PROGRAM – TIMETABLE

2005-2007 USAID ASSISTANCE REQUESTED TO REFORM THE SOCIAL SECTOR IN ARMENIA

N	Activity	Timelines of implementation	Responsible entity	Results
	I. Continuous implementation of pension system reforms			
	A. Development of new strategy for pension security			
	Analysis and assessment of activities having been undertaken in the pension sphere within 1999 – 2004	2005-2006	MLSI	Improved access to information for the public
	Seminar to define further steps to be conducted in the pension sphere and the expected results and assertion of a new program (strategy)	2005-2006	MLSI	Improved access to information for the public
	Study of the experience of different countries	2005-2006	MLSI	Improved social policies
	Strengthening the capacities of the actuarial service of the Ministry (Nork center), training of employees, creation of a model system of corresponding calculation-analysis-forecasts and conducting these activities on a regular basis. The results will be provided to the Ministry to be used for the further development of the pension policy and for planning of the sums accumulated in subaccounts	2005-2006	MLSI, Nork Centre	Improved social policies based on actuarial forecasts
	Proposing solutions of funding problems in the period of transition (conduct of actuarial analysis – forecasts)	2005-2006	MLSI	Improved social policies based on actuarial forecasts
	Definition of the circle of people included in the system and the stages and timelines for the transition to the new system	2005-2006	MLSI	Improved social policies based on actuarial forecasts
	B. Further improvement of the current pension legislation			
	Development of RA Draft Law on Making Amendments and Modifications in RA Law on Mandatory Social Insurance Contributions. This will envisage three separate subaccounts in the mandatory social insurance budget (pension social insurance, unemployment social insurance, social insurance for temporary loss of ability to work), where the accumulated social contributions will be entered with the procedure of their use being defined by the law.	2005-2006	MLSI	Improved social insurance coverage and management of funds

Differentiation of mandatory social insurance contribution tariffs by types of insurance. Accurate calculation of funds targeted at the insurance of different risks	2005-2006	MLSI	Improved social insurance coverage and management of funds
Provision of a possibility of making social contributions to the system of mandatory social insurance on a voluntary basis and receiving pensions from this system to owners of agricultural lands, as well as to physical entities. Introduction of mechanisms for the calculation of years of study and periods for which the employer made no contributions as a length of service	2005-2006	MLSI	Improved social insurance coverage and management of funds
II. Further improvement of the social insurance system and social security cards system			
A. Legislative rgulation of all types of mandatory social insurance			
Development of drafts of RA Law on Mandatory Social Insurance for Cases of Temporary Loss of Ability to Work and other legal acts ensuring its enactment, ensuring the corresponding process.	2005	MLSI	Improved social insurance coverage and management of funds
Development of drafts of RA Law on Mandatory Social Insurance for Accidents and Occupational Diseases and other legal acts ensuring its enactment, ensuring the corresponding process	2005-2006	MLSI	Improved social insurance coverage and management of funds
B. Application and improvement of the social security cards system			
Ensuring the application of the system of social cards by other state-governance bodies. A common and unique means of identification of citizens in information systems of state governance bodies, which will regulate and improve the processing of data in information systems and will allow to introduce a system of automated data sharing.	2005-2006	MLSI	Extending the use of Social Security Cards
Study of the databases of state-governance bodies containing personal data, the flow of the data in these databases and the procedures for the circulation of documents related to them	2005-2006	MLSI	Extending the use of Social Security Cards
Study of software used in the databases of state governance bodies, their transformation or development of new software, testing and application of the mentioned software	2005-2006	MLSI	Extending the use of Social Security Cards
Clarification of mechanisms of entry and application of social card numbers in the databases of state-governance bodies and formulation of corresponding recommendations	2005-2006	MLSI	Extending the use of Social Security Cards
Entry of social card numbers in the databases of state-	2005-2006	MLSI	Extending the use of Social

