

*Social Cohesion Initiative of the Stability Pact for South Eastern Europe
& Related Projects: A Compilation of Research, Training Materials, &
Workshops, 1999-2008*

Joint Projects of:

- International Labour Organization, Sub-Regional Office for Central and Eastern Europe, Budapest, Hungary
- United Nations Development Programme, Turkmenistan
- International Labour Organization, Sub-Regional Office for Eastern Europe and Central Asia, Moscow, Russia
- Fulbright Senior Specialists Program
- Social Insurance Research International

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Introduction

The following is a compilation of documents and materials utilized by Martin B. Tracy, Ph.D. and Social Insurance Research International (SIRI) in the development of government and non-government training projects and educational programs under the following initiatives:

1. International Labour Organization Subregional Office for Central and Eastern Europe (ILO-SRO), Budapest, Hungary: *Social Cohesion Initiative of the Stability Pact for South Eastern Europe, 1999-2007*
2. International Labour Organization Subregional Office for Eastern Europe and Central Asia, Moscow, Russia and United Nations Development Programme in Turkmenistan: *Workshop on Community-Based Services for Elderly Living Alone and People with Disabilities, 2008*
3. Fulbright Senior Specialist, University of Bucharest, Romania: *Lecturer, Faculty of Sociology and Social Work, 8 October – 6 November 2004*

The compilation contained in the CD includes documents, manuals, PDF files, and PowerPoint presentations.

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Collaborative Projects

In 1999, Social Insurance Research International (SIRI), a consulting firm owned and operated by Martin B. Tracy, Ph.D. and Patsy D. Tracy, Ph.D., received a contract from the International Labour Organization, Subregional Office for Central and Eastern Europe (ILO-SRO), Budapest, Hungary. The terms of the contract were for SIRI to participate in a research and training initiative in Albania as the lead External Consultant. The initiative was in connection with the ILO-SRO project: *Enhancing Social Assistance in Albania*. The project was a component of the *Social Cohesion Initiative of the Stability Pact for South Eastern Europe [Stability Pact]* that provided technical and financial support for social reconstruction in eight countries of the region following the political and economic turmoil of the 1990s. The eight countries were: Albania, Bosnia & Herzegovina, Bulgaria, Croatia, FYR Macedonia, Moldova, Romania, and Serbia/Montenegro. The project was financed by the Government of France. A description of the background and objectives of the *Stability Pact* may be found online at: <http://www.stabilitypact.org/>.

The project was intended to provide training to government management and staff so that they, in turn, could train others, thereby creating a ripple effect that would have a long-term impact on improving the delivery of social services to vulnerable populations. The training curriculum was to be progressively developed based on input and participation of government and NGO management and staff and academics in the participating countries in order to craft a training manual grounded on proven community-based practice models that addressed local needs through local solutions.

The project was directed by Elaine Fultz, Ph.D., Senior Specialist in Social Security, ILO Subregional Office for Central and Eastern Europe, Budapest, Hungary. By 2007, Dr. Fultz was Director of the ILO Subregional Office for Eastern Europe and Central Asia in Moscow, Russia. It was Dr. Fultz's vision, intellect, leadership, and organizational skills that drove and shaped the project over the nine-year period. Markus Ruck of the ILO-SRO participated in the training in Budapest and at the International Labour Organization's International Training Centre (ITCILO) in Turin, Italy.

Lynn Villacorta, Senior Programme Officer, Social Protection Programme, International Training Centre, International Labour Organization, Turin, Italy, also played a critical role in the development and delivery of the Albania training program.

Martin B. Tracy, Ph.D. was the lead External Consultant, researcher, and trainer under the ILO-SRO, Budapest *Stability Pact* initiative. Patsy D. Tracy, Ph.D. was intensely involved in the design and development of the training curricula throughout all of the workshops over the course of the projects.

The Albania project, which took place over two years, was the first of nine ILO-SRO missions, seminars, and workshops from 1999 to 2008. During the course of conducting research, preparing training programs, and visiting multiple government and NGO agencies in connection with the initiative, a significant amount of material and documentation was developed and collected. Much of this material is unique and not generally available to students and scholars engaged in studies of community-based social services and civil society in South Eastern Europe. A tenth mission, conducted in 2008, was co-sponsored by the ILO Subregional for Eastern Europe and Central Asia, Moscow and the United Nations Development Programme in Turkmenistan. This mission was also under the direction and leadership of Dr. Elaine Fultz. In addition to involvement in the ten ILO-SRO and UNDP projects, Martin B. Tracy was a Fulbright Senior Specialist in Social Work at the University of Bucharest, Romania for four weeks in the fall of 2004.

Documents on CD

Below is a list of the joint ILO and SIRI projects, plus the Fulbright Senior Specialist grant. The list is followed by a brief description of each project and an itemization of the documents that are included on a CD relative to each project.¹

¹ PDF files, PowerPoints, and related training materials referenced throughout this compilation were prepared by Martin B. Tracy & Patsy D. Tracy, Social Insurance Research International, unless otherwise noted.

- *Enhancing the Social Assistance System through Strengthened Institutional Capacity and Mobilization of Civil Society. 1999-2001*
 - *Enhancing the Social Assistance System through Strengthened Institutional Capacity and Mobilization of Civil Society in Albania: Course #1 for Senior Managers. 26 March–6 April 2001*
 - *Enhancing the Social Assistance System through Strengthened Institutional Capacity and Mobilization of Civil Society in Albania: Course #2 for Social Assistance Workers. 30 April–11 May 2001*
- *Training on Research Related to Good Practices in Social Services. 20 & 22 May 2003*
- *Good Practices in Social Service Delivery Pre-test Training. 8-12 December 2003*
- *Good Practices Models of Services for Persons with Disabilities. 8-13 November 2004*
- *Community-Based In-Home Health Care Programs in Moldova: A Pilot Project. 20 May–5 June 2005*
- *Internet Search for Good Case Examples of Community Child Care in CEE Countries. October & November 2005*
- *Workshop on the Design, Use, and Evaluation of Social Service Performance Standards and Conducting Needs Assessment. 17-19 May 2006*
- *Good Practices in Social Services Delivery for Single-Mothers and Elderly Women. 22-25 May 2006*
- *Workshop on Community-Based Services for Elderly Living Alone and People with Disabilities 4-7 November 2008*
- *Fulbright Senior Specialist, University of Bucharest. 8 October –6 November 2004*

Each of these initiatives is discussed in more detail below with a listing of the files included on the CD.

