Country: Kazakhstan

Programme Title: Acceleration of a Digital Social Services Delivery Model to address the needs of the most vulnerable in Kazakhstan

Signature Page

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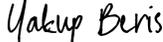
General Information

Fund	MPTF_00209: UN COVID-19 MPTF
Title	Acceleration of a Digital Social Services Delivery Model to address the needs of the most vulnerable in Kazakhstan
MPTFO Project Id	
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Description	In Kazakhstan, the COVID-19 pandemic has severely affected hard-won development gains. The socio-economic crisis triggered by the pandemic is exacerbating the scale of financial hardship among poor families and households and threatens to roll back years of progress in reducing poverty and to leave many, such as children and women from vulnerable groups, deprived of essential services. Never before has the importance of partnership to deliver as one been so important as it is today.
	In the wake of the first pandemic wave, some lessons has been gleaned . An important one is that the Government, agencies and service providers continued to work with beneficiaries within their own silos, as defined by their individual mandates. The silo mentality resulted in the lack of focus on the most vulnerable in society. Unless these lessons are learned swiftly, the further lockdown measures will further entrench this fragmented approach towards those who need the support the most. Four important observations have been identified during the first wave of the pandemic:
	Firstly, interventions that urgently and rapidly address the assessment, targeting and delivery of state social services to the most vulnerable groups need to be tackled in an integrated manner.
	Secondly, these interventions need to be deployed digitally to offset the risks associated with lock downs and other movement restrictions.
	Thirdly, given the ferocious pace of the pandemic, a robust common learning architecture is required to garner and implement insights during implementation, with a view of adapting the response accordingly, while building resilience to contextual risks.
	Lastly, in order to augment the efficiency and effectiveness of results attained in the long term, there needs to be a stronger focus on national ownership to facilitate a sustainable shift from a strong reliance on exogenous short-term funding to longer-term national financing modalities.
	The possible multiple phases of the pandemic mean that **digital transformation tools become ever more important**. This is consistent with line ministries' policies related to both responsiveness to the pandemic but also long-term national development aspirations. As a result, this project **aims to leverage** existing digital tools to deliver a **platform capable of rapidly and efficiently collecting, integrating and processing information on the most vulnerable groups in Kazakhstan, to the broader partner ecosystem that analyzes, targets and processes support for vulnerable groups in an integrated manner.** The proposed project is dedicated to creating a holistic, gender-responsive, seamless and efficient system of effective social support for the most vulnerable groups of society in Kazakhstan, mitigating the effect of socio-economic shocks and upholding the UN principle of "leaving no one behind".
	The catalytic effect of this project is enormous from a financial and project effectiveness and efficiency perspective. The data-centric approach ensures an integrated, one-stop shop that will improve the mobilization of external and national resources. It also augments the efficiency and effectiveness of the project and partner pipeline initiatives by increasing the resilience of the social protection system during crises and its responsiveness to the real immediate needs of the most vulnerable groups in society.
	Finally, one of the most valuable aspects of the project is its strong focus on partner cooperation and a shared risk approach. Whereas the Government will have a key role in setting up and implementing the system, NGOs will have an important awareness-raising role among other actors engaged with vulnerable groups, such as the private sector and academia. The later will make use of the data for research purposes to further curate and disseminate knowledge and help widen the evidence base at country level. The strong approach on co-creation through inclusion of the partner end-users from the outset strengthens relevance and utility of the results going forward.

Universal Markers	Gender Equality Marker	Risk	OECD-DAC
	• GEM2 - GEWE is a significant objective of the Key Activity's overall intent	• Medium Risk	

Fund Specific Markers	Fund Windows	Fund Windows		
		• Window 2: Reduce Social Impact and Promote Economic Response		
	Human Rights Based Approach to COVID19 Response	HRBA integrated		
		• Yes		
	Primary Socio-Economic Pillars	Pillars		
		• Pillar 5: Social Cohesion and Community Resilience		
	Concept Note Type	Type		
		• Funding		
Geographical Scope	Geographical Scope	Name of the Region	Region(s)	Country(ies)
	• Country	• Asia	• Asia	• Kazakhstan
Participating Organizations and their Implementing Partners	Participating Organizations	NGOs	New Entities	Implementing Partners
	• UNDP • UNESCO • UNWOMEN			

Programme and Project Cost	Budget	Agency	Amount	Comments
	Budget Requested		$849,999	
	Total		**$849,999**	

Keywords	• Covid-19 Socio-Economic Impact • Social Protection • Digitization • Innovation

Programme Duration	Anticipated Start Date	Nov 30, 2021
	Duration (In months)	5
	Anticipated End Date	Apr 30, 2022

Comments	

Narratives

Title	Text	Comments
CN_I. What is the specific need/problem the intervention seeks to address? Summarize the problem. Apply a gender lens to the analysis and description of the problem. Be explicit on who has established the need (plans, national authorities, civil society, UN own	For Kazakhstan, the COVID-19 pandemic has significant implications across population groups and key sectors, the full extent of which is still not clear. What is apparent, however, is that the health crisis is driving economic and social changes which are accelerating pre-existing challenges related to levels of poverty, disadvantage and vulnerability. The crisis also threatens to undermine, and reverse significant progress made in recent years, which has seen Kazakhstan transition from lower middle income to upper middle-income status in under two decades and with falls in the poverty rate over three consecutive years with an estimated rate of 8.5% in 2019. The pandemic has already led to a revision of the National Strategic Development Plan (2025) with the support of the UNCT. The Government also initiated two response packages which have included basic income and social support payments, and additional funding of the Employment Roadmap, tax breaks, repayment holidays and preferential loans for small and medium enterprises (SMEs) and the public. Upon the conclusion of the state of emergency, the government adopted a Comprehensive Plan of Economic Recovery for 2020, which comprises instruments and measures to stimulate economic activity, support employment and increase public income.	...

analysis, or citizens).