	governance bodies and application of mechanisms to use the data available in the database of social cards by these bodies			Security Cards
C. Development of information technologies, mechanisms for automated data exchange			
	Creation of a nationwide network to ensure automated exchange of data.May operate in full if RA Law on Electronic Information and Electronic Signature is adopted.	2005-2006	MLSI	Extending the use of Social Security Cards
	Study of procedures for sharing personal data among state-governance bodies and their subdivisions, as well as of the flow of related documents (vertical flow of data)	2005-2006	MLSI	Extending the use of Social Security Cards
	Study of the databases of state-governance bodies containing personal data, as well as the procedures for receiving theses data, their provision and use and the flow of related documents (horizontal flow of data)	2005-2006	MLSI	Extending the use of Social Security Cards
	Assessment of the effectiveness of vertical and horizontal flows of data and submission of a package of recommendations on this to ROA Government	2005-2006	MLSI	Extending the use of Social Security Cards
	Improvement of the legislation regulating the exchange of data among information systems of state-governance bodies	2005-2006	MLSI, Other state-governance bodies	Extending the use of Social Security Cards
	Development and introduction of software ensuring automated exchange of data among databases of state –governance bodies	2005-2006	MLSI, Nork Centre	Extending the use of Social Security Cards
	Reprinting of all Social Security Cards and replacement of all cards with a durable, secure card	2006-2007		Improved security and protection of the Social Security Card system
	Application of effective mechanisms of automated data sharing among state-governance bodies The introduction of mechanisms of automated data sharing will allow to: - reduce shadow economy - increase tax incomes of the state - introduce a fair social insurance system - make state programs of social assistance more effective and targeted	2005-2006	MLSI, Other state-governance bodies	Extending the use of Social Security Cards
D. Transition to mandatory pension insurance system operating with accumulation principle (conventional accumulation, later – real accumulation) from pay-as–you-go system			
	Development of RA Draft Law on Making Amendments and Modifications in RA Law on State Pensions. Recording of social	2005-2006	MLSI	Improved Pension system

	contributions made for each person to notional accumulation accounts and allocation of pensions on the basis of these data.			
	Development of sublegislative acts arising from the law	2005-2006	MLSI	Improved Pension system
	Study (training) of the experience of other countries (Sweden) required for the development of a new legislation	2005-2006	MLSI, Nork Centre	Improved Pension system
	Development of RA Law on Mandatory Pension Insurance and drafts of other related laws (in a package)	2006-2006	MLSI, Nork Centre	Improved Pension system
E. Nationwide implementation of personified reporting system, establishing an information communication network between the Ministry and the SSIF				
	Development and adoption of ROA Government Draft Decree on Organizational Measures for the introduction of personified reporting in the system of state pension insurance	2005	MLSI, SSIF	Improved Pension system
	Preparation of departmental normative acts arising from the Government decree, their adoption and ensuring their enactment	2005	MLSI, SSIF	Improved Pension system
	Needs assessment for the establishment of an information communication network between the Ministry and the SSIF and establishment of the network. Information exchange through the network.	2005-2006	MLSI, SSIF, Nork Centre	Improved Pension system
III. Public Education activities				
	Provision of more comprehensible and complete information on the reforms being implemented in the pension system and on the application of the system of social cards in the Republic to the population	2005-2006.	MLSI	Improved Pension system and improved public education
	Training and retraining of representatives of state governance bodies and other organizations	2005-2006	MLSI	Improved Pension system and improved public education
	Publication of information booklets and their provision to citizens, NGOs and state-governance bodies	2005-2006	MLSI	Improved Pension system and improved public education
	Organization and conduct of round tables, seminar-conferences with the participation of the representatives of NGOs, employers and media	2005-2006	MLSI	Improved Pension system and improved public education
	Preparation of films and other reports on the reforms being implemented, showing them on the television and broadcasting by radio	2005-2006	MLSI	Improved Pension system and improved public education
	Improvement of the management (administration) of the Ministry's staff and its executive agencies and technical capacity	2005-2007	MLSI	Improved management of MLSI

