



Social Services Improvement Project (P162246)

EUROPE AND CENTRAL ASIA | North Macedonia | Social Protection & Jobs Global Practice |
IBRD/IDA | Investment Project Financing | FY 2019 | Seq No: 5 | ARCHIVED on 21-Dec-2020 | ISR44561 |

Implementing Agencies: Ministry of Labor and Social Policy, Ministry of Finance

Key Dates

Key Project Dates

Bank Approval Date: 13-Sep-2018

Effectiveness Date: 17-Oct-2018

Planned Mid Term Review Date: 15-Sep-2021

Actual Mid-Term Review Date:

Original Closing Date: 30-Jun-2024

Revised Closing Date: 30-Jun-2024

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

To expand access to and improve the quality of social services, including preschool services, for vulnerable groups.

Has the Project Development Objective been changed since Board Approval of the Project Objective?

No

Components Table

Name

1.
Promoting social inclusion through improved access to social benefits and services:(Cost \$12.70 M)
2.
Expanding the access to and improving of the quality of preschool services:(Cost \$18.60 M)
3.
Project Management, Monitoring and Evaluation:(Cost \$2.10 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Satisfactory
Overall Implementation Progress (IP)	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Satisfactory
Overall Risk Rating	<input type="checkbox"/> Moderate	<input type="checkbox"/> Moderate

Implementation Status and Key Decisions

Significant implementation progress has been recorded since the May 2020 mission, which has resulted in the successful launch of the social services grant program, the start of infrastructure projects, and implementation of activities in support of enhancing the quality of Early Childhood Education and Care (ECEC). Specifically:



1. The Ministry of Labor and Social Policy (MLSP) received applications from 65 municipalities and selected 24 applications for grant financing that would benefit approximately 1,000 beneficiaries. The types of services that are being supported are the following: i) home-based services - help and care at home, and ii) community/out-of-home services – day care services and assisted living.
2. The MLSP has signed agreements for pre-school infrastructure projects with 14 municipalities out of the 17 selected municipalities, which will add 1,726 kindergarten spaces. The implementation of activities since March 2020 has been conditioned by the COVID-19 pandemic. The World Bank team and the Project Management Unit (PMU) have been closely monitoring the rapidly changing situation to calibrate responses with all relevant actors. Despite the severe circumstances over the past months, no major delays have been observed in implementation, and the project continues to carry out activities as planned.

Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	☐ Moderate	☐ Substantial	☐ Substantial
Macroeconomic	☐ Moderate	☐ Moderate	☐ Moderate
Sector Strategies and Policies	☐ Substantial	☐ Moderate	☐ Moderate
Technical Design of Project or Program	☐ Substantial	☐ Moderate	☐ Moderate
Institutional Capacity for Implementation and Sustainability	☐ Substantial	☐ Moderate	☐ Moderate
Fiduciary	☐ Moderate	☐ Moderate	☐ Moderate
Environment and Social	☐ Moderate	☐ Moderate	☐ Moderate
Stakeholders	☐ Moderate	☐ Moderate	☐ Moderate
Other	--	☐ Moderate	☐ Moderate
Overall	☐ Substantial	☐ Moderate	☐ Moderate

Results

PDO Indicators by Objectives / Outcomes

To strengthen overall social protection delivery system for improved service provision and access				
► Share of cash benefit recipients and social services recipients recertified and recorded in the new information system (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	60.00
Date	03-Dec-2018	28-May-2020	10-Dec-2020	28-Jun-2024
Comments:	Technical specification and business analyses for procurement of new information system have been completed; bidding documents for Development and Implementation of an Integrated Social Welfare			



Information System covering both social assistance benefits and services in the Republic of North Macedonia have been submitted through STEP for the Bank's review.				
<input type="checkbox"/> Share of cash benefit recipients and social services recipients recertified and recorded in the new information system - Female (Percentage, Corporate Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	60.00
Date	03-Dec-2018	28-May-2020	10-Dec-2020	28-Jun-2024
► Number of beneficiaries receiving noninstitutional social services (alternative/non-residential forms of care) from licensed providers (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	3,000.00
Date	03-Dec-2018	28-May-2020	09-Dec-2020	28-Jun-2024
Comments:	MLSP has signed agreements with 13 Municipalities for awarding a grant for the development of social services. In addition, MLSP will sign grant agreements with 11 Municipalities/service providers by the end of January 2021. About 1,000 beneficiaries are expected to receive services within these 24 subprojects (selected in the first call).			
<input type="checkbox"/> Share of female beneficiaries out of all beneficiaries receiving noninstitutional social services (alternative/non-residential forms of care) from licensed providers (Percentage, Corporate Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	45.00	45.00	45.00	50.00
Date	03-Dec-2018	28-May-2020	09-Dec-2020	28-Jun-2024
To improve access to quality ECEC services, in particular for socially disadvantaged children				
► National preschool enrollment rates for children 3 to 6 year old (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	35.70	41.20	41.20	46.50
Date	12-Apr-2018	28-May-2020	09-Dec-2020	28-Jun-2024
Comments:	An updated value for preschool enrollment rates for children 3 to 6 years old who belong to the recipient families of the SFA/GMI will be available by mid-2021.			
<input type="checkbox"/> preschool enrollment rates for children 3 to 6 year old who belong to the families recipients of the SFA (Percentage, Custom Breakdown)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.40	8.70	8.70	20.00