In support of national efforts, the UNCT has developed a Socio-Economic Response & Recovery Plan (SERP) in August 2020, (see supporting documents) and has worked with partners on the revision and adaptation of its key country strategies and projects in the light of the impact of the pandemic. Aware of the need to ensure that interventions were attenuated to the needs of the most vulnerable the UNDP and UNICEF on behalf of the United Nations (UN) Resident Coordinator Office and in collaboration with the UN agencies conducted a socio-economic impact assessment (SEIA) of COVID-19 on the most vulnerable groups and SMEs between May and June 2020. This had the objective of identifying the segments of population most affected by the socio-economic consequences of the crisis and to understand its impacts.

Between May and June 2020, a detailed Socio-economic Impact Assessment (SEIA, 2020) was carried out. This has provided detailed data on impacts, particularly those on the most vulnerable groups in society. Key issues are briefly grouped and summarized in the table below:

Vulnerable Groups particularly impacted	- Particularly vulnerable groups include; elderly people, people with disabilities, children with disabilities, children living in families of social risk, as well as single mothers, women and children who have become survivors of domestic violence, victims of human trafficking, and migrants with irregular legal status etc. - These groups have, in particular, had to cope with loss of income, restriction of access to social, legal, educational, rehabilitation services, etc. further compounding difficulties they already faced in accessing services even before the pandemic reached Kazakhstan, such as migrants with irregular legal status.
Key economic impact of Quarantine measures and effectiveness of support payments	- Quarantine measures and the state of emergency heavily impacted the most vulnerable groups of the population, 40% of the unemployed and 38% of people on low incomes reported that they could not afford to buy enough food, 43% of this group reported difficulties paying for utilities, 38% of the unemployed and 47% of people on low incomes had to borrow money and/or take loans to pay for essential commodities. - In the first quarantine period, 60.8% of all respondents applied for state financial assistance (a social payment of 42,500 KZT). Of these, 21% received both payments but 41.6% received only one payment, 35.7% of those who asked for help were refused the social payments, with the elderly (71%) and PwD (52.5%) suffering the most rejections. This suggests that the needs assessment system is failing the vulnerable. 40.6% of SEIA respondents stated that the social payments (42,500 KZT) provided significant financial assistance, for 26.7% they partially eased the financial burden. However, for 32.7% of respondents the payments did not solve their financial difficulties. The majority of respondents (53%) experienced difficulties in obtaining state assistance during the first quarantine, and one in five (18.6%) in the vulnerable groups did not receive assistance from the state due to insurmountable registration difficulties.

Specific Impacts on Children	- Children with disabilities are among those most dependent on face-to-face services—including health, education and protection—which were suspended as part of social distancing and lockdown measures and they face extremely high levels of inequalities and challenges accessing services. This emphasizes the importance of enhancing a gender responsive, child sensitive social protection response to COVID 19 with a particular emphasis on those who are both vulnerable. - Families with a disabled child were among the most vulnerable during the quarantine. These families faced restrictions on all medical services provided. More than 50% of parents of children with disabilities believe that deficiencies in medical services will negatively affect their children's health. 58% of parents of children with special educational needs believe that changing the concept of education or suspending education during quarantine may negatively affect their child's development. The growing psychological burden on children is also noteworthy. One in five parents with school children noted a deterioration in their child's psychological and emotional state during this period. In the case of children with disabilities and special needs, the cases of deterioration of psycho-emotional health are more frequent and effects on children's mental well-being, their social development, safety, and economic security
Impacts on Service Delivery	- Face-to-face child services – schooling, nutrition programs, maternal and newborn care, immunization services, sexual and reproductive health services, HIV treatment, alternative care facilities, community-based child protection programs, and case management for children requiring supplementary personalized care, including those living with disabilities, and abuse victims – have often been partially or completely suspended. - The digital divide in Kazakhstan ended up deepening already existing inequalities in the access to quality education. 13% of schoolteachers, 42% of university teachers and 14% of teachers of VET institutions believe that some students did not have the opportunity to participate in the distance learning process, while more than half of children aged 1 to 6 years lost access to educational services. The availability of a smartphone provided an opportunity to study online, however, even with the gadget, some learners could not connect to the Internet, which reduced access to learning. Parents of students from rural areas were 13% more likely to report the problem of low Internet speed. The parents noted the absence of a computer, laptop or even TV in some households. Transition to remote learning has affected the quality of learning, as 70% of the respondents believe that education has become at least a quarter less productive.

Gender Impacts	- Women have experienced the disruptions to service delivery acutely and are also at the forefront of the crisis in health care and social welfare as front-line workers. Firstly, because they had limited access to services they were in particular need of, such as sexual and reproductive health care. Secondly because the disruptions to service delivery resulted in a higher care burden on women and risk to gender based violence further exacerbated by limited hotline support and access to essential services. With children working from home, much of the additional parental care responsibilities fell to mothers, as social norms around the distribution of care responsibilities inside the family is traditionally directed to women. This also restricted women's ability to be economically active. With critical care services for the elderly or for children with disabilities being inaccessible, women also shouldered the additional care burden in this respect. - In addition, a critical impact of the pandemic has been on the education of girls as school closures lead to girls taking on more responsibilities and home chores exposing them to the risks of dropping out of school before completing their education, and this particularly evident for girls with disabilities or living in rural, isolated locations. - Emerging data both global and national shows that since the outbreak of COVID-19, reports of violence against women, and particularly domestic violence, have increased significantly as security, health, and financial tensions and strains have been exacerbated. According to national statistics (Men and Women of Kazakhstan, 2018, https://stat.gov.kz/edition/publication/collection) the prevalence of physical and/or sexual violence against women aged 18-75 is 17% at the national level with 21% of ever-partnered women aged 18-75, reporting experiencing emotional partner abuse, with 7% reporting experiencing economic abuse. These factors are even more acute for families living in disadvantaged circumstances. In addition, survivors who were engaged in income generating initiatives so as to break the cycle of violence, are also more vulnerable due to unemployment. A rapid gender assessment conducted in Kazakhstan in May 2020 found that women respondents aged 25-34 years (16.6%), divorcees (22.8%) and representatives of the lowest-income part of the population (22%) most frequently reported knowledge of cases or experiences of domestic violence during the quarantine

As has been highlighted above, during the pandemic Kazakhstan has experienced major challenges in providing social and health services as well as financial support to vulnerable people. Women, in particular have been less able to access vital information from the government on health, social and legal services. This is despite considerable Government efforts to reorientate service delivery and offer support to key sectors and vulnerable groups. Given that further lockdown measures may well be needed and that the situation in terms of the impact of the pandemic is ongoing (in terms of health and state and private resources) **interventions that urgently and rapidly address the assessment, targeting and delivery of state social assistance to the most vulnerable groups in society, in an integrated and preferably digital manner, must be prioritized**. An important observation during the pandemic was that government agencies and service providers continued to work with family/persons only within their own scope and mandate, disregarding family's vulnerabilities in other areas and opportunities for integrated care.