Albania Training Project: 1999 – 2001
Tirana, Albania – Budapest, Hungary – Turin, Italy

Enhancing the Social Assistance System through Strengthened Institutional Capacity and Mobilization of Civil Society

This was a joint SIRI and ILO-SRO, Budapest project conducted with the Albanian Ministry of Labor and Social Affairs (MOLSA) and the General Administration of Social Services (GASS) in Tirana, Albania. It was initiated in 1999 with missions by the ILO External Consultant to Tirana in April and May, 2000. This was followed by two training seminars at the International Labour Office Training Centre in Turin, Italy in 2001 (described below). The participants in the first training seminar in March and April were senior managers from GASS. Participants in the second seminar in April and May were social assistance workers in GASS. The training was jointly prepared by SIRI and the ILO-SRO and conducted by the ILO External Consultant.

The purpose of this project was to work with the GASS in the Ministry of Labour and Social Affairs in the design and analysis of national needs assessments and train government personnel on social assistance and social capital. The initial missions to Tirana focused on developing a needs assessment by members of GASS which was to be used to inform separate training of senior managers and social assistant workers at the ILO Training Centre in Turin, Italy.

Albania Mission & Training Project – 1999-2001

- A New Vision of Social Assistance – Concepts & Process – March 2000
- Albania Consultation Offer – 7 October 1999
- Albania Project – Terms of Reference (TOR) Contract – 1999
 - Albania Project – TOR – p.1
 - Albania Project – TOR – p.2
 - Albania Project – TOR – p.3
 - Albania Project – TOR – p.4
 - Albania Project – TOR – p.5
 - Albania Project – TOR – p.6
- Albania Social Assistance Training – Draft Proposal – 1999
- Albania Terms of Reference (TOR) for ILO Project – October 1999
- Albania Training Proposal – 9 September 2000
- Albania Contacts for Training Proposal – 1999
- Albania Social & Economic Overview – 2000
- CEE Websites – 16 October 2000
- Definition of Collaboration by Focus Group – 20 October 2000
- Draft program for MOSLA – October 2000
- Duties and Experience of Child Protective Services in Illinois – 12 April 2000
- Extension of Social Protection – ILO – 2000
- Goals and Lesson Plan for Albania Training – 1999
- Logic Model for Proposed Partnerships between NGOs and Government
- Mission Report on Trip to Tirana, Albania – 20-22 September 2000
- Needs Assessment – Program Evaluation Steps

- Needs Assessment Process – Albania Project – 7 May 2000
- Outline for Social Assistance Training in Albania – 22 October 1999
- Social Protection for Countries in Transition – ISSA – 27 March 2000
- Summary of ILO/MOLSA/GASS Needs Assessment – 23 October 2000

Based on the needs assessment from this mission in April and May, 2000, the External Consultant prepared manuals and conducted training for Albania government senior managers in April and March 2001 and for social assistance workers in April and May 2001 at the ILO Training Centre, Turin, Italy.

Enhancing Social Assistance & Civil Society in Albania – Turin, Italy – 26 March – April 6 & 30 April – 11 May 2001. This was a joint initiative of the ILO-SRO, Budapest & the ILO Social Protection Programme. The training for was held at the International Training Centre in Turin, Italy, first for the senior managers and then for the social assistance workers.

- Addresses of ILO Staff at the International Training Centre (ITCILO), Turin, Italy
- Agenda for Training Senior Managers – 30 April – 4 May 2001
- Agenda for Training Social Assistance Workers – 16-30 March 2001
- Photo of Albania Senior Manager Training Participants – May 2001
- Building Local Partnerships & Social Capital
- Civil Society Annotated Bibliography
- Definitions of Civil Society
- Definitions of Social Capital
- Fundamentals of Social Capital
- Fundamentals of Civil Society
- Group Assignments for Senior Managers
- Overheads (Slides) for Training Course
- Overview of Social Assistance & Collaboration in CEE
- Pre-Test Post-Test for Training
- Pre-Test Post-Test Results for Senior Managers
- Social Assistance Policy Features
- Strategies for New Approaches to Social Assistance
- Training Manual for Senior Managers – 30 April – 4 May 2001
- Training Manual for Social Assistant Workers – 16-30 March 2001

Strengthening Social Protection for Vulnerable Populations in South Eastern Europe: Preparation for Training – April 2003

In April 2003 the External Consultant was hired by the ILO-SRO, Budapest to develop a workshop in May 2003 for: 1) training government personnel on the elements of good practices in social protection for vulnerable populations in South Eastern Europe, and 2) training in conducting research on good practices in social services to produce national reports. The May workshop which was to be held in Budapest was to include government, NGO, and academic participants from all eight participating countries. The preparation for the workshop included information from national research reports on social service delivery system in each of the eight

participating countries. It also included national reports from France, Germany, and the United Kingdom, as well as social service background materials from Albania, Bulgaria, the Czech Republic, Moldova, Romania, and the United Kingdom.

This was a joint initiative of the ILO-SRO, Budapest and the ILO Social Protection Programme of the ILO International Training Centre in Turin, Italy. The training was held at the ILO Turin Centre 26 March – 6 April 2001.

