and adults for 56 inspectors from Agency for Social Assistance
- Activity 3:  
Implementation of module trainings for effective implementation of the legislation in all directions of the inspectorate activities for 56 inspectors from Agency for Social Assistance
- Activity 4:  
Studying of best practices for development of reliable system for fraud discovering in the system of social assistance, social services and child protection.
- Activity 5: Participation in study visits for acquiring of new skills.  
The experts participating in the study visits will compile a report that will be distributed within the administration and train the colleagues on the newly acquired skills as appropriate.



- 3.4. Profile of the RTA

A Twinning Covenant will be sought with a Member State.. The budget is based on an 18 month twinning partnership.

**RTA profile:**

- RTA shall be a public servant with extensive experience in conducting trainings in the sphere of child protection and monitoring and inspecting.
- Knowledge of social service providing and social assistance, also in child protection;
- RTA must be acquainted with EU legislation related to the project implementation
- Good communications skills;

**RTA assistant profile:**

- Excellent communications skills;
- Knowledge of English;
- 1 year experience in project cycle managing ;

In all twinning projects success in delivering a guaranteed result will depend on the successful inputs. This twinning project will therefore include a high ranking Member State official as a Project Leader who continues to work in his MS administration but who devotes some of his time to conceiving, supervising and coordinating the overall thrust of the project. He will always be complemented by at least one full – time expert, known as Resident Twining Adviser (RTA) who works in a day-to-day basic with the beneficiaries in the candidate country and accompany the implementation of the twinning project.

Other specialist staff will be made available by the twinning partner to support the RTA. The RTA and other experts' staff provided by the twinning partner will be fluent in English and with good communication skills.

3.5. Lessons learned:

**Component A**

The experience gathered under BG 0005.04 Child Welfare Reform project has shown that good collaboration on political and expert level results in substantial achievements with respect of the purpose and objectives of the project. Involvement of the non-governmental sector and the municipal administrations shall be perceived as further strengthening of the child protection and welfare system and shall be encouraged. Mechanisms of networking between the national, regional and local level shall be established as to guarantee integrated approach, which in turn will lead to sustainable outcomes and will provide possibilities for dissemination of good practices between the key actors.

**Component B**

Although the existence of the standards and criteria for social services, the realized inspections during the Third National Monitoring of the specialized institutions of people with mental disabilities proved once again that their observance is not kept. As a result of this conclusion the necessary actions which need to be undertaken in order to be improved the system for control are to be trained specialists, working in this field in order to implement the activity of control, as well as the accent to be put on prevention the non-observance of these criteria and standards not only on the follow-up control.

The results of the programme evaluation should be made available to public and nation-wide discussion on the results should be organized.

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A database of finalized and running actions in the sectors and good practices should be prepared and made available to public.

This proposed project will bring about raising the awareness of the central and local government bodies as well as the wide public.

Project activities will be designed in a way that will ensure specific focus on partnerships. Municipal and regional authorities will be encouraged and institutionally supported to build partnerships with interested NGOs.

### **Institutional Framework**

- **Component A**

The key parties under the project will be the Agency for Social Assistance, Directorate International Cooperation, Programmes and European Integration on central level and Regional Child Protection Departments and Directorate Child Protection on regional level, licensed training institutions and organizations and the beneficiaries. Beneficiaries of this project proposal are all experts working within Child Protection Directorate and Child Protection Departments on national and regional level.

- Agency for Social Assistance is the biggest agency with its 6000 servants. The Agency is within the structure of the Ministry of Labour and Social Policy and it is a secondary disposer of state budget. After the changes in the structure of the Agency now there is a Child Protection Directorate.
- With the amendments in the Child Protection Act it has been introduced a basic change in the state policy of child care;
- There are 137 Child Protection Departments, allocated on a territorial principle;
- It has began a practical work on implementation of all measures for child protection – assistance and services in family environment; accommodation in a family of close people and relatives; accommodation in a foster family;
- It has began a process of deinstitutionalization through narrowing the input of the institutions, expanding the output, implementing of alternative services for the children and improving the quality of the provided services;
- There have been created municipal strategies for child protection, in which, in dependence of the needs and the analysis of the situation in the municipality, are planned all the activities for child protection;
- It is maintained an intensified inter-institutional work – the Departments Child protection work together with the policy authorities, municipal administrations, schools, etc.;
- It has been introduced a new way for an adoption – establishment of 28 Adoption Councils in the regional administrative centers in the country; also it has been initiated a register for the children who may be adopted and for the candidates-adopters.