The Challenge of Current Procedures for Accessing Services
Currently, all social services are subject to an application procedure. When an individual or family is in hardship, various agencies (social, educational, health, etc.) conduct their field-specific assessment of the family's needs by interviewing an applicant to determine the guaranteed package of services within their scope. However, the family/person must independently apply to the multiple government agencies to obtain such social services. This is a lengthy and bureaucratic process (14+ legislative acts) with inefficiencies such as complexity, fragmentation, delay, etc. and, which results in time, effort, cost and frustration on the part of the applicants.

The above description leads directly to the **focus of this project application**, namely *"Acceleration of a Digital Social Services Delivery Model to address the needs of the most vulnerable in Kazakhstan",* which builds upon existing digital tools to deliver a **platform capable of rapidly and efficiently collecting, integrating and processing information on the most vulnerable groups in Kazakhstan, to help analyze, target and process support for key groups.** Ensuring cohesion and joined up responses across and between key social sectors is a priority for ensuring the consistency of the approach so that technically sound and professional support is provided in a holistic manner. Given increases in need coupled with constraints on Government human and financial resources ensuring that sector responses address needs in an integrated way is also a key component of improving the efficiency of service delivery mechanisms and pathways.

This proposed collaborative project proposes **to accelerate and streamline the implementation of the gender-sensitive Integrated Social Services Model** envisaged in the strategic policies of the Government of the Republic of Kazakhstan. To achieve that, it is necessary to introduce an inclusive gender-responsive case management system that will;

- Help increase financing for child and social benefits (through cost efficiencies and improved arguments for increases in funding);
- Lead to Improved routine monitoring of poverty and inequalities and strengthening required levels of gender and vulnerability analysis,
- Deliver improved disaggregated data systems; revised national legislation and by-laws on social work;
- Develop the social service workforce including mechanisms for supervision, workforce capacities and quality assurance of social workers' services;
- Strengthen the role of the Association of Social Workers implementing professional and ethical standards, maximizing use of digital technology.

The intervention will build on the current electronic government initiative and focus on the "**Family Social Card**" being implemented by the Ministry of Labor and Social Protection. **This will deliver integration and synchronization of disaggregated data from key government agencies on vulnerable groups (e.g. health, social, law enforcement and labour) and will result in a one-stop-shop system, whereby all family needs are handled by one case worker per family**. This will strengthen the responsiveness, effectiveness and sustainability of social support and key services throughout the pandemic and beyond. It will particularly benefit women who often bear the heaviest burden in terms of caring for children and the most vulnerable in society.

P_I. Immediate Socio-Economic Response to COVID19 and its impact	The COVID-19 coronavirus pandemic gave rise to a global crisis not only in the health sector but also in almost all areas of social and economic activity of countries. Forecasts about the likely impact of COVID-19 pandemic on the economic and social development have already become a reality. The restrictions caused by the fight against the spread of COVID-19 have a strong impact on the health system, social protection of the population, education and, ultimately, the economy. The burden of these restrictions and impact of COVID-19 is most acute for the socially vulnerable groups, resulting in a reduction in employment and income. According to research, the COVID-19 pandemic has affected men and women differently and has further exacerbated existing gender inequalities[1].	

The first cases of COVID-19 infection in Kazakhstan were registered on 13 March 2020, with state of emergency declared on 15 March 2020 for the period 16 March to 15 April 2020. Subsequently, the state of emergency was extended until 1 May, and later until 10 May 2020.

Quarantine measures in the metropolitan areas and regions included the shutdown of most trade and entertainment facilities, all educational institutions, as well as a complete ban on visiting cities by residents of adjacent localities. The introduction of the state of emergency also resulted in the restriction of domestic and international passenger traffic by all modes of transport.

Economic activity in Kazakhstan was seriously affected by the strict quarantine regime. Moreover, some restrictions were not lifted until April 2021, which also had a moderate negative impact on business activity. The Kazakh authorities had to find the right balance between the need to contain the spread of the epidemic and the desire to minimize the negative impact of quarantine measures on the economy.

On 24 March 2020, President Tokayev announced an anti-crisis package equivalent to USD 10 billion. The focus of these measures was on supporting citizens and business entities who lost their income as a result of quarantine measures.

Key Government measures in response to COVID-19 crisis included the following:

- Medical measures (purchasing medicines, and personal protective equipment, creation of mobile units, additional financial support for medical professionals);
- Payments to individuals and businesses who lost their income;
- Compensation for utility bills to socially vulnerable groups;
- Tax benefits for business entities;
- Gender-sensitive support measures.

In his **Address to the Nation** in **September 2020,** the President outlined the following highlights mainly responding to the challenges brought by the COVID-19 pandemic:

- To fulfil state's obligations in the social sphere 1 trillion tenge ($2.4 billion) has been allocated from the National Fund.
- The pandemic and the transfer of most government officials to working remotely showed that the state apparatus could be reduced by 10% in 2020 and by 15% in 2021. The funds thus saved increased the salaries of the remaining employees.
- To overcome the negative economic consequences, tax breaks were provided to more than 700,000 entrepreneurs, payments have been deferred and an opportunity has been given to refinance loans on favourable terms.
- As an additional aid to small and medium-sized businesses, it was instructed to provide state subsidies for interest rates of up to 6% per annum on all existing loans to SMEs in the affected sectors of the economy.
- The main result of work on the development of SMEs should be an increase by 2025 of its share in GDP to 35%, and the number of employees - to 4 million people.
- Need to develop a unified educational online platform complete with a full set of all the necessary functions for a full-fledged educational process in parallel

- with procedures for returning to the traditional form of full-time education in compliance with epidemiological requirements.
- 150 billion tenge (USD357 million) was allocated for the payment of incentive bonuses to medical workers for the second half of the 2020.
- Development of medical infrastructure.