Date	12-Apr-2018	28-May-2020	09-Dec-2020	28-Jun-2024
► Share of preschools with improved process quality as measured by the quality assessment tool (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	to be determined by baseline assessment of a representative sample of preschools	to be determined by baseline assessment of a representative sample of preschools	to be determined by baseline assessment of a representative sample of preschools	40 % of pre-schools improved as measured by the follow up assessment of a representative sample of preschools
Date	18-Apr-2018	28-May-2020	09-Dec-2020	28-Jun-2024
Comments:	The Ministry has done the preparatory work for the baseline. The data collection instruments were selected, adapted, and translated. The field activities, however, were postponed due to the protocol adopted by the government that prohibits any visits of external persons in the pre-school institutions due to the pandemic. They are now expected to take place in the first half of 2021 and indicator values will be updated afterwards.			

Intermediate Results Indicators by Components

Promoting social inclusion through improved access to social benefits and services				
► Full integration of CBMIS and social services IS within the upgraded social welfare information system as a platform for social and child protection service delivery (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	no integration	no integration	no integration	full integration
Date	03-Dec-2018	28-May-2020	09-Dec-2020	28-Jun-2024
Comments:	The government has started with the design of the upgraded social welfare information system. This activity is on track.			
► Development of social service standards, accreditation, licensing (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	not developed	fully developed	fully developed	new service standards, accreditation, and licensing developed
Date	03-Dec-2018	28-May-2020	09-Dec-2020	28-Jun-2024
Comments:	The end target has been achieved. The MLSP adopted the norms and standards for establishing of social services, including pricing list. These norms and standards have become part of the MLSP regulatory framework and are applicable SP system wide.			
► Share of social service providers using new service standards (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target



Value	0.00	0.00	100.00	50.00
Date	03-Dec-2018	28-May-2020	09-Dec-2020	28-Jun-2024
► Beneficiaries of social safety net programs (Number, Corporate)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	130,000.00	168,920.00	177,539.00	140,000.00
Date	12-Apr-2018	28-May-2020	09-Dec-2020	28-Jun-2024
Comments:	The increase in the number of beneficiaries is primarily due to the COVID-19 pandemic and increased benefit take-up (following the 2019 social protection reforms).			
□ Beneficiaries of social safety net programs - Female (Number, Corporate Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	65,000.00	83,759.00	105,637.00	70,000.00

Expanding the access to and improving of the quality of preschool services				
► Additional energy-efficient classrooms built at the preschool level resulting from project interventions (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	60.00
Date	12-Apr-2018	28-May-2020	09-Dec-2020	28-Jun-2024
Comments:	As a result of the project interventions within 10 ongoing subprojects for building new kindergartens, 81 new classrooms will be built creating 1,388 new open spaces.			
► Additional classrooms rehabilitated or re-purposed at the preschool level resulting from project interventions (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	240.00
Date	12-Apr-2018	02-Jun-2020	09-Dec-2020	28-Jun-2024
Comments:	As a result of the project interventions within 7 ongoing subprojects for rehabilitating or repurposing additional classrooms, 25 classrooms will be rehabilitated/repurposed and 606 new spaces will be opened.			
► Additional qualified preschool teachers resulting from project interventions (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	180.00	2,200.00



Date	12-Apr-2018	02-Jun-2020	09-Dec-2020	28-Jun-2024
Comments:	The first completed teacher training module is "play-based learning".			
► Number of pre-service training institutions that reformed their study programs based on the core competencies required for ECEC teachers (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	5.00
Date	12-Apr-2018	02-Jun-2020	09-Dec-2020	28-Jun-2024
Comments:	Preparatory activities are ongoing.			
► Assessment of the students cognitive and socio-emotional development conducted (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	no	no	no	yes
Date	12-Apr-2018	02-Jun-2020	09-Dec-2020	28-Jun-2024
Comments:	MELE instrument (for evaluation of the students' cognitive and socio-emotional development) was adapted and translated into Macedonian and Albanian language. The implementation of the instrument was postponed due to the new COVID -19 protocol for preschool institutions which prohibits any visits from external persons.			