### **Component B**

Agency for Social Assistance will be the main beneficiary under the project.

On central level:

1. International Cooperation, Programs and European Integration Directorate
2. Inspectorate to the Executive Director of the Agency for Social Assistance
3. There are 56 inspectors working in the Inspectorate. The inspectorate carries out specialized control on the activity of the territorial divisions of the agency and specialized institutions for social services and social services provided in the community.

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## 5. Detailed Budget

€M	Transition Facility support			Co-financing			Total cost
	Investment	Institution Building	Total Transition Facility (=I+IB)	National Public Funds (*)	Other Sources (**)	Total co-financing of the project	TF plus cofinancing
Twinning contract		0,818	0,818				0,818
<b>Total</b>		0,8180	0,818				0,818

(\*) contributions from National, Regional, Local, Municipal authorities, FIs loans to public entities, funds from public enterprises. All the co-financing is joint co-financing and will be provided from the state budget. In the case where the final overall cost is lower than foreseen in the project fiche, the national public and Transition Facility co-financing shall be reduced proportionally so as to maintain the agreed rate of co-financing.

(\*\*) private funds, FIs loans to private entities

Contributions from the Bulgarian administration for effective implementation of the twinning project may be further detailed in the twinning contract. National co-financing will be up to 10% of the whole sum (costs).

To ensure smooth implementation of the project, the beneficiary will provide adequately equipped office space with telephone, PC (Internet) and fax. Photocopier and access to the necessary information as well as secretarial support will be ensured during the project life-time. In addition the beneficiary will provide space and facilities for workshops (training), consultations and seminars. The national co-financing will be specified in the twinning contract

## 6. Implementation Arrangements

### 6.1. Implementing Agency

The Central Finance and Contacts Unit (CFCU) at the Ministry of Finance will be the Implementing Agency.

The Project Authorizing Officer (PAO) will be:

Mrs. Gergana Beremska

State Treasurer of Ministry of Finance,

102 Rakovski Blvd.,

Sofia 1040, Bulgaria,

tel.: + 359 2 9859 2772, fax: + 359 2 9859 2773;

e-mail: [cfcu@minifin.bg](mailto:cfcu@minifin.bg)

Agency for Social Assistance will act as a beneficiary.

For the purpose of the project and to be met the requirements there will be established a Project Steering Committee. The Committee will be under the management of the executive director of ASA and will be constituted by representatives from the National Aid Coordinator, Directorate European Funds, International Programmes and Projects within

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the MLSP, Social Protection and Integration Directorate within the MLSP, State Agency for Child Protection.

## 6.2. Twinning

The Twinning Manual will apply for this project

### 6.2.1 BC Project Leader

#### **Contact details:**

The substantive co-ordination of the project will be the responsibility of Project leader.

#### **Project leader will be:**

Mrs. Pravda Ignatova,  
Director of International Cooperation, Programs and European Integration Directorate;  
Agency for Social Assistance,  
2 Triaditza str.,  
Sofia 1051, Bulgaria, tel.: +359 2 8119 615;  
e-mail: [euprogram@asp.government.bg](mailto:euprogram@asp.government.bg).

The Bulgarian Project Leader shall direct the implementation of the project and shall be responsible for the substance and the progress of the project.

### 6.2.2 BC Project implementation manager or/and RTA counterpart

RTA counterpart shall be Mrs. Anna Angelova-Filipova. She will work on a day-to day basis with the RTA.