The ongoing economic crisis in Kazakhstan takes its toll on business activities, especially those of micro and SMEs, with the services sector contracting by 5.6% in the first half of 2020. While the full impact on employment is yet to be assessed, but pandemic-induced quarantine measures caused 45.7% of the labor force to be suspended or laid off during the quarantine[2]. In addition, according to a survey conducted by the Association of Entrepreneurs (Atameken), more than half of the employees of Kazakhstani enterprises were threatened with dismissal during the quarantine. Assessments prepared on the impact of the crisis on local employment vary, but based on recent announcements made by government agencies, on a broader scale, out of 8.5 million employed people, over 2 million are expected to temporarily or permanently lose their jobs.

The measures of social distancing and quarantine introduced by the Government have made significant changes in the labor market. Due to the ongoing changes in the organization of work and the use of remote working methods, the unemployment rate has sharply increased among professions that require traditional skills and workers who have not been able to adapt to new realities. The service sector and industrial production suffered, which led to mass layoffs. To contain the spread of COVID-19, countries closed their borders and blocked the movement of people, which affected the tourism industry. The loss of jobs and the low ability of the labor force to adapt to the new conditions of the labor market will lead to serious social and economic consequences and an increase in the number of poor people.

COVID-19 have had a strong impact on the health system, social protection of the population, education and, ultimately, the economy of Kazakhstan. In 2021, the United Nations (UN) Resident Coordinator Office in Kazakhstan, in collaboration with the UN agencies in Kazakhstan, conducted the first Socio-Economic Impact Assessment (Phase I SEIA) of COVID-19, jointly funded by UNDP and UNICEF, to identify the segments of population most affected by the socio-economic consequences of the current crisis and to assess its impact on those population segments. The key finding of the Phase I SEIA was that Covid-19 had exposed pre-existing inequalities and that vulnerable groups were hit disproportionately by the pandemic and related restrictive measures. Women, People with Disabilities (PWDs), unemployed and self-employed were among the most affected. The analysis stressed that the crisis threatens to reverse the recent human development gains by undermining all of human development's constitutive elements: income (the economy is expected to contract by 3 % for the first time since 1995), health (the pandemic has direct and indirect effects on people´s health) and education (the education system struggles to deliver quality services during quarantines). Especially in the case of shocks, such as the COVID-19 pandemic, a large portion of the population of Kazakhstan was at poverty risk.

During the period 22 February to 26 March 2021, UNDP Country Office in Kazakhstan undertook research for the Phase II SEIA. The aim was to assess the socio-economic impact of the pandemic on the most vulnerable categories of the population, including representatives of SMEs, as well as disadvantaged people. The target groups of the Phase II SEIA also involved categories that were not covered by Phase I SEIA, namely migrants, victims of domestic violence, victims of human trafficking and refugees, as well as asylum seekers and undocumented stateless persons. The main findings of the Phase II SEIA are presented below.

Jobs and Incomes

- About 13 percent of respondents lost their jobs during the quarantine period for various reasons (e.g. to care of children and being sent on leave without pay) and a significant portion (about 42 percent) did not work but 27.7 percent said that they had managed to keep their jobs and salaries. Women were much more likely to say that they stopped working because of childcare (4.3% vs 0.8% of men).

- The main sources of income during the pandemic for most respondents were salaries (62.2%) and pensions (32.2%) but state support / allowances played an important role, especially for women (25.9% vs 13.5% men). 12% said state support / allowances had helped a lot and 25% said that it had helped to resolve some financial and other difficulties. The vast majority of the social assistance was utilized to pay for food (66.7%), utilities (39.7), medicine (16.7%), etc. which suggests that the targeted support was very effective in meeting its objectives.
- The quarantine period had a devastating effect on the financial situation of citizens. Almost 41 percent noted a decrease in their income over the 6 months, of which 7.8 percent lost their income completely. 13.9 percent said their income decreased by more than 40 percent. In only 40.1% of cases did their income levels remain as before.
- Certain categories of the vulnerable were particularly exposed to the risks posed by COVID-19. The highest level of income loss was noted by the 'self-employed' (62.7 percent), while 17.4 percent of them completely lost their income. This group includes citizens without monetary income and permanent employment, who are not officially registered as unemployed, as well as those who are employed in the informal sector. In most cases, the self-employed do not participate in social and health insurance systems, which makes it difficult for them to access social support mechanisms and receive social services. A high level of income loss was also noted by those in the 'unemployed' category, with 57.4 percent experiencing a decrease in income and 23.5 percent losing their income completely.
- To illustrate the consequences, when asked whether it was possible to pay for their utilities, 22.9 percent of respondents said that they did not do so, especially those in the categories of 'large families' (36.5 percent), 'low-income families' (30.1 percent) and 'self-employed' (30.3 percent).
- Most of the respondents (57.5 percent) still evaluate the level of well-being of their family as 'satisfactory, we have everything to improve our lives' but 22.8 percent said they do not live well and a further 6.2% said they live poorly, frequently cannot afford most necessary things. The lowest level of well-being was exhibited by the 'large families,' where almost half (46.4 percent) said that they live poorly, of which 14.1 percent cannot afford most necessary things.