Project management, monitoring and evaluation				
► Communication campaign developed and implemented (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	no	no	yes	yes
Date	12-Apr-2018	02-Jun-2020	09-Dec-2020	28-Jun-2024
Comments:	The communication campaign has been rolled out.			
► Share of supported sub-projects in which direct beneficiaries report their engagement in decision making. (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	50.00	30.00
Date	01-Jan-2019	02-Jun-2020	09-Dec-2020	28-Jun-2024
Comments:	The share is 50% for Component 2 (with more sub-projects in operation) and 100% for Component 1. As of December 2020, a total of 90 citizens and 49 non-governmental organizations participated in decision making processes.			



► Share of beneficiaries satisfied with responsiveness of the grievance redress mechanism (Percentage, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	100.00	100.00	50.00
Date	01-Jan-2019	02-Jun-2020	09-Dec-2020	28-Jun-2024
Comments:	This indicator measures the percentage of beneficiaries who received feedback or proposed solution within the timeframe that is publicized in the grievance mechanism tool. There were 19 questions, 2 recommendations, and one grievance. The senders received feedback within the timeframe that is publicized in the grievance mechanism tool.			

Performance-Based Conditions

Data on Financial Performance

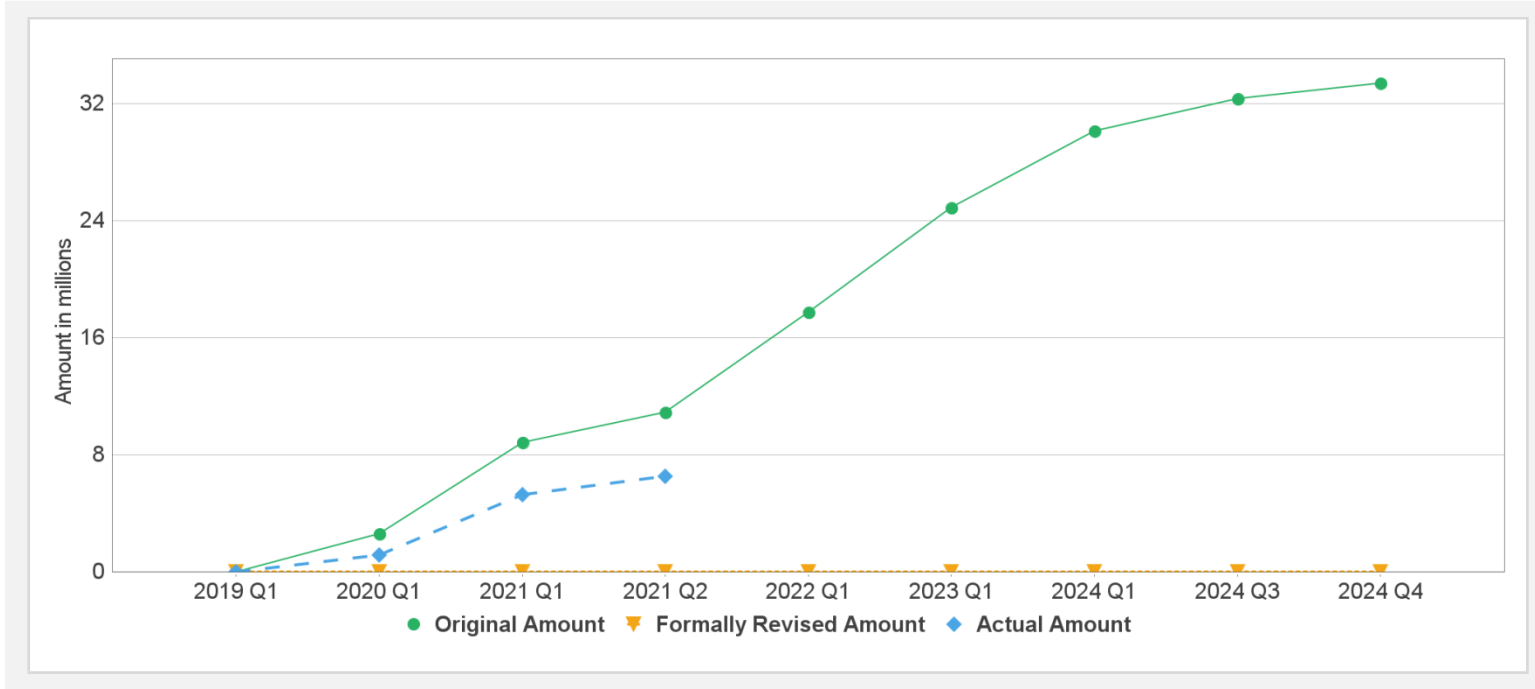
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P162246	IBRD-89020	Effective	USD	33.40	33.40	0.00	6.57	26.61	20%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P162246	IBRD-89020	Effective	13-Sep-2018	02-Oct-2018	17-Oct-2018	30-Jun-2024	30-Jun-2024

Cumulative Disbursements



PBC Disbursement

PBC ID	PBC Type	Description	Coc	PBC Amount	Achievement Status	Disbursed amount in Coc	Disbursement % for PBC
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Restructuring History

There has been no restructuring to date.

Related Project(s)

There are no related projects.