Labor Inspectorate				
	Sessions on labor legislation for the employees of RA MLSI in Yerevan (in RELS offices of RA MLSI in the Marzes)	2005	RA MLSI (Labor Inspectorate)	Improvement of public awareness
	Lectures on the new RA Labor Code for major employers in Armenia	2005	RA MLSI (Labor Inspectorate)	Improvement of public awareness
	Sessions for those employees of RA MLSI, who are responsible for the development of legal acts arising from RA Labor Code	2005	RA MLSI (Labor Inspectorate)	Improvement of public awareness
	Legal sessions on the skills of development of legislative technique and legal acts for those employees of State Labor Inspectorate who are responsible for the development of legal acts mentioned in RA Law on Labor Inspectorate	2005	RA MLSI (Labor Inspectorate)	
	Legal and practical sessions for the employees of Labor Inspection when doing check ups at employers in compliance with the requirements of RA legislation	2005	RA MLSI (Labor Inspectorate)	Improvement of administration
	Legal assistance in the development/design of 30 legal acts stated in RA Labor Code	2005	RA MLSI (Labor Inspectorate)	Ensuring adequate enactment of the labor legislation
	Legal and printing assistance to the employees of RA MLSI in the editing of the manual and preparation of the guidelines on main provisions and principles in RA Labor Code	2005	RA MLSI (Labor Inspectorate)	Ensuring adequate enactment of the labor legislation
	Legal and printing assistance in the design of printed materials, brochures and booklets and in the organization of public education campaign on RA Labor Code: the importance of RA Labor Code for every employee and employer	2005	RA MLSI (Labor Inspectorate)	Improvement of public awareness
	Legal assistance in the improvement of RA Draft Law on Labor Inspectorate, as well as in the development of legal acts arising from this law	2005	RA MLSI (Labor Inspectorate)	Ensuring adequate enactment of legislation on inspectorate
	Assistance in the printing of the new Labor Code for its distribution to the employees of RA MLSI, as well as to major employers	2005	RA MLSI (Labor Inspectorate)	Improvement of public awareness
	Assistance in the development of guidelines on the main provisions and principles in RA Labor Code for the employees of RA MLSI and employers	2005	RA MLSI (Labor Inspectorate)	Ensuring adequate enactment of the labor legislation
	Assistance in the printing of printed materials, booklets on the main provisions of RA Labor Code required for public education: the importance of the Labor Code for every employee and employer	2005	RA MLSI (Labor Inspectorate)	Improvement of public awareness

	Introduction of the unified system of documents CATERS- this is a software system that will help the MLSI to track and respond to citizen complaints speedily • Provision of software • Provision of A4 format Scanner • Server • Provision of PENTIUM III 800/RAM 256 MB/ HDD 20 GB/ LAN card 10/100/CD ROM • Provision of stationery	2005	MLSI Secretariat, Nork Centre	Improved service to the citizen- better response to complaints and enquiries
	Development and introduction of software packages for the acceptance of accounting and financial reports and for accountancy in the centralized procedure of RA State Labor Inspectorate, RA Socio-Medical Expertise Agency, RA Employment Service Agency and their local offices operating with the status of structural subdivisions of the staff of the Ministry of Labor and Social Issues.	2006	MLSI Financial- Economic and Accountancy Department, Nork Centre	Improved financial accounting of budget funds

Study of the practice of implementing charity programs, discussion of current issues, summary and publication of resultsSurvey of public opinion in Yerevan and in 4 Marzes on the implementation of charity programs, study and assessment of the level of public awareness on the programs, their effectiveness and targeting in cooperation with specialists in the sphere of sociology. • development of survey methodology • preparation of the list of interviewees • drafting and printing of questionnaires • choosing of the staff required for the conduct of the survey and their training • conducing the survey • entry, processing and summarization of results Study of the practice of implementation of charity programs in Yerevan and in 4 Marzes. Preparation of conclusions and recommendations based on the results received from the survey of public opinion and study of the practice of implementation of charity programs. Presentation of the results received from the study of the practice of implementation of charity programs, discussion of current issues in the sphere of charity. Organization of a round table with the participation of charity organizations, state governance bodies and mass media: • preparation, conduct • summarization of results and publication of materials	2005-2007	MLSI Humanitarian Aid Division	More effective use of donor funds
Provision of comprehensive social-health care services to single pensioners and the disabled, enhancement of the geography of home care being provided to them, introduction of new alternative forms of provision of services.	2005-2007	RA MLSI (Disabled and Elderly Key Issues Department) Mission Armenia and other NGOs	