The background materials, including a Training Manual, used to prepare for the May workshops are listed below:

Strengthening Social Protection in SE Europe – Preparation for Training

- Albania
 - Background information on Albania for Stability Pact Project – 26 April 2003
 - Possible Albania Contacts for Training – April 2003
 - Results of Albania Needs Assessment – 30 January 2003
 - Survey Research Method in Albania for Stability Pact Project – 30 January 2003
 - Targeted Social Service Areas in Albania – January 2003

- Bulgaria
 - Bulgaria Contacts for Stability Pact Project – April 2003
 - Bulgaria Data on Donors and Children
 - Bulgaria Expenditure Data on Social Services – Georgi Georgiev, et al - April 2003
 - Bulgaria Outline of Trends in Social Services – April 2003

- Czech Republic
 - Czech Republic Social Services Planning – 16 June 2000

- Moldova
 - Provisions for Social Services in Moldova – Paulina Tudos – 29 September 2003
 - Sources for Social Service Data in Moldova – April 2003

- Romania
 - Draft Training Model for Stability Pact Training in Romania – 1 June 2003
 - Research Outline of Methods to Study Disability - Swedish Project on Romania
 - Romania Contacts – April 2003
 - Romania Contacts for Workshops & Resources
 - Romania Child Welfare Reform Manuscript

- United Kingdom
 - Social Services in Western Europe - United Kingdom (England)

These and other materials were incorporated into a Training Manual which is enclosed in Chapter 7 as noted below:

- Ch. 1 – Albania – Outline of Trends in Social Services
- Ch. 2 – Bulgaria – Outline of Trends in Social Services
- Ch. 3 – Romania – Outline of Trends in Social Services
- Ch. 4 – Good Practices in Social Services in France, Germany, & the UK
- Ch. 5 – Administrative Oversight of NGOs
- Ch. 6 – Data and Good Practices in Moldova
- Ch. 7 – Training Manual - Strengthening Social Protection in South East Europe
- Ch. 8 – Work Plan for Workshop on Strengthening Social Protection in SE Europe
- Ch. 9 – Workshop Agenda for Research Teams
- Ch. 10 – Workshop Agenda for Individual Researchers
- Ch. 11 – Characteristics of Good Practices
- Ch. 12 – Structured Process for Focus Groups
- Ch. 13 – Structured Interviews with Key Informants
- Ch. 14 – Albania Contacts
- Ch. 15 – Bulgaria Contacts
- Ch. 16 – Romania Contacts
- Ch. 17 – Summary Analysis of Trends in Social Services
- Ch. 18 – Bibliography
- Abstract on Good Practices in Social Service Delivery in SEE
- Steps for Preparing National Reports for Stability Pact Training – 30 March 2003
-

Training on Research Related to Good Practices in Social Services Budapest, Hungary – 20 & 22 May 2003

Good Practices in Social Services Delivery. This workshop included participants from government, NGO, and academic representatives from Albania, Bosnia & Herzegovina, Croatia, Bulgaria, Romania, FYR Macedonia, Moldova, and Serbia/Montenegro.

The workshops involved creating research teams, along with individual researchers, from each of the eight participating countries and assisting them in preparing national research reports. The reports were to be used as the basis for further training sessions. The workshops were held 20 & 22 May 2003 in Budapest, Hungary with three representatives from each country. This included one individual from government, one from an NGO, and one from an academic institution. The researchers were charged with writing a report on good practices in their respective nations to be used in a training workshop scheduled for December 2003. The External Consultant critiqued early drafts of the reports and worked with the teams to produce viable documents. The materials and knowledge accumulated in the reports and subsequent workshops were used to develop a Training Manual that could be used to train trainers in establishing good practices in their respective nations.

The first workshop was conducted 20 May 2003 in Budapest. It focused on research related to good practices in the delivery of social services to the most vulnerable populations in Albania, Bulgaria, Moldova, and Romania. The second workshop was held on 22 May 2003 and focused

on research related to good practices in Bosnia & Herzegovina, Croatia, FYR Macedonia, Montenegro, and Serbia.

Good Practices Workshop – Budapest, Hungary

- Agenda for Workshop for Individual Researchers
- Agenda for Workshop for Research Teams
- Characteristics of Good Practices – 15 May 2003
- Components of National Research Reports
- Draft Definition of Alternative Services
- Draft Definition of Good Practices in Social Services
- Draft Definition of Social Services
- Examples of Goals on Recent Social Service Legislation
- Examples of Major Areas of Social Services Provided by NGOs – 15 May 2003
- External Consultant Tasks for May Workshop in Budapest – 23 April 2003
- Focus Groups Process and Items for Discussion
- Four Sectors that Support Social Assistance and Civil Society – 11 March 2003
- Framework for Legal and Administrative Oversight of NGOs – 27 April 2003
- Fundamentals of Social Capital with Exercises – 1 Jan 2003
- Good Practices in Albania, Bulgaria, Moldova, & Romania – 20 May 2003
- Good Practices in Bosnia-Herzegovina, Croatia, Macedonia, Montenegro, & Serbia – 22 May 2003
- Information Requested for National Reports – 15 May 2003
- Methods of Including Stakeholders & Users
- National Reports Overview – October 26, 2003
- Participants in Workshop on Good Practices – Budapest 20 & 22 May 2003
- Possible Additional Resources for Information
- Potentially Confusing Terms and Concepts
- Regional Contacts – 13 March 2003
- Request from External Consultant for Updated Information on Albania – 30 March 2003
- Social Pedagogy as It Relates to Social Work
- Structured Process for Focus Groups
- Structured Survey for Interviews with Key Informants
- Survey Questions for Interviews with Key Informants
- Terms of Reference – Good Practices of Social Services in Western Europe
- Tasks for May Workshop
- Work Plan for Research Teams – 23 April 2003
- Work Plan for Training on Strengthening Social Protection in SE Europe – 27 April 2003
- Workshops Content Areas - Budapest – 20 & 22 May 2003

National Reports on Social Services, 2003

As noted, the research teams sent drafts of their national reports to the External Consultant that were critiqued producing suggestions to provide the information sought in a standardized format. The national reports produced by the research teams with the names of the primary researcher are listed below. Also included are documents on good practices in the Czech Republic,

England, France, and Germany conducted by External Consultants commissioned by the ILO-SRO for comparative purposes.