#### **Contact details:**

Mrs. Anna Angelova-Filipova  
Head of Department "Tendering and coordination"  
International Cooperation, Programs and European Integration Directorate;  
Agency for Social Assistance,  
2 Triaditza str.,  
Sofia 1051, Bulgaria, tel: +3592 8119694  
e-mail: [a.angelova@asp.government.bg](mailto:a.angelova@asp.government.bg)

### 6.2.3. BC Counterpart coordinator.

- for Component A.
- Mrs. Detelina Ignatova- chief expert in Child protection Directorate
- for Component B
- Mrs. Teodora Dodeva – junior inspector in Inspectorate within the Agency for social assistance .

MS conterpart coordinators shall be appointed also.

## 6.3. Non-standard aspects

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N.A.

#### 6.4. Contracts

One Twinning Contract 818 000€

### 7. Implementation Schedule

1. Start of tender procedures– first quarter of 2008;
2. Start of project activity – third quarter 2008;
3. Project completion – second quarter 2010.

### 8. Sustainability

#### Component A

More than 400 civil servants will be trained, which will guarantee the sustainability of the project in the meaning of the achieved results and the future work. Improvements in child protection sphere are expected having in mind the better professional capacity and competencies.

Implementation of the new skills and knowledge of the trained experts in the field of child protection will be on national and regional level and will have a permanent character. Thus the sustainability is guaranteed.

- For Institution Building projects, provide evidence that the beneficiary has foreseen adequate staff and financial resources to maintain administrative function
- Where supply of equipment is concerned, provide evidence that the beneficiary has foreseen coverage of costs for maintenance and up-date where necessary
- Component B
- The success of the project is dependent on proper coordination and cooperation between different bodies involved in the project. Methodologies will be developed for the activity of the inspectorate in the sphere of the social assistance, social cares and child protection. 56 civil servants will be trained, which will guarantee the sustainability of the project in the meaning of the achieved results and the future work.

### 9. Conditionality and sequencing

Projects implemented through twinning require the full commitment and participation of the senior management of the beneficiary institution. In addition to providing the twinning partner with adequate staff and resources (including translation, interpretation) to operate effectively, the senior management must be whole-heartedly involved in the development and implementation of policies and institutional change required to deliver the required results.

The success of the project is dependent on proper coordination and cooperation between different bodies involved in the project.

In the process of implementation the project the responsibilities of the stakeholders will be defined clearly.

Key milestones will be:

- Approval of the Project;
- Successful completion of a partner search;
- Negotiation on project inputs leading to completion of the Twinning covenant;
- Commencement of the twinning partnership;
- Readiness of the authorised organisations to conduct useful trainings;
- Implementation of the activities;
- Other not foreseen conditions.

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**ANNEXES TO PROJECT FICHE**

- ☐ Logical framework matrix in standard format (compulsory)
- ☐ Detailed implementation chart (compulsory)
- ☐ Contracting and disbursement schedule by quarter for full duration of programme (including disbursement period) (compulsory)
- ☐ List of relevant Laws and Regulations (optional)

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## Annex 1

## LOGFRAME PLANNING MATRIX FOR

Project: "Enhancement of the capacity of the Agency for Social Assistance through trainings of experts, working in the field of Child Protection and experts working in the Inspectorate of the Agency"

				Contracting period expires December, 2009	Execution of contract period expires 15 Dec 2010
				Total budget 818 000 Euro	TF budget 818 000 Euro
				<b>Sources of Verification</b>	
<b>Overall objective</b>	<b>Objectively Verifiable Indicators</b>				
Reinforcement of the child welfare system at national, regional and territorial level; Improvement of the system for monitoring and control of the Inspectorate of ASA and thus protecting the rights of the users of the social services;	<ul style="list-style-type: none"> <li>The extent of improvement of the child welfare system on national, regional and territorial level;</li> <li>The extent of improvement and reinforcement of the system for monitoring and control, concerning the activity of the Inspectorate of ASA;</li> </ul>	<ul style="list-style-type: none"> <li>Reports from ASA;</li> <li>Official reports from international institutions;</li> <li>Public survey;</li> </ul>			
<b>Project purpose</b>	<b>Objectively Verifiable Indicators</b>	<b>Sources of Verification</b>	<b>Assumptions</b>		