Small and Medium-sized Enterprises (SMEs)

- About one million business entities directly suffered from the pandemic. About 400,000 business entities suspended their activities and subsequently registered in the "Info Kazakhstan" platform to restore their activities.
- The number of SMEs in the service sector decreased, especially in trade (-8.600), transport (-3.300), and real estate transactions (-4.900). During January-September 2020, the share of SMEs in GDP decreased by 30.5 percent and the number of employees of SMEs by 1.6 percent. The number of employees of SMEs in the trade sector decreased by 58,700 people; in accommodation and food by 12,000, and in transport services by 6,700.
- More than 50 percent of the surveyed representatives of SMEs suspended their activities during the emergency regime, the peak being 60.1 percent. The share of female entrepreneurs who stopped their businesses was higher (65.3 percent vs 53.5 percent) compared with male entrepreneurs.
- By no means all SME entities have started working again after a significant relaxation of restrictions at the end of August. Thus, the COVID-19 pandemic had an extremely negative impact on SMEs and the removal of quarantine restrictions did not lead to a full recovery of the activity of SMEs.
- While 67.1 percent did not take any action during the quarantine restrictions, others sent employees on unpaid leave (15.9 percent), dismissed employees (10.6 percent), reduced working hours (9.9 percent) and implemented pay cuts (7.3 percent).
- During the quarantine period, 52.3 percent of respondents continued to pay pension contributions and social contributions to their employees and 50.6 percent provided health insurance but 40.2 percent did not.
- SMEs experienced problems accessing the state support measures. 36.6 percent do not have access to support measures, 24.3 percent do not know how to

apply for help and 10.5 percent applied for support but did not receive it. 12.9 percent of respondents do not plan to apply for help but theoretically have access to it. Only 15.5 percent said they have already received state assistance.

- Of all the support measures available, tax holidays were considered to be the most effective by SMEs (49.4 percent consider it "effective" or "rather effective").
- But more than half found it difficult to answer the question "Please assess the effectiveness of the support measures provided by the government" and about 20 percent consider them ineffective. This indicates a low degree of interest for the forms of state support available to SMEs.
- However there was greater interest for other potential forms of support. The type of support that would result in the greatest positive effect for the development of their business was considered to be tax deductions/exemption (29 percent), reduction of interest rates on loans (26.2 percent) and long-term loans (20.3 percent).
- The vast majority (68.8 percent) had not implemented any new technologies during the six months before the survey, only 8.3 percent had moved to remote work during the quarantine period and 7.5 percent each have implemented new equipment and online services for customers, and 5.1 percent have started to apply new approaches to sales. One a positive note, 48.5 percent do plan to re-orient their business, change the business model and look for new markets after the quarantine.
- The vast majority of respondents (77.7 percent) do not plan to hold business events online after the complete removal of the quarantine, 14.1 percent are ready to move to online format partially and 8.1 percent are ready to move to online format completely.
- In terms of going green, 15.8 percent of respondents are not interested in implementing "green technologies" at all, 27 percent would do it provided that it is subsidized by the state and 2.9 percent provided tax breaks are made available. In terms of plans to implement resource-saving technologies, most respondents found it difficult to answer the question or do not plan to do so (50-70 percent, depending on the scope of technology such as saving water, heat, electricity, gas or fuel), reflecting a low level of awareness about the green economy.

Health and Medicine

- The most negative impact of the quarantine was on family relations in the following categories: low-income families, unemployed, large families, elderly and single-parent families. In response to the question "Have you received the necessary medical care?", 9.9 percent of respondents said that they were unable to receive medical care for various reasons and a further 16.4 percent received medical assistance but noted that it was not provided in full.
- When they were ill, 41 percent said that they received timely help in the hospital and 38 percent said that they received help in a non-hospital setting. However, 13 percent noted that they did not receive any medical assistance and 7 percent said that the assistance was not provided in a timely manner.
- 14 percent of all respondents report a deterioration in their health during the quarantine period. The unemployed were the most affected by the quarantine, with 21.1 percent saying that their health status had deteriorated. The equivalent figures for the low-income families and the elderly was 19.4 percent and 19.2 percent respectively. The possible medium to long term deterioration in health has yet to be assessed.
- There is a rather low level of confidence in vaccination against coronavirus infection. 53 percent of respondents said that they would not be vaccinated under any circumstances and a further 18% found it difficult to respond to whether they were willing to be vaccinated or not.
- The qualitative expert analysis highlighted a set of other issues regarding people with disabilities (PwD): they often did not find themselves in the lists of those who were entitled to receive state help such as 50,000 tenge, 'Biz birgemiz', food packages, etc. and often could not obtain reliable information via the contact center 1414; socially vulnerable segments of the population were seriously affected by the shortage of medicines in pharmacies during the outbreak of the pandemic; day care centers for disabled children were closed,

requiring one of the parents had to stay at home and resulting in the loss of that part of the family income; difficulties were experienced in moving to distance learning for children with special needs due to lack of devices, skills and access to the Internet.

Healthcare Workers

- Only 61.3 percent of healthcare workers were provided with Personal Protective Equipment (PPE) in full but in rural areas this percentage decreased to 58.7 percent.
- During the pandemic, the healthcare system did not organize a fully effective system of diagnosis of COVID-19 among healthcare workers "in the frontline" of fighting the pandemic. 11.8 percent could not answer whether they had suffered from coronavirus. This means that there could well have been asymptomatic carriers among them. The lack of PPE for medical workers and population and lack of certainty among the front-line staff as to whether or not they had suffered from coronavirus suggests they could have inadvertently spread the coronavirus infection to patients and families.
- The average salary in the healthcare system is one of the lowest in the economy and is 23 percent lower than the national average. More than 30 percent of the surveyed employees of the healthcare organizations assess their well-being as "not very good", they have to deny themselves many things and more than 3 percent of the respondents cannot afford the most necessary things.
- Almost half of the respondents from among healthcare professionals experienced an increased workload during the pandemic. More than 23 percent of healthcare professionals have a workload in excess of one wage-rate but only 37 percent of respondents received additional payment for the overtime worked. 33 percent of respondents noted that the overtime allowance was not paid.
- The low level of the incomes of healthcare workers is illustrated by the fact that 44.1 percent used the additional payments for food products and 27.6 percent for medicinal products and treatment.
- 17.2 percent of the respondents in healthcare believe that their well-being has remained consistently low, and another 10.3 percent observe deterioration of their well-being.
- As a result of the additional physical and emotional stress caused by the COVID-19 pandemic, the likelihood of emotional burn-out of medical workers is high. While 31.3 percent noted that all necessary preventive measures are provided (to prevent burn-out, excessive load and emotional stress), 32.8 percent believe that the measures are partially provided but not all or everywhere, etc. and a further 35.9 percent noted that the necessary preventive measures are not provided at all.
- 20.2 percent need psychological help and, in their opinion, receive it. But another 25 percent also need help but do not receive it at present.