National Research Reports

- *Albania. National Report on Social Services.* (2003). Based on a report prepared by Gezim Tushi, ILO Consultant.
- *Bosnia & Herzegovina. National Report on Social Services.* (2003). Based on a report prepared by Šefik Rizvanović, Adviser to the Minister of Civil Affairs, Ministry of Civil Affairs, Bosnia and Herzegovina.
- *Bulgaria. National Report on Social Services.* (2003). Based on a report prepared by Dr. Maria Jeliaskova, Institute of Sociology, Bulgarian Academy of Sciences, Sofia, Bulgaria; Georgi Gerogiev, Director, Ministry of Labour and Social Policy, Policy and Strategy of Social Protection Directorate, and Radosveta Abadjieva, Executive Director, National Social Rehabilitation Centre Association, Sofia.
- *Croatia. National Report on Social Services.* (2003). Based on a report prepared by Nino Zganec, Ph.D., Assistant Minister of Labour and Social Welfare, Republic of Croatia.
- *Czech Republic: Social Services.* (2003). Based on a report prepared by Markéta Vylítová, researcher, head of Social Protection Team, Research Institute for Labour and Social Affairs, Prague, Czech Republic.
- *England: Social Services.* (2003). Based on a report prepared by Margaret Moodie, ILO Consultant, June 2003.
- *France: Social Services.* (2003). Based on a report prepared by Jacqueline Ancelin, ILO Consultant, August 2003, and other sources.
- *Germany: Social Services.* (2003). Based on a report prepared by Dr. Ingo Bode, ILO Consultant, June 2003.
- *FYR Macedonia. National Report on Social Services.* (2003). Based on a report prepared by Slobodanka Lazova-Zdravkovska, Adviser, Ministry of Labour and Social Policy, Republic of Macedonia.
- *Moldova. National Report on Social Services.* (2003). Based on a report prepared by the Ministry of Labour and Social Protection of Moldova Republic in collaboration with the National Centre of Studies and Information on Women's Issues, social academia institutions, and NGOs.
- *Montenegro. National Report on Social Services.* (2003). Based on a report prepared by Vjera Soc, Adviser for Family Care, Ministry of Labour and Social Affairs, Republic of Montenegro.

- *Romania. National Report on Social Services.* (2003). Based on a report prepared by Alina Ioana Marinoiu, Senior Expert, Ministry of Labour and Social Solidarity, General Directorate for Social Assistance, Romania; Dr. Elena Zamfir, Professor and Head Social Work Programme, University of Bucharest, Social Assistance Faculty; and Dr. Valentin Vladu, President, Foundation of Community Services, Bucharest, Romania.
- *Serbia. National Report on Social Services.* (2003). Based on a report prepared by Jelena Brajovic, Special Assistant, Ministry of Labour and Employment.

Good Practices in Social Service Delivery Pre-Test Training, Budapest, Hungary, 8-12 December 2003

Good Practices in Social Service Delivery Pre-Test Training. This workshop on was held at the Radisson SAS Béke Hotel in Budapest, Hungary 8-12 December 2003. The workshop drew on content from the national reports. The training was aimed at promoting an in-depth discussion on good practices in the participating countries along with selected European national. National Country Reports prepared for the training included reports from France, the Czech Republic, Germany, and the United Kingdom. Presentations were made by ILO consultants from France, the Czech Republic, Hungary, and Croatia. Discussions were held on related topics including, the role of social services in building community capacities and administrative oversight and quality assurance.

- Agenda for Workshop on Good Practices in Social Services
- Areas of Greatest Need Identified in National Reports
- Bibliography for Good Practices Workshop
- Focus Group on Strategies – Outline
- Good Practices Identified in National Reports
- National Country Reports – Attachments – 5 Nov 2003
- Potentially Confusing Terms and Concepts
- Rural Community Strategies – Marion K. Slack, et al.
- Training Manual for Good Practices Pre-Test Training
- Workshop Evaluation Form
- Workshop Evaluations (Excel)

Responding to feedback from the *Good Practices in Social Service Delivery Pre-Test Training, 8-12 December 2003* the Training Manual was revised and some new materials were added as noted below.

Revised Good Practices Manual – January 2004

- *Good Practices in Social Services Delivery in South Eastern Europe: A Training Manual* (Revised January 2004). This manual is the revision of the pre-test manual discussed at the ILO-SRO workshop 8-12 December 2003. The revision is based on input from participants at that workshop.

- “A Dream Come True”: Example of Building Community and Social Capital (A Beauty Contest for Ladies with Disabilities in Bulgaria). Adapted from a presentation by Radosveta Abadjieva, Executive Director, National Social Rehabilitation Association, Sofia, Bulgaria
- A Framework for Legal and Administrative Oversight of Government and NGO Contractual Partnerships for Delivering Social Services Revised. (2004)
- Guidelines for U.S. Government Projects with NGOs
- Overview of Good Practices in France, Germany, and the United Kingdom

All of the information accumulated in the pre- and post-workshops in 2003 was used to prepare training manuals for government personnel that formed the bases of a book edited by Elaine Fultz and Martin Tracy entitled *Good Practices in Social Services Delivery in South Eastern Europe*. It was published in 2004 by the International Labour Organization available from ILO Publications, International Labour Office, CH-1211 Geneva 22, Switzerland. It is also available online at: www.stabilitypact.org/soc-cohesion/socserv_delivery.pdf.

Good Practices Models of Services for Persons with Disabilities Sophia, Bulgaria, 8–12 November 2004

In November of 2004, the lead ILO-SRO, Budapest External Consultant participated in an ILO project with the Bulgarian Ministry of Labour and Social Policy on good practice models of social services to persons with disabilities. The External Consultant assisted in preparing background material, identifying good practice models, and leading the seminar which was held in Sofia, Bulgaria, 8-12 November 2004.