	Sending 5 employees of the system on taking care of the elderly on a one-week study visit to Ukraine or to any of the Baltic states to familiarize with the provision of social services to the elderly in place as well as to study and exchange the experience in the sphere of provision of social services (in organizations and at home) to single elderly and the disabled	2005-2007	MLSI Disabled and Elderly Department	Improved care of the elderly
	Development of alternative social services for the elderly, disabled and vulnerable persons living alone	2005-2007	MLSI Disabled and Elderly Department	Improved care in the community for elderly and disabled persons
	Provision of computer and printing equipment to the Department to improve its effectiveness.	2005-2007	MLSI Disabled and Elderly Department	Improved services to the elderly
	Acquisition of two minibuses meant for the two-way free of charge transfer of the disabled from the Ministry to prosthesis companies and rehabilitation centers in Yerevan, as well as for the provision of prosthesis orthopedic assistance in Marzes through mobile groups of specialists – to organize the provision of health care services of the disabled in the Marzes. The expenses for the maintenance of minibuses will be covered by RA Ministry of Labor and Social Issues	2005-2007	MLSI Disabled and Elderly Department, Prosthesis & Orthopedic organizations	Improved outreach to elderly and disabled persons
	Acquisition of certain medical equipment for the Center of Mental Health "Stress", namely an EKG apparatus, echoencephalograph and 5 stands for intravenous infusion of solutions to improve the effectiveness of the treatment and medical examination of the vulnerable groups, including the disabled.	2005-2007	MLSI Stress center	Improved care of the elderly and vulnerable
	Social-psychological rehabilitation of wives of military servants having become disabled during the protection of RA, which includes: medical examination, psychological assistance, consultancy and training, as well as treatment, if necessary. The program is envisaged for 30 people for a term of one year.	2005-2007	MLSI Stress Center	Improved care of the elderly and vulnerable
	Preparation of 1,000 copies of a manual of legislative acts regulating the sphere of social protection of the disabled and the elderly.	2005-2007	MLSI Disabled and Elderly Department	Improved access to information for the elderly and disabled
	Preparation archives for the storage of the documents kept in the Human Resources Management Department of RA Ministry of Labor and Social Issues, including personal files, order-books and archived documents.	2005-2007	MLSI Human Resources Division	Improved management of MLSI

	Development of automated systems on personnel management and training of staff of the 13 non-state organizations and 4 closed joint stock companies in the structure of the Ministry of Labor and Social Issues	2005-2007	MLSI Human Resources Division, Nork Centre	Improved management of MLSI
	Training of employees conducting activities related to the personnel in 13 state non-trade organizations and 4 closed joint stock companies in the structure of the Ministry of Labor and Social Issues	2005-2007	MLSI Human Resources Division	Improved management of MLSI
	Development and introduction of special software for the matching, monitoring and analysis of the databases ("Npast", "Araks", "Pyunik", "Manuk", "Gorts", "Social Cards" etc.) of RA Ministry of Labor and Social Issues.	2005-2007	MLSI, Nork Centre	Improved management of MLSI
	Acquisition of 10 laptops so that the software used for the matching of "Npast", "Araks", "Pyunik", "Manuk", "Gorts", "Social Card" and other databases is applied during checking at remote locations	2005-2007	MLSI	Improved management of MLSI
	Organization of a training on the operation of the above-mentioned software for 18 employees of the Department of Control and Social Monitoring of the Staff of RA Ministry of Labor and Social Issues.	2005-2007	MLSI, Nork Centre	Improved management of MLSI
	Organization of vocational and computer training (Microsoft Word, Microsoft Excel and Microsoft Access) for the employees of the Department of Control and Social Monitoring.	2005-2007	MLSI, Nork Centre	Improved management of MLSI