Educational Services

- The vast majority (92.7 percent) of respondents parents with school age children and students) noted the move to distance learning during the restrictions.
- Yet 48.9 percent of respondents indicated that they are not satisfied with its speed and quality (30.7%) of their Internet connection and 25.4% do not have an internet connection at all. This inevitably had an impact on the quality of distance learning for those children and students.
- Even if they are lucky enough to have internet coverage, the fact that 40.6 percent of the respondents do not have a computer or laptop for learning continues to be a major cause for concern. The device most frequently used (53.5%) for distance learning is a smartphone.
- Mothers continue to be the main source of help for children undergoing distance learning (52.3 percent) compared to only 7% of fathers. The Phase I SEIA had already identified the strong gender dimension, which is confirmed in Phase II SEIA.
- The evidence presented in Phase I SEIA demonstrated that the educational system was not prepared for distance learning. Unfortunately, the Phase II SEIA shows that this remained the case in 2021.

- A multitude of distance learning platforms are used, with the most common being Zoom (25.5%) but many parents were not aware of the platform (23.8%) that is being used.
- Furthermore, only half of the respondents note the availability of basic training materials, and 43.5 percent the availability of additional materials.
- Unsurprisingly, almost a quarter of the respondents (24.2 percent) do not believe that the educational institutions have created the necessary conditions for online learning.
- An important new issue is the fact that almost a quarter of respondents noted that their children study independently and nobody attends to their learning needs (22.5 percent). This could have important implications for the educational attainment of those concerned.
- 15.3 percent of respondents have children with special educational needs but only 0.4 percent of respondents noted that the training is carried out according to a special program.
- The impact of the pandemic estimated to affect the learning loss and the average learning outcomes will fall by 6%;
- These losses and negative implications are going to affect the already vulnerable and disadvantaged families.
- Even short-term school closures will widen the reading achievement gap and other literacies between children from poor and rich households.
- By the estimation of the World Bank, if a child born in Kazakhstan before COVID-19 was expected to fulfill just 63 percent of her or his potential, it's clear that the pandemic will further limit their opportunities for growth, and especially those from the vulnerable families.

Migrants

- In 2020, the level of migration decreased by an average of 40-50 percent compared to 2019, for example, the number permits issues to labour immigrants.
- Most of the migrants were employed in the trades such as markets and construction. The state of emergency and related restrictions meant that most migrants lost their only source of income.
- The state of emergency also led to restrictions on the movement of migrants, as borders were closed and international traffic was suspended. Migrants who wanted to return to their homeland experienced major difficulties, as movement was cut-off.
- The most systemic problem is connected with the access of migrants to medical services. Migrants rely on paid medical services as they are not members of Compulsory Medical Social Insurance (CMSI) system. The lack of access to medical services during state of emergency had a negative impact on the health of this group.
- The state guarantees access to secondary education. However, there were problems in ensuring access of migrant children to distance learning. Families of migrants experienced difficulties transitioning to distance learning because of the lack of laptops, computers and tablets.
- Another significant problem is that the children of migrants under the age of sixteen are not registered there is no reliable information on their number and this their socio-economic situation.

Domestic Violence

- The state of emergency and quarantine caused an increase in the number of domestic violence cases. The Ministry of Internal Affairs statistics show that the level of domestic violence during the quarantine period increased by 41.7 percent compared to the same period in 2019.
- During the 8 months of 2020, the police received 130,000 reports of domestic violence. However, only 30,000 administrative proceedings and 2,500 criminal proceedings were initiated.
- Only in 25 percent of cases of domestic violence, were family aggressors brought to justice. In other cases, victims either refuse to submit an application under pressure from their relatives or withdrew their applications for various reasons.

Refugees, asylum seekers, undocumented stateless persons

- Most refugees and asylum seekers lost their income and means of financial support, as many of them work informally due to their temporary status.
- Due to their legal status, refugees and asylum seekers are not entitled to social assistance provided by the Government to the affected population. They become particularly vulnerable during lockdown.
- Many refugees have been living in Kazakhstan for several years but the temporary nature of refugee status does not allow them to become naturalized in Kazakhstan, regardless of their residence or family ties with Kazakhstan, which further restricts their rights to access official employment, medical services and all forms of social protection and assistance, including disability benefits, child benefits, maternity benefits, pension benefits and unemployment benefits.
- Poor integration into society and discrimination and stigmatization of refugees was observed.
- The COVID-19 crisis has further exacerbated the situation of undocumented stateless persons. The absence of identity documents restricts access of undocumented persons to basic human rights, such as the right to qualified medical care, the right to education, the right to work, the right to social protection and benefits, as well as restricts access to housing, which makes them vulnerable, increases the risk of subsequently becoming victims of trafficking for sexual or labour exploitation, forced labour or slavery.

Human Trafficking

- The majority of respondents believe that COVID-19 pandemic has worsened the situation of victims of human trafficking which also rendering more visible the existing gaps in national systems to combat human trafficking.
- According to the Committee for Legal Statistics and Special Accounts of the State Office of Public Prosecutor of the Republic of Kazakhstan, in 2020 120 offences were registered under eight articles of the Criminal Code, associated with the human trafficking in one way or another, which are 62 offences less than in 2019.
- However, significant growth is noted under two articles two articles with direct link to human trafficking "Human trafficking" and "Minors´ trafficking", show a six-fold increase.
- It is worth noting that in 2020, out of the 43 offenses listed under Article 128 "human trafficking", 41 cases were registered in the city of Shymkent and a similar situation is observed under article 135 "underage trafficking" where 11 of the 20 offenses were also registered in the city of Shymkent.