Good Practices Models of Services for Persons with Disabilities

- A Framework for Legal Oversight Revision – 27 January 2004
- Agenda: Good Practices Models of Services for Persons with Disabilities – Sophia, Bulgaria – 8-12 November 2004
- Attachments to Training Manual Revised – 16 July 2004
- Aurora Day Care Center – Alexandre Cote – Bucharest
- Building Community-Based Services
- Bulgaria Disability Training Program with Documents – 8-12 November 2004
- Bulgaria Mental Health Country Profile – Toma Tomov, et al, - 2003
- Bulgaria Training Bibliography – 8-12 November 2004
- Bulgarian Training – Introduction by Lead ILO Expert Consultant
- Centers, Institutes & Organizations on Disabilities
- Characteristics and Identification of Good Practices
- Characteristics of Disability Programs in Bulgaria – 2004
- Czech Republic - Enabling in a Disabled System – Katya Zapletnyuk – 2003
- Defining Collaboration and Related Terms
- Definitions of Disabilities
- Example of Building Community & Social Capital in Bulgaria – 29 January 2004
- Final Report on Bulgaria Disability Training – November 2004
- Foster Families in Social Services in France

- Good Practice Models for Persons with Disabilities in CEE – Open Society Institute
- Green Doors Social Rehabilitation Agency - Jana Pomajzlova – Prague, Czech Republic
- Hungary Job Placements that Work – Judit Szakacs – 2003
- Invitation to Aurora Day Care Centre – Bucharest, Romania
- Invitation to Center Dolfke Boštjančič Draga – Ljubljani, Slovenia
- Latvia Mental Disability Advocacy Project – Ieva Leimane-Veldmeijere - 2003
- Letter to Prospective ILO Experts for Bulgaria Training
- Panel Discussions Led by ILO Experts
- Participants at the Sofia Seminar – 8-12 November 2004
- Pentru Voi Foundation – Timisoara, Romania
- Poland Mental Disability Advocacy Project – Inessa Kim - 2003
- Possible ILO Expert Presenters on Disability
- Power Point Presentation Instructions
- Power Point Presentations for Training Workshop
- Preparation for ILO Experts Bulgaria Training – 8-12 Nov 2004
- Responses to Invitations to Attend Bulgaria Training
- Romania Mental Disability Advocacy Project
- Salva Vita Draft Presentation Content Bulgaria Training
- Salva Vita Foundation, Budapest – Description
- Salva Vita Slides
- Selected Good Practice Models in CEE
- Selected WHO Country Reports on Disabilities
- Social Capital, Civil Society & John Dewey – Martin B. Tracy & Patsy D. Tracy – 2000
- Social Enterprise References
- Social Enterprises Definition
- Structural Characteristics of Partnerships
- Suggested Bulgarian NGO – Academic Participants and Respondents
- Terms of Reference – Bulgaria Workshop on Good Practices – 2004
- Themes That Emerged From the Seminar

Community-Based In-Home Health Care Programs in Moldova:
A Pilot Project
Chişinău & Ciuteşti, Moldova, 20 May–5 June 2005

In the spring of 2005, the External Consultant was contracted with the ILO-SRO on a project with the Social Assistance Department (SAD) of the Moldovan Ministry of Labour and Social Protection (MLSP) to develop community-based in-home health care programs. The in-person collaboration with the Ministry took place in Chişinău, Moldova. The project was designed to help in the development and evaluation of a pilot project to provide social services to home-bound elderly and people with disabilities in Ciuteşti, Moldova, a small village in Nisporeni Province. The mission included an evaluation of a pilot project to provide social services to home-bound elderly and people with disabilities in Ciuteşti.

Moldova Ciutești Pilot Project 2005

- Activities of Daily Living
- Building Better Life for Elderly – Leeds University – Mary Godfrey, et al – 2004
- Case Management for Typical Home Health Services
- Case Management Resource Manual – Anne Thomas Adams, et al - 2002
- Civil Service Projects in Moldova
- Criteria for Effective Goal-Setting
- Criteria for Program Evaluation
- Elderly Services Pilot Project – Summary – Ministry of Labour & Social Protection
- Elderly Services Pilot Project Design
- Elderly Services Pilot Project Leaders – Ciutești
- Elderly Services Pilot Project Work Plan Final Draft
- Elderly Services Project Questions
- Example Work Plan for Services to Elderly – US Area Agency on Aging
- Pilot Project in Ciutești – Outline – May 2005
- Pilot Project in Ciutești Activity Report – February 2006
- Poverty Reduction Strategy in Moldova – IMF- December 2004
- Report on Study Trip to Bacau, Romania – Tatiana Gribincea – 1-5 August 2005
- Roles of Project Coordinator & Social Assistants
- Senior Needs & Services Survey – Moldova – 2004
- Survey for Community Support Services
- Terms of Reference – Home Health Pilot Project – Moldova – May 2006
- Typical Home Health Services in a Case Management System
- Wrap Around Approach
- Wrap Around Description & Definition Abstract – J. D. Burchard, et al – 2002

Internet Search for Good Case Examples of Community Child Care in CEE Countries, October & November, 2005

Good Case Examples of Community Child Care in CEE Countries. In early fall of 2005, the lead External Consultant was contracted by ILO-SRO, Budapest to conduct an Internet Search on case examples of good practices in community child care in Central and Eastern Europe. This project was conducted under the Low Income Women Component of STEP CEE Project entitled “Combating Poverty and Social Exclusion in Central and Eastern Europe.” The search was carried out in October and November, 2005.

The ILO-SRO, Budapest contracted with SIRI to conduct an Internet search for good case examples of community-based child care programs in Central and Eastern Europe. The project was conducted under the ILO’s Low Income Component of STEP CEE Project entitled: “Combating Poverty and Social Exclusion in Central and Eastern Europe.” The search was conducted by SIRI in October and November, 2005.

Good Models of Child Care in CEE - October-November 2005

- Building Transitions to Good Jobs for Women – Nova Scotia – July 2004
- Croatia NGOs for Services to Children – 2005
- Good Case Examples of Community Child Care in CEE – 18 November 2005
- Learning & Education – Save the Children – September 2005
- Mothers Centers in the Czech Republic – Monika Jaeckel

Workshop on the Design, Use, and Evaluation of Social Service Performance Standards and Conducting Needs Assessment Chişinău, Moldova, 17-19 May 2006

In the spring of 2006 the lead External Consultant was asked by the ILO-SRO, Budapest to prepare training for the Moldova Social Assistance Department, Ministry of Health and Social Protection on designing, using and evaluating social service performance standards. The workshop was also to cover the processes for conducting needs assessments. The workshop was entitled: *Workshop on the Design, Use, and Evaluation of Social Service Performance Standards*. A detailed description of the project is included in the file: *Training Manual on Performance Standards in Moldova – 17-19 May 2006*.

