



Armenia Social Protection Administration II Project (P146318)

EUROPE AND CENTRAL ASIA | Armenia | Social Protection & Labor Global Practice |
IBRD/IDA | Investment Project Financing | FY 2014 | Seq No: 9 | ARCHIVED on 19-Dec-2018 | ISR34151 |

Implementing Agencies: REPUBLIC OF ARMENIA, Ministry of Labor and Social Affairs

Key Dates

Key Project Dates

Bank Approval Date: 24-Mar-2014

Effectiveness Date: 29-Oct-2014

Planned Mid Term Review Date: 28-Apr-2017

Actual Mid-Term Review Date: 15-Sep-2017

Original Closing Date: 31-Dec-2018

Revised Closing Date: 30-Nov-2020

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The proposed Project Development Objectives (PDOs) are to (i) improve social protection service delivery and (ii) strengthen analytical and monitoring and evaluation functions of the agencies delivering social protection benefits and services.

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

No

Components

Name

Roll-Out of Integrated Social Protection Service Delivery:(Cost \$14.30 M)
Support the Implementation of the New Employment Strategy by the Government:(Cost \$2.20 M)
Modernization of the Pension System:(Cost \$0.90 M)
Strengthen MLSI Analytical Capacity and Monitoring and Evaluation Systems:(Cost \$1.10 M)
Project Management:(Cost \$1.30 M)
Unallocated:(Cost \$1.40 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	● Moderately Satisfactory	● Moderately Satisfactory
Overall Implementation Progress (IP)	● Moderately Satisfactory	● Moderately Satisfactory
Overall Risk Rating	● Substantial	● Substantial

Implementation Status and Key Decisions

Strong implementation progress has continued over the past six months, with 5 integrated social protection centers (ISPCs) completed, civil works ongoing for 3 ISPC and 3 additional at the procurement stage. Development of the project designs for 12 additional ISPCs has advanced. Implementation of activities related to the strengthening of the Ministry of Labor and Social Affairs' analytical capacity and monitoring and evaluation systems continues to be satisfactory. Important progress has been observed across remaining project components. The project was restructured to extend the closing date to November 30, 2020. The restructuring was approved in September 2018.











Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	--	● Substantial	● Substantial
Macroeconomic	--	● Substantial	● Substantial
Sector Strategies and Policies	--	● Moderate	● Substantial
Technical Design of Project or Program	--	● Substantial	● Substantial
Institutional Capacity for Implementation and Sustainability	--	● Substantial	● High
Fiduciary	--	● Substantial	● Moderate



Environment and Social	--	● Low	● Low
Stakeholders	--	● Low	● Low
Other	--	--	--
Overall	--	● Substantial	● Substantial

Results

PDO Indicators by Objectives / Outcomes

Improved social protection service delivery				
▶ Client satisfaction with benefits and services received through ISPCs (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	ISPCs being piloted - clients unaware of new services	89% satisfied	69% satisfied	Almost all clients satisfied
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	According to the joint MLSA/UNICEF survey conducted during June-July 2018 (applying new/different methodology). Previously reported satisfaction rate (89%) came from the internal (MLSA conducted) survey.			
▶ Client participation costs of receiving benefits and services of ISPCs (for FBP) (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	3,026.00	3,026.00	709.00	2,476.00
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	According to the joint MLSA/UNICEF survey conducted during June-July 2018. Data for this indicator has so far been obtained from the UNICEF survey. Given that UNICEF will no longer conduct the related survey, it was suggested to include the question on client participation costs in the Integrated Living Conditions Survey that is being carried out by the National Statistical Office.			

Strengthened analytical and monitoring and evaluation functions				
▶ M&E capacity increased as evidenced by gradual introduction of the M&E system for SP programs (covering the development of a model, indicators, project passports, software) (Text, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	5 piloted programs	--	81.00	Developed monitoring passports and indicators for all SP programs financed from the state budget; developed electronic system (receiving reports for all indicators)



Date	01-Jan-2014	--	25-Oct-2018	30-Nov-2020
Comments:	M&E passports, references, and indicators for 81 programs implemented by the MLSA have been developed. There is an ongoing evaluation of 42 programs (based on the developed indicators).			