To read more about the Immediate Socio-Economic Response to COVID19 and its impact please refer to the "Report on Phase II of the Socio-Economic Impact Assessment (SEIA) of COVID-19 outbreak in Kazakhstan" in the documents section titled "SEIA_II_07.07.2021 Kazakhstan".

[1] UN Kazakhstan Covid-19 Socio-Economic Response & Recovery Plan UN COUNTRY TEAM KAZAKHSTAN 2020; THE IMPACT OF COVID-19 ON WOMEN'S AND MEN'S LIVES AND LIVELIHOODS IN EUROPE AND CENTRAL ASIA: Preliminary Results from a Rapid Gender Assessment, 2020

[2] According to the MOLSPP data

CN_II. Results expected to be achieved and a clear explanation of tangible results or changes that will be achieved through this collaborative programme	In an environment where human and financial resources available for essential care and services are constrained, such as during the COVID-19 pandemic, better information for planning and targeting and more efficient service delivery is also critical. The proposed project is dedicated to creating a holistic, gender-responsive, seamless and efficient system of effective social support for the most vulnerable groups of society in Kazakhstan, mitigating the effect of socio-economic shocks and upholding the UN principle of "leaving no one behind". It does this by focusing on ensuring faster, more integrated and efficient action can be taken to address vulnerabilities in the COVID-19 context. It directly reinforces and complements the Covid-19 Socio-Economic Response & Recovery Plan (SERP) and is also fully aligned	...

Describe the results expected to be achieved and how it contributes to the Covid-19 response and the SDGs. Describe programme approaches, methods, and theory of change, and explain why they are the appropriate response to the problem. Please highlight a) how the solution(s) is data driven (especially on population being targeted) b) if and how it employs any innovative approaches; c) if and how it applies a human rights-based approach and how is it based on the principle of "recover better together" d) if and how the theory of change reflects the Gender Equality Marker score selected in this solution	with the Government of Kazakhstan's National Strategic Development Plan (2025). The latter is aligned with a human rights-based approach with its focus on the inclusion of vulnerable groups.

<table>
<tr><td>The Family Social Card - Building on Innovation</td></tr>
<tr><td>The foundation of the gender-sensitive Integrated Social Services Model is the roll out of a modernized Family Social Card. The Family Social Card allows the mapping and disaggregation of data from a variety of government information systems allowing a family's social status to be determined swiftly and effectively and to **proactively identify families in hardship and identify risks.** Dimensions that can be measured, assessed and tracked include; violence against women, forced unemployment, burden of unpaid care work and equitable access for men and women, the provision of social benefits and access to support services for children and vulnerable groups.</td></tr>
</table>

Updating of the Family Social Card builds on current efforts by the Ministry of Labor and Social Protection (MoLSP) and will help optimize and coordinate the efforts of disparate government agencies and help ensure that assessments of vulnerability are based on the principles of equitable access and universal coverage based on need. It will enable information sharing between **all public services without the need for individual applications for support to each agency or service and regardless of an individual citizen's access to the resources of government agencies. This will reduce time, effort and cost while also streamlining the decision-making process, enhancing take-up of eligible benefits / services and reducing administrative errors and other processing biases.**

Strengthening and developing integrated approaches towards family support will strengthen links to a range of services that can help address and prevent vulnerability and tackle gender inequality. These include connections that are made within the social service workforce to extend support services such as social protection programming, protecting women from violence. An integrated, one-stop shop framework will also considerably improve the mobilization of resources and the efficiency of the process as well as the coverage of the families in hardship, increasing the resilience of the social protection system during crises and its responsiveness to the real immediate needs of the most vulnerable groups in society.

The key **outputs** of this project are:

(a) **Integration of disaggregated data from key government agencies on vulnerable groups**, for example; health, social, law enforcement and labor, into   a newly created database.

(b) **Expansion of the criteria for assessing the family's (person) vulnerabilities** with specific focus on data thus enhancing it in line with international good practice. Currently, 19 indicators are gathered from information resources of government agencies. This includes information on; employment, income, health status, disability, children, housing, exposure to violence, etc.   This results in an assessment of the level of social risks and the family well-being. Information from some government agencies (e.g. education, health, justice) were only developed recently and information is incomplete.

(c) **Upgrading of the existing digital "e-government" platform of the Republic of Kazakhstan** by means of necessary additional integrations with ca. 9 relevant state and non-state government agencies connected with the Family Social Card, as well as the development of mobile applications for social workers (i.e. to insert the Family Social Card data into the centralized database via tablets).

(d) **Enhancement of educational services and support for the most vulnerable families** and learners based on the identified needs generated by the Family Social Card Data

The main value added of the project is its strong focus on partner cooperation. There are two tiers of partners. Whereas the government and the four implementing UNCT partners are both project implementors and users of the project and the consolidated data base, the second tier of partners constitute the end users of the project key deliverable: a consolidate data base. By including the end-users from the outset they help co-design the process, and final product, thereby ensuring relevance and utility of the results. A detailed description of the roles and contributions of the first and second tier end-users will be developed in the final project document. This will include a quality control element that will be strongly tied to the M&E framework and associated learning framework. The project results will leverage the partners (tier 1 and 2) comparative advantages and adopt a phased approach that will sequence the above results that will be delivered after 6 months (short term), 12 months (medium term), and 18 months (long term).