**FINAL**

<p>Enhancement of the administrative capacity of the professionals, working in the field of Child Protection - Directorate Child Protection in the Agency for Social Assistance, Regional Child Protection Departments and units - <b>(Component A)</b> and professionals, working in the Inspectorate of the Agency for Social Assistance <b>(Component B)</b> for better implementation of their work and enhancement of their professional competencies.</p>	<ul style="list-style-type: none"> <li>• Number of experts, having acquired expertise in the field of child protection;</li> <li>• Number of people trained;</li> <li>• Number of experts, having acquired expertise in the field of monitoring and control;</li> <li>• Number of people trained;</li> </ul>	<ul style="list-style-type: none"> <li>• Reports from ASA;</li> <li>• Official reports from international institutions and authorized organizations;</li> <li>• Social assessment;</li> <li>• Reports from ASA;</li> <li>• Official reports from international institutions and authorized organizations;</li> <li>• Social assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Twinning Arrangements to be agreed.</li> </ul>
Results	Objectively Verifiable Indicators	Sources of Verification	Assumptions

**FINAL**



<p><b>Component A</b></p> <p>The project results will be achieved through Twinning support.</p> <ul style="list-style-type: none"> <li>- Defined procedure for the way of conducting trainings, as well as their duration;</li> <li>- Determined experts, who will take participation in the trainings;</li> <li>- Started seminars:</li> </ul> <p>1.) Developed programme for realization of activities, directed towards the professional enhancement of the members of the Adoption Councils;</p> <p>a) Carried out of thematic trainings in:</p> <ul style="list-style-type: none"> <li>- child development and growth, in the means of the physical growth, psychological welfare, interactive development, social skills.</li> <li>- trainings for acquaintance with the adoption procedures;</li> <li>- the stages in the process of child growth and development;</li> <li>- the results from emotional shortages and institutionalization of the children;</li> <li>- support in the period after adoption;</li> <li>- trained 200 civil servants members of the Adoption Councils.</li> </ul> <p>2.) Developed programme for realization of activities, directed towards the social work and social inclusion:</p> <ul style="list-style-type: none"> <li>- Carried out trainings of the representatives</li> </ul>	<p>Number of the chosen training organisations;</p> <ul style="list-style-type: none"> <li>• Number of elaborated programmes and methodologies for trainings ;</li> <li>• The extent of increased capacity and professional skills of the experts from Child Protection Departments and Adoption Councils;</li> <li>• Number of elaborated programmes and methodologies for trainings;</li> </ul>	<ul style="list-style-type: none"> <li>• Reports from ASA;</li> <li>• Reports from the authorised organisations;</li> <li>• Published Documentation;</li> <li>• Individual reports on the success of the training seminars;</li> <li>• Management reports;</li> <li>• Reports;</li> <li>• Surveys;</li> <li>• Published documentation;</li> <li>• Reports on the success of the trainings and seminars;</li> </ul>	<ul style="list-style-type: none"> <li>• Staff skills will be enhanced as the result of the training delivered.</li> <li>• Staff retention problems do not effect the achievement of results.</li> <li>• Presence of good will of the counter parts;</li> <li>• Willingness of the experts to take participation in the training process;</li> </ul>
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<p>from the Social Assistance Agency – Child Protection Departments in the way of elaboration of social strategies – planning and management of activities, connected with the child protection in the community.</p> <ul style="list-style-type: none"> <li>- Carried out trainings concerning analysis and assessment of the demographic and economic factors; analysis of the need of the children and families of social services in the community.</li> <li>- Carrying out trainings concerning planning and management of the activities, connected with the social services for children and families.</li> <li>- Trained 200 social workers from Child Protection Departments in the Social Assistance Agency of the Agency for Social Assistance on municipal and regional level.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of the trained experts;</li> </ul>	<ul style="list-style-type: none"> <li>• Official reports and documents;</li> </ul>	
<p><b>Component B</b></p> <ul style="list-style-type: none"> <li>• - Elaborated methodologies for the activity of the inspectorate in the sphere of the social assistance, social cares and child protection.</li> <li>• - Implemented module trainings for control on the criteria and standards for provision of social services for children and adults for 56 inspectors from Agency for Social Assistance.</li> <li>• - Implemented module trainings for effective implementation of the legislation in all directions of the inspectorate activities for 56 inspectors from Agency for Social Assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of developed methodologies;</li> <li>• The percentage of people, who have passed the trainings and seminars;</li> <li>• Number of trained inspectors;</li> </ul>	<ul style="list-style-type: none"> <li>• Reports;</li> <li>• Monitoring;</li> <li>• Published Documentation;</li> <li>• Management reports;</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness of the experts to take participation in the</li> </ul>