Performance Standards Training in Moldova

- Agenda for Moldova Workshop on Performance Standards – 17-19 May 2006
- Analyzing Community Based Services
- Assessment Questionnaire for Elderly
- Bulgaria Social Assistance Policy – Activities & Standards
- CARITAS Model of Home Care for the Elderly – 2005
- Case Illustration of Performance Standards
- Case Management Models – Ann Bergen – 1992
- Community Planning in Czech Republic – Ministry of Labour & Social Affairs
- Corvinus University of Budapest Policy Course on Performance Standards
- Criteria & Process for Program Evaluation – 2006
- Criteria for Effective Goal-Setting
- Czech Republic Model for Social Service Standards – MoLSA – 2002
- Data Collection to Create & Revise Standards
- Data Collection toward Creating Standards
- Description of the Warparound Approach to Social Services – J.D. Burchard, et al, 2000
- EU Definition of Social Services – Radost Toftisova
- Evaluation and Feedback Exercise
- Evaluation Form on Performance Standards Workshop in Moldova
- Exercises for Workshop on Performance Standards
- Global Standards for Training Social Workers – Vishanthie Sewpaul & David Jones – 2004
- Implementation and Action Exercise
- Legal & Administrative Oversight of NGOs

- Moldova Standards & NGO Relations with State – 9 February 2006
- Needs Assessment Instrument – Purpose & Design
- Non-Profit Law & Policy in Moldova – Ilya Trombitsky – January 2006
- Organizational Standards
- Overview of Standards in Social Services
- Planning Performance Standards
- Program Monitoring & Evaluation
- Program Outcomes Related to Standards
- References to Social Service Standards in Other Nations
- Resources on Program Standards
- Save the Children – United Kingdom – 2005
- Save the Children Practice Standards – 2005
- Shropshire County Council Needs Assessment
- Social and Health Care Standards – Best Practices – 26 Jan 2006
- Social Assistance in Moldova – Paulina Tudos – 9 February 2006
- Social Assistance Standards in Bulgaria - Ministry of Labour & Social Policy – 2002
- Social Service Directory – Characteristics
- Social Service Standards
- Specific Competencies of Front Line Worker – 2006
- Standards for Quality in Social Services – Czech Republic- Ministry of Labour & Social Affairs – 2002
- Standards in Social Services – An Overview of Good Practices
- Structure of Social Services in the Czech Republic
- Training Manual on Performance Standards in Moldova – 17-19 May 2006
- Training Process on Performance Standards – Moldova – 2006
- Websites Related to Social Services Relevant to Moldova Training

Good Practices in Social Services for Single Mothers and Elderly Women, Amara, Ialomita, Romania, 22 – 25 May 2006

Also in the spring of 2006, the lead External Consultant was contracted with the ILO-SRO, Budapest to develop and conduct a workshop for the Romania Ministry of Labour and Social Solidarity on good practices in social services for single mothers and elderly women in Romania. The workshop was entitled: *Good Practices in Social Services Delivery for Single-Mothers and Elderly Women*. It was conducted in Amara, Ialomita, Romania, 22-25 May 2006. The workshop included presenters from England, Italy, Sweden, and Bosnia-Herzegovina who represented agencies identified as good practices.

Good Practices in Social Services for Single Mothers and Elderly Women

- A Profile of Non-Profit Sector in Romania
- Agenda – Services for Elderly Women – Amara, Romania – 22-24 May 2006
- Amara Training List of Presenters – 22-24 May 2006
- Amara Training Needs Assessment Instrument Follow-Up
- Analyzing Community Based Services
- Characteristics and Identification of Good Practices

- Characteristics of Good Assessment
- Childhood Education and Care in Sweden – OECD – 2001
- Early Childhood Education in Sweden – Barbara Martin Korpi - 27 November 2001
- Evaluation of Amara Workshop on Single Mothers & Elderly Women
- Fact Sheets on Sweden – Swedish Institute – 2004
- Families and Work Institute
- Five Outcomes at Shropshire Sure Start Oswestry - Shropshire, England
- Instructions for Presenters for on Single-Parent Families
- Instructions for Presenters on Good Practices for Elderly Women
- Integrated Assessment Process – Example from Southern Illinois University
- Methods for Assessing Community Needs
- Models of Good Practices for Single Mothers & Elderly Women
- Mothers Centre Redo – Model Program – Sarajevo – Bosnia/Herzegovina
- Mothers Centre Redo – Sarajevo/Bosnia-Herzegovina
- Needs Assessment for Good Practices for Intake Process
- Needs Assessment Instrument – Purpose & Elements of Design
- NONOS - Elderly Services – Friuli-Venezia Giulia, Italy
- Oswestry Sure Start Children's Centre – Shropshire, England
- Principles of Good Assessment – Peter L. Benson – 1995
- Recommended External Presenters – Amara, Romania Workshop
- Romania's New Law on Associations & Foundations – Iulia Raileanu
- Shropshire County Council Needs Assessment Process
- Swedish Welfare System – Family Policy
- The Revenues of Associations and Foundations in Romania - Anca Giurgiu
- Thurrock Community Mothers Assessment Instrument – Tilbury, Essex, England
- Thurrock Community Mothers Parent Support Programme - Tilbury, Essex, England
- Thurrock Community Mothers Presentation – England – Tilbury, Essex, England
- Valencia Report – Issues Related to Assessing Needs of Elderly – 1-4 April 2002

Workshop on Community-Based Services for Elderly Living Alone and
People with Disabilities
Ashgabat, Turkmenistan, 4-7 November 2008

In 2008 the lead External Consultant was invited by the International Labour Office, Subregional Office for Eastern Europe and Central Asia in Moscow and the United Nations Development Programme, Turkmenistan to develop and lead a workshop on community-based services for elderly persons living alone and people with disabilities Turkmenistan. The agenda and materials used in workshop held in Ashgabat are listed below.