Intermediate Results Indicators by Components

Roll-Out of Integrated Social Protection Service Delivery				
►Number of ISPC facilities refurbished/constructed and equipped (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	4.00	5.00	37.00
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	There are ongoing civil works in 3 additional ISPCs and 3 are at the procurement stage.			
►Number of ISPCs fully operational (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	5.00	37.00
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	5 ISPCs are operational.			
►Number of relevant external databases from which ISPC social workers can obtain/check necessary information on-line. (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	1.00	2.00	2.00	4.00
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
►Direct project beneficiaries (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	507,345.00	522,934.00	522,705.00	507,345.00
Date	01-Jan-2012	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	Number of pensioners			
▲Female beneficiaries (Percentage, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	301,885.00	309,361.00	309,718.00	301,885.00



▶Direct project beneficiaries (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	96,309.00	105,690.00	97,913.00	96,309.00
Date	02-Jan-2012	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	Families receiving FBP			
▶Direct project beneficiaries (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	10,088.00	99,821.00	82,212.00	0.00
Date	03-Feb-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	Job seekers			
▲Female beneficiaries (Percentage, Custom Supplement)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	6,648.00	58,873.00	54,049.00	0.00

Support the Implementation of the New Employment Strategy by the Government				
▶Number of participants involved in the Program for Youth Without Education and Skills (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	700.00
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	No progress has been made with regard to this ALMP implementation. The indicator will be dropped in the future project restructuring, unless MLSA decides to proceed with the implementation of the subject ALMP. The team is discussing with the counterparts how best to redesign Component 2 and planned activities.			
▶Number of participants involved in Start-up Small Businesses Program (Number, Custom)				
	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	0.00	0.00	700.00
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	No progress has been made with regard to this ALMP implementation. The indicator will be dropped in the future project restructuring, unless MLSA decides to proceed with the implementation of the subject ALMP. The team is discussing with the counterparts how best to redesign Component 2 and planned activities.			
▶Number of participants within professional orientation system (general education, tertiary education and ISPCs) who make use of professional orientation services) (Number, Custom)				



	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	52.00	500.00	850.00	1,402.00
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	<p>Recorded is the cumulative value. Note: The professional orientation entity under the MLSA has merged with the Institute of Labor and Social Research. The budget and staff of the unit have been cut considerably and the annual indicators/result outcomes were revised. The figures for the period of January-November 30, 2018 are the following:</p> <ul style="list-style-type: none"> • the participants of the professional orientation trainings – 139; • number of specialists received continuous consultancy – 188;and, • participants of the awareness raising (learning) seminar-72. 			

Modernization of the Pension System

►Supervision and control method applied in SSSS (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Ad hoc supervision and control of eligibility, insured service periods, pension level and other pension requests.	Ad hoc supervision and control of eligibility, insured service periods, pension level and other pension requests	Ad hoc supervision and control of eligibility, insured service periods, pension level and other pension requests	Supervision and control of eligibility, insured service periods, pension level and other pension requests conducted on risk identification basis
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020
Comments:	<p>The Consulting Company providing services of Analytical Capacity Building of the Staff of the SSSS of the MLSA and Developing a Model of a Control System Based upon Risk Management has defined the notion of risk itself and its types, presented the principles of operational risk management and the information component of the management system, analyzed and evaluated it, classified the operational risks of the RoA MLSA, and clarified the risks of accidental and intentional errors, as well as information-associated risks. However, no improvements have been made/implemented as of now.</p>			

►Number of SSSS certified staff using electronic pension information system (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	361.00	372.00	400.00
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020

Strengthen MLSI Analytical Capacity and Monitoring and Evaluation Systems

►Methodology for collection of qualitative data developed (Text, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	Methodology for collection of qualitative data not in place	Methodology for collection of qualitative data not in place	Methodology for collection of qualitative data in the process of development	Methodology fully integrated in the M&E system of the MLSI
Date	01-Jan-2014	01-Jun-2018	25-Oct-2018	30-Nov-2020



Comments:

Data collection survey for ME qualitative indicators of 36 programs of RoA SP sector has been implemented; the survey includes opinions of both the primary beneficiaries of those programs and the employees ensuring the implementation of those programs. Evaluation of M&E indicators of care services provided by 22 SNCOs under RoA MLSA, development of set of tools in compliance with the data collection survey methodology for those indicators, and of data based on all the obtained monitoring indicators has been implemented. Data collection survey for ME qualitative indicators of another 33 programs of RoA SP sector is in process.