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<ul style="list-style-type: none"> <li>- Done study of best practices for development of reliable system for fraud discovering in the system of social assistance, social services and child protection.</li> </ul>	<ul style="list-style-type: none"> <li>Report for conducted research of best practices for reliable system for fraud discovering.</li> </ul>		trainings; <ul style="list-style-type: none"> <li>Presence of good will of the counterparts;</li> </ul>
<b>Activities</b>	<b>Means</b>		<b>Assumptions</b>

**FINAL**



<p><b>Component A</b></p> <ul style="list-style-type: none"> <li>Defining of a procedure for the way of conducting trainings, as well as their duration;             <ul style="list-style-type: none"> <li>Participation in study visits. The experts participating in the study visits will compile a report that will be distributed within the administration and train the colleagues on the newly acquired skills as appropriate.</li> </ul> </li> <li>Determination of the experts, who will take participation in the trainings;             <ol style="list-style-type: none"> <li>Starting with the seminars:                     <ul style="list-style-type: none"> <li>Development of a programme for realization of activities, directed towards the professional enhancement of the members of the Adoption Councils;                             <ul style="list-style-type: none"> <li>Carrying out of thematic trainings in:                                     <ul style="list-style-type: none"> <li>Child development and growth, in the means of the physical growth, psychological welfare, interactive development, social skills.</li> </ul> </li> <li>Trainings for acquaintance with the adoption procedures;                                     <ul style="list-style-type: none"> <li>The stages in the process of child growth and development;</li> <li>The results from emotional shortages and institutionalization of the children;</li> <li>Support in the period after adoption;</li> </ul> </li> </ul> </li> <li>Development of a programme for realization of activities, directed towards the social work and social inclusion;</li> </ul></li></ol> </li> </ul>	<ul style="list-style-type: none"> <li>Service contract;</li> <li>Surveys;</li> <li>Methodology of the authorised organisations;</li> <li>Identification of the experts, which will be trained- how properly they have been determined;</li> <li>Report on the success of the elaborated training methods of the organisations;</li> <li>Developed trainings programmes;</li> </ul>	<ul style="list-style-type: none"> <li>Effective cooperation between the beneficiaries and the twinning partner;</li> <li>Proper determination and identification of the beneficiaries and training organisations;</li> <li>Effective cooperation between the beneficiaries (experts) and training organisations;</li> <li>Proper determination of the needs of trainings;</li> <li>Positive treatment and interest towards the seminars and trainings;</li> </ul>
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<p>- Carrying out of trainings of the representatives from the Social Assistance Agency - Child Protection Departments in the way of elaboration of social strategies – planning and management of activities, connected with the child protection in the community.</p> <p>- Carrying out of trainings concerning analysis and assessment of the demographic and economic factors; analysis of the need of the children and families of social services in the community.</p> <p>- Carrying out of trainings concerning planning and management of the activities, connected with the social services for children and families.</p> <p><b>Component B</b></p> <ul style="list-style-type: none"> <li>Activity 1: Elaboration of methodologies for the activity of the inspectorate in the sphere of the social assistance, social cares and child protection</li> <li>Activity 2: Implementation of module trainings for control on the criteria and standards for provision of social services for children and adults for 56 inspectors from Agency for Social Assistance</li> <li>Activity 3: Implementation of module trainings for effective implementation of the legislation in all directions of the inspectorate activities for 56 inspectors from</li> </ul>	<ul style="list-style-type: none"> <li>Elaborated methodologies;</li> <li>More than 400 experts trained;</li> <li>Number of the trained experts;</li> </ul>		<ul style="list-style-type: none"> <li>Effective cooperation between counterparts.</li> <li>Positive treatment and interest towards the trainings</li> </ul>
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<p>Agency for Social Assistance</p> <ul style="list-style-type: none"> <li>• Activity 4: Studying of best practices for development of reliable system for fraud discovering in the system of social assistance, social services and child protection.</li> <li>➤ Activity 5: Participation in study visits. The experts participating in the study visits will compile a report that will be distributed within the administration and train the colleagues on the newly acquired skills as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Service contracts;</li> <li>• Introduced best practices;</li> </ul>		
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Annex 2