Community-Based Services for Elderly Living Alone and People with Disabilities in Turkmenistan

- Agenda for Workshop on Community-Based Services for Elderly Living Alone and People with Disabilities, 4-7 Nov 2008 – Ashgabat, Turkmenistan
- Case Management – Functions & Tasks
- Certificate for Health Care – England

- Certificate in Community Volunteering – England
- Characteristics of Good Practices – Bulgarian National Report – 2003
- Civic Service – Eastern Europe & Central Asia – Eva Kuti – 2004
- Community Care for Elderly & Disabled in Bulgaria – Martin B. Tracy – 2008
- Community Care in Flanders – Leonardo de Vinci Pilot Project
- Community-Based Services Development Process – Martin B. Tracy – 2008
- Country Programme Action Plan – Turkmenistan – CPAP-UNDP – 2005-2009
- Employment in Social Care in Europe – 2006
- Examples of Programs for Elderly & Disabled – Elaine Fultz & Martin Tracy – 2004
- Gender Mainstreaming & Policy Making in Turkmenistan - Mary Risaeva – UNDP
- Good Practices with Vulnerable Populations – Bulgaria – 2003
- Intake & Intervention Process - Good Practices – Martin B. Tracy – 2008
- Malmö University – Malmö, Sweden
- Model Project in Ciutești, Moldova – Ministry of Health & Social Protection – 2005
- Movisie – Netherland Centre for Social Development
- NHS Health Trainer Workbook – Susan Michie, et al - England
- Proposed Training of Government Workers & Social Welfare Providers in Turkmenistan – Martin B. Tracy – 2008
- Report to UNDP on Turkmenistan Workshop 3-7 Nov 2008 – Martin B. Tracy
- Roles of Social Assistance Workers – 2008
- Services for Caregivers of Elderly – Bulgaria – Lilia Dimova & Martin Dimov – July 2004
- Site Visit Inquiries Regarding Current Elderly Services in Turkmenistan
- Social & Economic Integration of Disabled in Turkmenistan – UNDP & Chary Ovezov
- Social Care Worker Curriculum – The Open University, Milton Keynes, England
- *Social Security Programs Throughout the World* - Russian Translation – 2008
- Social Work Education & Competencies – Martin B. Tracy – 2008
- Social Work Education in Europe – Franz Hamburger, et al
- Social Work in Restructured in Europe – Vincenzo Fortunato, et al – 2008
- Support to Social Protection System - Government of Turkmenistan & UNDP Project - 17 September 2008
- Terms of Reference for Training of Social Workers – Turkmenistan – Proposed TOR
- Turkmenistan Workshop Evaluation Form
- UNDP Assistance Framework – Turkmenistan – 2005 - 2009
- UNDP Statistical Capacity Development Project – Turkmenistan – Serdar Bayriyev
- Workshop Methods – Turkmenistan

In addition to the training material cited above, the lead External Consultant supplied workshop participants with a number of documents related to social work education that was relevant to their interest in community-based social work in other nations, especially in Europe and in regional countries. Available background materials on the UNDP and the Turkmenistan Ministry of Social Welfare were also made available, including:

- Social Work Care Curriculum. Faculty of Health & Social Care, The Open University, Walton Hall, Milton Keynes, MK7 6AA
- The Training and Support Package, Community Mothers Program

- Certificate in Volunteering. PDF file
- Civic Service in Eastern Europe and Central Asia: From Mandatory Public. (2004). Éva Kuti. Work Toward Civic Service. *Nonprofit and Voluntary Sector Quarterly*, 33. PDF file
- Government of Turkmenistan and United Nations Development Programme. Project title: *Support to Social Protection System Development (2008-2011)*. PDF file
- The Government of Turkmenistan and the United Nations Development Programme. *Country Programme Action Plan, 2005-2009*. PDF file
- The Government of Turkmenistan and the United Nations Development Programme. Project title: *Support to Social Protection System Development (2007-2009)*
- *United Nations Assistance Framework: Turkmenistan*. (February 2004). United Nations Country Team. PDF file
- *The Government of Turkmenistan and the United Nations Development Programme*. (2007). Chary Oevzov & Serdar Bairiev. UNDP. PDF file
- *Employment in Social Care in Europe*. (2006). Dublin: European Foundation for the Improvement of Living and Working Conditions. PDF file
- *Community Care: State of Art of Community Development in Flanders*. Leonardo da Vinci Pilot Project. PDF file
- *Level 3 Certificate for Health Trainers*. United Kingdom: Department of Health. PDF file
- *MOVISIE. Netherlands Centre for Social Development*. PDF file
- *Malmo University, Sweden*. PDF file
- *Support to Gender Mainstreaming in Policy Making in Turkmenistan*. (2005-06). Mary Risaeva. UNDP. PDF file
- *Statistical Capacity Development Project*. (2004-06). Serdar Bayriyev. UNDP. PDF file
- *Social Work Education in Europe*. (n.d.). Franz Hamburger, Günther Sander & Manfred Wöbcke. PDF file
- *Improving Health: Changing Behavior. NHS Health Trainer Handbook*. (n.d.). Susan Michie, Nichola Rumsey, Anna Fussell, Wendy. Hardeman, Marie Johnston, Stanton Newman and Lucy Yardley. United Kingdom: DHS. UNDP file
- *National Background Report for Bulgaria: SOCIAL ASSISTANCE IN BULGARIA PROBLEMS AND PRACTICES OF SOCIAL CARE SERVICES*. (July, 2004). Lilia Dimova & MSc. Martin Dimov. Hamburg, Germany: EUROFAMCARE. PDF file
- *Social Work in Restructured European Welfare Systems*. (2008). Vincenzo Fortunato, Günter J. Friesenhahn & Ewa Kantowicz Carocci (Eds). European Platform for Worldwide Social Work. Rome: Carocci editore S.p.A. PDF file

Supplementary Materials on CD files

CEE Supplementary Materials

- Redefining Social Security in Central and Eastern Europe. Prospectus on the Impact of the Transition to a Market Economy – ILO Document
- Who is Caring for the Children? An Exploratory Survey. Conducted in Hungary, Poland, Bulgaria and Romania: Executive Summary

- Hungary in Transformation
- ILO Websites
- Poland in Transformation
- Russia in Transformation
- *Social Exclusion, Civil Society and Social Work*. (September 1996). National Institute for Social Work, NISW Briefings, No. 18
- Website Locations for Central and Eastern Europe
- Trends in Welfare in CEE