Data on Financial Performance

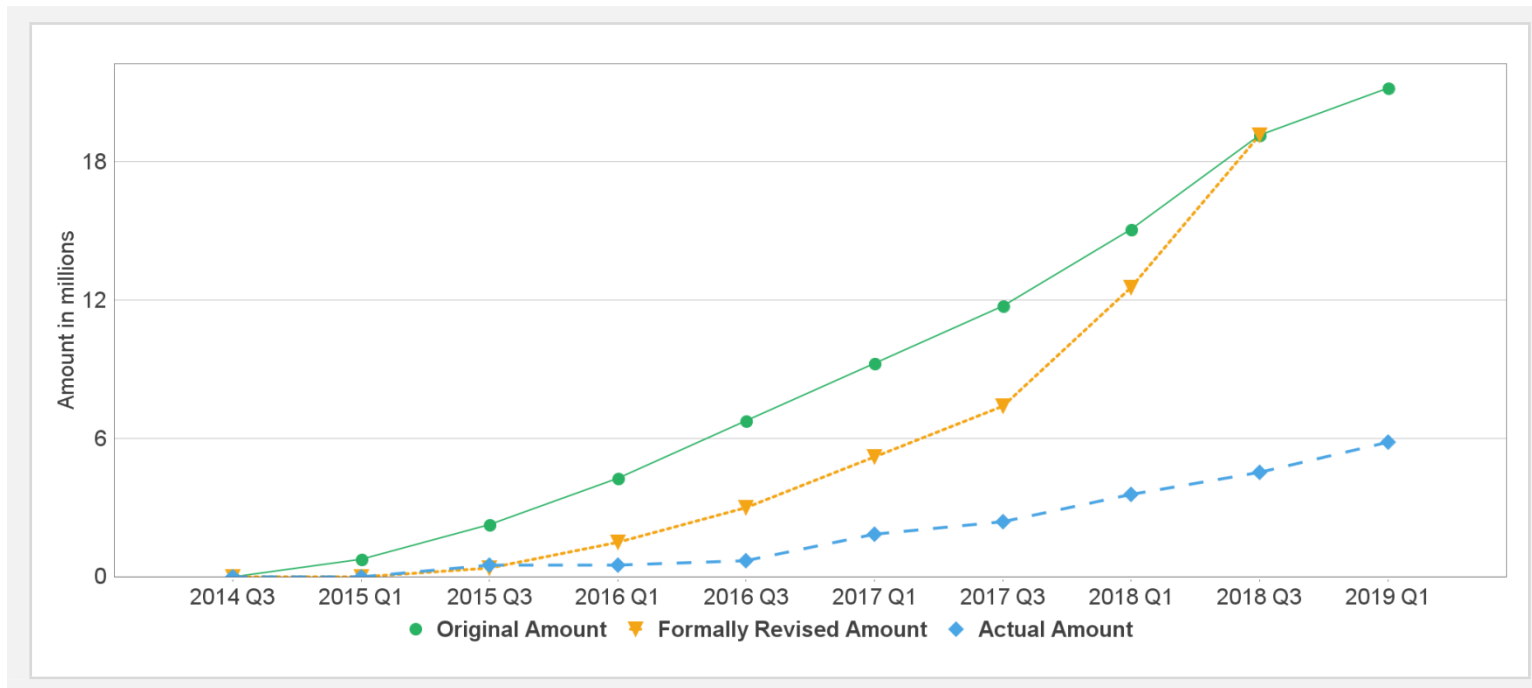
Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P146318	IDA-53980	Effective	USD	21.20	21.20	0.00	5.84	13.65	30%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P146318	IDA-53980	Effective	24-Mar-2014	23-May-2014	29-Oct-2014	31-Dec-2018	30-Nov-2020

Cumulative Disbursements





Restructuring History

Level 2 Approved on 06-Sep-2018

Related Project(s)

There are no related projects.