Detailed implementation chart

Project "Enhancement of the capacity of the Agency for Social Assistance through trainings of experts, working in the field of Child Protection and experts working in the Inspectorate of the Agency"

Components	2007												2008												2009												
	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	
Project Approval									X	X																											
Twinning Partner Search											X	X																									
Twinning Contract Negotiated											X	X	X	X																							
Start of tenders														X	X	X																					
Capacity Building at National Level (activities)																		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Capacity Building at																		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	

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Annex 3

Project “Enhancement of the capacity of the Agency for Social Assistance through trainings of experts, working in the field of Child Protection and experts working in the Inspectorate of the Agency”

CONTRACTING AND DISBURSEMENT SCHEDULE BY QUARTER FOR FULL DURATION OF PROGRAMME  
(INCLUDING DISBURSEMENT PERIOD)  
MLN EUR

Contracting	Cumulative contracting schedule by quarter in € m (provisional)												Total		
	2007				2008				2009						
	I	II	III	IV	I	II	III	IV	I	II	III	IV			
Twining contract										0,818					0,818
Total										0,818					0,818

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Disbursement	Cumulative disbursement schedule by quarter in € m (provisional)													Total
	2007				2008				2009				2010	
		II	III	IV	I	II	III	IV	I	II	III	IV		
Twining contract						0,680	0,680	0,680	0,680	0,680	0,765	0,818	0,818	0,818
Total						0,680	0,680	0,680	0,680	0,680	0,765	0,818	0,818	0,818

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#### **Annex 4**

##### **List of relevant Laws and Regulations (optional)**

- Child Protection Act;
- Regulations on the Implementation of the Child Protection Act;
- Social Assistance Act;
- Regulations on the Implementation of the Social Assistance Act;
- Rules of Procedure of the Agency for Social Assistance;
- Family Code;
- Ordinance № 3 of Ministry of Justice on conditions and procedure for giving consent for the adoption of a person of Bulgarian nationality by a foreigner (2003);
- Ordinance №4 from 25.11.2003 on the conditions and order for registering and keeping of register of children for complete adoption;
- Ordinance for prevention and reintegration of the children in risk;
- Ordinance on the conditions and order for realization of measures for prevention the abandonment of children and accommodation in specialized institutions, and their reintegration;
- Ordinance for terms and conditions for selection and approving of foster families and placement of children therein;
- Ordinance on the conditions and order for realization of protection of gifted children;
- Ordinance on the conditions and order for providing police protection for children;
- Ordinance on criteria and standards for social services for children;
- National Strategy for Child Protection 2004-2006;
- National Programme for Child Protection for 2007;
- Plan for decreasing the number of children, accommodated in specialized institutions;
- United Nations Convention on the Rights of the Child;
- Report on the implementation of the strategies on Social Protection and Social Inclusion of the Republic of Bulgaria for 2006-2008;

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