Organization of a vocational training for employees of the Department of Control and Social Monitoring on the following topics: • Legislation on Poverty Family Benefit System as well as on social services provided to the population • Legislation on pension • Legislation on family, women and children key issues • Legislation on the key issues of the disabled and the elderly • Operation of "Npast", "Araks", "Pyunik", "Manuk", "Gorts", "Social Cards" and other software • Basics of social monitoring and modern technologies • Basics of methodological analysis and software • PROST software • Project-manager software	2005-2007	MLSI, National Institute of Labor and Social Research	Improved management of MLSI
Organization of the social monitoring of state programs being implemented by RA Ministry of Labor and Social Issues	2005-2007	MLSI Social Monitoring and Control Department	Improved management of MLSI
Organization of the check up of the process of introduction and application of social security cards.	2005-2007	MLSI Social Monitoring and Control Department	Improved management of MLSI
Entry of the young people in RA into the labor market	2005-2007	National Institute	Improved management of MLSI
Hidden employment and unemployment in RA, study on the ways of their reduction	2005-2007	National Institute	Improved management of MLSI
Collective work relations, organization of training courses under social partnership program	2005-2007	National Institute	Improved management of MLSI
Organization of training courses under professional orientation testing methods program	2005-2007	National Institute	Improved management of MLSI
Market economy, organization of a training course on small business	2005-2007	National Institute	Improved management of MLSI
Structural names of occupations prepared in alphabetical order	2006	National Institute	Improved management of MLSI
Structural names of occupations, groupings adopted by ISCO 88	2005-2007	National Institute	Improved management of MLSI
Development of legal acts ensuring the enactment of RA Law on State Benefits	2005-2007	MLSI Social Assistance Department	Improved Social Assistance Law

Studying the level of targeting poverty family benefits	2005-2007	MLSI Social Assistance Department	Improved Social Assistance system
Development of feedback mechanisms of social assistance programs and their piloting	2006	MLSI Social Assistance Department	Improved Social Assistance system
Training of social work organizers	2005-2007	MLSI Social Assistance Department	Improved Social Assistance system
Training of social workers of local self-governance bodies	2006	MLSI Social Assistance Department	Improved Social Assistance system
Development of legal acts ensuring the enactment of RA Law on Social Assistance	2005-2006, after the adoption of the law	MLSI Social Assistance Department	Improved Social Assistance system
Creation of a legal resource center and provision of required equipment to it	2005-2007	MLSI Legal DivisionLegal Department	Improved management of MLSI
A computer with a special software for blind employees	2005	MLSI Legal DivisionLegal Department	Improved management of MLSI
Publication of a manual of legal acts regulating the social sphere	2006	MLSI Legal DivisionLegal Department	Improved access to information for the public
Codification of the legislation of the sphere of employment and social protection	2005-2007	MLSI Legal DivisionLegal Department	Improved access to information for the public
Conduct of measures ensuring the implementation of the "Pilot Project of Deinstitutionalization": a) Training of employees of care taking and guardianship institutions, regional social service agencies of the corresponding communities envisaged by the program b) Study of the beneficiary families of the program	2005	MLSI Department of Family, Women and Children Issues	Improved care of vulnerable children
Organization of training courses for the corresponding employees of care taking and guardianship institutions and regional social service agencies aimed at the presentation of the regulations ensuring the enactment of RA Law on Social Protection of Children Left Without Parental Care	2005	MLSI Department of Family, Women and Children Issues	Improved care of vulnerable children
Study tour for employees of the Department to study the	2005	MLSI Department of	Improved care of vulnerable