Performance Standards

- Standards in Social Services Overview
- Social Service Directory
- Data Collection to Create & Revise Standards
- Evaluation & Feedback
- Implementation & Action Exercise
- Needs Assessment Instrument
- Organizational Standards
- Planning Performance Standards
- Program Monitoring & Evaluation
- Program Outcomes
- Czech Republic Model
- Save the Children – United Kingdom
- Shropshire County Council – Needs Assessment
- Standards for Quality in Social Services. Ministry of Labour and Social Affairs, Czech Republic, 2002. PDF file
- Structure of Social Services in Czech Republic

Civil Society

- Social Service Restructuring: Building on the Philosophy of Jane Addams and John Dewey. P. D. Tracy & M. B. Tracy
- Fukuyama, F. (1998). Falling tide. *Harvard International Review*, 20(1), 60-64.
- Tracy, P. D., & Tracy, M. B. (1999). *Welfare reform policies and social cohesion*. Paper presented at 45th Annual Program Meeting, Council on Social Work Education, San Francisco, CA, March 10-13.
- Tracy, P. D., & Tracy, M. B. (1999). *Negotiating the boundaries of the welfare state: Changing perspectives of social cohesion*. Paper presented at the Biennial European IUCISD Conference, Civil Social and Social Development, Krakow, Poland, September 23-26
- Changing Perspectives on Social Cohesion. P. D. Tracy & M. B. Tracy
- Definition, Analysis, Purpose of Social Capital.
- Social Choice Dilemma
- Annotated Bibliography for Social Capital/Civil Society
- The Role of the Community in Emerging Social Service Delivery Systems in the United States and Europe: Building on the Principles of Jane Addams and John Dewey. P. D. Tracy & M. B. Tracy

- Focus Group on Collaboration
- Collaboration and Social Capital. P.D. & M. B. Tracy
- Walzer, M. (1999). Rescuing civil society. *Dissent* 46(1), 62-7.
- Musial, D. (1999). Schools as social-capital networks: a new vision for reform *The Educational Forum*, 63 (2), 113-20

Fulbright Senior Specialist in Social Work – University of Bucharest: 8 October–6 November 2004

Martin B. Tracy, Ph.D. was a Fulbright Senior Specialist in Social Work at the University of Bucharest, Faculty of Sociology and Social Work, Bucharest, Romania from 8 October to 6 November 2004. The focus of the Fulbright was to teach social policy related to strengthening community-based government and NGO partnerships engaged in the delivery of social services to the most vulnerable populations in Romania, in particular, and South-East Europe, in general. Much of the material utilized in teaching seminars and individual instruction with students drew on documents generated under the Stability Pact project with the ILO. The specifics of the Fulbright are included on the CD in the files “Fulbright Senior Specialist Program Summary – University of Bucharest – 2004” and “Proposed Details for Romania Senior Fulbright Grant – 25 January 2004.”

Fulbright Senior Specialist University of Bucharest 8 October

- A Framework for Legal and Administrative Oversight of NGOs – 16 July 2004
- Analyzing Community Based Services & Social Capital
- Annotated Bibliography for Civil Society & John Dewey – 27 October 2004
- Barriers for Services for Domestic Violence – 14 October 2004
- Bibliography on Social Services in Central & Eastern Europe – 15 October 2004
- Books & Journals Sent to the University of Bucharest – April 2005
- Building Community and Social Capital – Martin B. Tracy
- Characteristics and Identification of Good Practices – Martin B. Tracy – December 2003
- Child Protection Websites – Central & Eastern Europe
- Comparative Process Analysis Framework – Martin B. Tracy – 2004
- Courses Taught at University of Bucharest by Martin B. Tracy – 2004
- Criminal Justice Websites and References
- Critical Aspects of Partnerships – Martin B. Tracy – 2004
- Defining Collaboration and Related Terms – Walter & Petr – 2001
- Definitions of Poverty – Amartya Sen – 10 October 2004
- Description & Definition of Wrap Around - Burchard, et al – 2002
- Elderly Care Websites
- European Social Welfare Information Network (ESWIN) – 2004
- Examples of Good Practices in Stability Pact Countries
- Fulbright Senior Specialist Program Summary – University of Bucharest – 2004
- Good Practice Models in CEE
- Good Practices in England – Margaret Moodie – 2004
- Good Practices in France – Jacqueline Ancelin – 2004

- Good Practices in Germany – Ingo Bode – 2003
- Guidelines for US NGO Projects – 15 October 2004
- Health Websites
- Kentucky’s Community-based Work Transition Program – 2004
- Legal & Administrative Oversight of NGOs
- Major Policy Trends in Selected European Countries
- Mental Health Websites in Europe – 25 October 2004
- Model Programs in CEE for Persons with Mental and Physical Disabilities – 1 November 2007
- NGO Research and Support Organizations in Romania – 10 October 2004
- Origin of the Railroad Gauge – An Example of Policy Process Evolution
- Overview of Trends in Social Services – France, Germany & the United Kingdom
- Policy Trends in Stability Pact Countries
- Power Point Presentations at the University of Bucharest, October 2004
- Proposed Details for Romania Senior Fulbright Grant – 25 January 2004
- Recommended Texts on Social Services & Evaluation – 29 October 2004
- Recommended Websites on Social Services – 5 November 2004
- Review of the Romanian NGO Sector - Vera Dakova, et al - September 2000
- Romania and Social Services as a Feature of the Stability Pact - 28 December 2009
- Romanian Child Welfare Reform: Progress on Deinstitutionalization. ILO document
- Romania NGO Initiatives for the Elderly - 16 November 2004
- Social Capital for Social Work – Martin B. Tracy
- Social Pragmatism – Perspectives of John Dewey
- Social Work References in University of Bucharest Library – 2004
- Social Work Theories – 28 October 2004
- Street Children Websites – Europe – 2004
- Substance Abuse Websites – 2004
- Towards a Definition of Mental Health & Physical Disabilities – WHO – 15 October 2004
- Web References on Establishing & Managing NGOs – 4 November 2004
- WHO Reports on Mental Health in Eastern Europe – 2001