institutions of protection of children in European countries, their operation and the international experience and to familiarize with the operation of the institutions at place (Great Britain).		Family, Women and Children Issues	children
Provision of computer and printing equipment to the Department to improve the effectiveness of activities being conducted by the Department	2005	MLSI Department of Family, Women and Children Issues	Improved care of vulnerable children
Acquisition of the corresponding transportation means (a car) aimed at the improvement of visits to orphanages (including non-state) in different Marzes of the Republic and the effectiveness of their monitoring	2005	MLSI Department of Family, Women and Children Issues	Improved care of vulnerable children
Technical assistance in the creation of Integrated Social Service Centers in each Marz	2005-2007	MLSI	Improved service to the citizen
Development of information systems in the social sector			
Social Security Cards Information System			
1.	• Improving, updating and further development of the system • Development of mechanisms for automated comparison of data entered in other information systems with the Social Security Cards System • Development of automated mechanisms for checking validity of Social Security Card number during its use in the processes as defined by the legislation • Updating technical equipment • Training and retraining of IT staff • Study of international experience in IT use in social security systems	2005-2007	MLSI, Nork Centre	An updated well protected IT system for automated data exchange with other government bodies and checking validity of Social Security Card numbers
Poverty Family Benefit Information System			

2.	• Improving, updating and further development of the social assistance system • Development of mechanisms for automated use of data in related information systems required for the operation of the system • Updating technical equipment • Training and retraining of IT staff • Study of international experience in IT use in social assistance systems	2005-2007	MLSI, Nork Centre	A centralized benefit system, that will avoid manual mechanisms of information exchange, will ensure continuous update of the database and automation of information exchange and verification mechanisms. Reduced opportunities for fraud and error both internal and external.
3	• Technical assistance for the transfer of the PARNAS database to the NORK Centre • Technical assistance for improvement of the PARNAS system	2005 2005-2007	MLSI, Nork Centre	Improved pension and social insurance collection system
Employment Information System				
4.	• Improving, updating and further development of the employment system • Development of mechanisms for automated use of data in related information systems required for the operation of the system • Updating technical equipment • Training and retraining of IT staff • Study of international experience in IT use in employment sphere	2005-2007	MLSI, Nork Centre, RELA	Computerization of job placement, job vacancy and training. Centralized and regularly updated database, automated analyses and reports systems. Reduced opportunities for fraud and error both internal and external.
Disability Information Database				

5.	• Improving, updating and further development of the disability pension system • Development of mechanisms for automated use of data in related information systems required for the operation of the system • Development of software to use in improving the eligibility conditions and the pension allocation system of the Social Medical Expertise Commissions (SMEC) • Training of SMEC staff • Provision of IT equipment to computerize SMECs countrywide • Training of SMEC staff	2005-2007	MLSI, Nork Centre, SMEC	An improved system for allocation of disability pensions making it more accessible to the most vulnerable and reducing the opportunities for fraud and error both internal and external.
Computerization of Different Functions of the Ministry				
6.	• Submit recommendations on automation of different functions of the Ministry • Development of technical specification • Design of software and information systems • Training of staff • Operation of systems	2006-2007	MLSI, Nork Centre	Automation of different management systems of the Ministry will enable more effective organization and implementation of its activities, make it more controllable and accessible for monitoring
Creation of Web-pages				
7.	• Development, design and upload of web-pages for state institutions functioning in the sector of social security • Development and design of portal for the sector • Means to ensure person/ministry link	2005-2007	MLSI, Nork Centre	Improved information dissemination to the public on activities and policies of social sector and related organizations through development of different web-pages with the use of one portal
Development of IT Security System				

8.	• Study of international experience in the technological and software solutions related to information systems and data protection • Submit recommendations • Development of technical specifications • Technical means, furniture, equipment • Software and technological possibilities	2005-2007	MLSI, Nork Centre	Increased security of databases held by MLSI and better protection of personal data
Corporate Network for Information Exchange				
9.	• Implement measures ensuring highest level of using corporate network by the Ministry and all institutions of the system: • Software and technological possibilities • Updating technical equipment • Training and retraining of staff	2005-2007	MLSI, Nork Centre	Better use of E-governance systems by civil servants to ensure a better service to the public
Analytical and Actuarial Section				
10.	• Automation of reports and analysis in all information systems • Training of staff dealing with analysis and information databases in the use of different analytical softwares • Together with the Ministry develop timetable for making target analysis in different areas of social sector (at least one analysis per month) • Actuarial analysis in different areas of social sector	2005-2007	MLSI, Nork Centre	Improved analytical ability of MLSI will lead to improved basis for reforms in social policies