With an updated Family Social Card in place and an Integrated Model of Social Services then available it is expected that the following intermediate outcomes will be realized; A detailed more granular presentation of short (6 months), medium (12 months) and longer term (18 months plus) outcomes will be developed during the project formulation process

1	Enhanced ability to Identify the families (persons) in hardship automatically in order to intervene and prevent household deterioration, dysfunction and crisis;
2	Established capacities to assess comprehensively the needs of the family (person), making accommodations for the individual characteristics of each family member;
3	Created a system to maintain comprehensive, sex, social status such as disability and age disaggregated and updated information on vulnerable families (persons) with the possibility of an in-depth analysis of the social inequality in five main spheres of life (social conditions, employment, economic conditions health, education, housing conditions);
4	Consolidated the efforts of various agencies to provide the most effective support measures to the family (person) especially focusing on vulnerable groups and enabling early withdrawal from hardship;
5	Strengthened capacity of public institutions to implement gender-sensitive approaches and the principle of "do no harm" and "leaving no one behind";
6	Increased information and knowledge on issues of gender inequality through monitoring and evaluation of the integrated model ensuring that the digital gender divide is addressed at home, at school and in the wider community so that no girl is left behind;
7	Empowered adolescent girls through creating adolescent friendly awareness on GBV prevention and response, as well as sexual and reproductive health information and services. These measures can help reconnect girls with important services and educational opportunities;
8	Strengthened capacities of national education authorities and service providers' capacities to use information to help ensure policies and services are geared toward the learning needs and well-being of children and students from identified vulnerable families.
9	Enhanced digital skills amongst target stakeholders (including women from vulnerable groups such as rural women and the most vulnerable learners, survivors of violence) to effectively use ICT to access services and support on education, health, entrepreneurship, social protection;

10	Expanded employment opportunities particularly for unemployed women, living in rural areas, women , women working in informal sector of economy and survivors of violence as a result of acquired skills in application of ICT/digital knowledge;
11	Strengthened implementation structures (local government/public services/social workers) to support gender equality and women's empowerment with specific focus on women who are left behind or/and experiencing discrimination through the provision and used of better data
12	Optimized the ability of government agencies to assess social risks and family needs;
13	Developed a clear gender-sensitive process of care and service provision, including referral pathways and clearly allocated responsibilities;
14	Improved the efficiency of budget planning based on real problems and needs of the society.

The expected immediate impact of the Integrated Social Services Model is: **"The most vulnerable groups in the society, especially women and children, benefit from the integration and synchronization of data from key government agencies on vulnerable groups through a more efficient gender-sensitive process of qualifying for state support and better access to social services**

More specifically, the implementation of this project will have long-term outcomes/impacts in three major areas.

First, it will have a long-term impact on the welfare of the most vulnerable groups of society in Kazakhstan. It will enable the **institution of effective support** for the entire life cycle to detect and address the needs/vulnerabilities of each family member/individual. A better understanding of vulnerability will enable more focus on early intervention and prevention at community and family level and ensure the planning and delivery of effective services and support (including addressing domestic abuse and violence). Whilst important at all times, during particularly challenging periods such as those faced during COVID-19, an enhanced ability to undertake early intervention and prevention, rather than merely addressing the consequences of vulnerability as is currently the case, will represent a major step forward enshrining the principle of "recovering better together" by building resilience and more effective service delivery for the future.

Second, the **principle of 'digital by default'** will permeate this project in all relevant sectors. Women and child-cantered services will be prioritized, with a particular focus on gender responsiveness and the **equity of access.   This will ensure that the introduction of newly e-enabled services in health, education and social protecti**on will enhance the effectiveness and accessibility of public services in times of lockdown and social distancing. This could be of particular significance to **women** who often face mobility constraints, an issue that is reinforced by COVID-19. The result would be **game-changing investments in connectivity** and digital public goods that support social services alongside complementary investments in **digital literacy and regulations** that help ensure equitable social development. The COVID-19 outbreak has reiterated the importance of connectivity and availability of data, as it is critical to implement distance learning programmes, open source educational applications, and digital tools and platforms so as to be able to reach people remotely. In addition, the application of acquired skills and knowledge on digitalization will play a key role in ensuring that women and others **from vulnerable groups** can safely obtain relevant social support.

What is Digital By Default?

'**Digital by default**' **means** making services so easy to access online so that it becomes the natural place for people to go to.

Finally, the proposed project would also **strengthen the delivery and scope of educational services provided by national authorities to vulnerable families,** which are critical in times such as the current pandemic. Expanded Family Social Card criteria will enable better assessment of a family's vulnerabilities in the education sector enabling national education service providers to be more effectively guided and capacitated to address their specific learning needs. This will help to prevent learning loss, drop-out and will enhance the development of the necessary skills for quality learning. It will enable focused support to be provided to the most vulnerable families and learners including those with children with special needs. Women that are caregivers for such children, will be provided with support to improve not only their ICT skills, but also their socio-emotional well-being and mental health.

Summary of the Theory of Change

Health and socio-economic challenges exacerbated by the COVID-19 pandemic have highlighted difficulties and challenges associated with the delivery of key services and social safety nets, particularly to vulnerable groups. Current service provision is fragmented with multiple application and assessment processes required.

This project aims to provide long term solutions on data collection and service delivery that enables more effective mapping of the most vulnerable families and data sharing amongst agencies which will allow more integrated and effective service provision during the current pandemic but also beyond, building long term resilience and reduced vulnerability of both systems and people in the future as well as developing digital services and access to them.

The UNCT has selected the following SDG as those of most relevance to the project:

- **SDG10: Reduced Inequalities:** it is anticipated that the project will have a significant impact in helping to address and reduce inequalities by improving equitable access to services and access by the most vulnerable.
- **SDG 5: Gender Equality:** project interventions have a clear focus on addressing gender issues and inequalities and improving women in particulars access to information and services
- **SDG 16 Peace, Justice and Strong Institutions**, by addressing vulnerabilities and supporting efforts to promote equity and responses to gender violence greater social cohesion will be promoted

In addition to the focus on three SDG highlighted above the project will make significant contributions to the achievement of:

SDG 8 Decent Work & Economic Growth by the provision of more accurate information on employment opportunities

SDG 4: Quality Education: project interventions will build capacity and ICT skills in particular. And atan institutional level it will help address challenges affecting the education sector's ability to support the most vulnerable children and cater for specific needs.

A more detailed theory of change will be developed during the project development phase whereby the results chain from inputs and activities, to outputs, outcomes, development objective and long-term outcomes will be clearly spelled out.

| CN_III. Catalytic impact and nexus Describe how the intervention is catalytic by mobilizing or augmenting other financial or non-financial resources including from IFIs, foundations, the private sector. Describe how the proposed | The unfolding socio-economic impact of COVID-19 crisis demonstrates the need for catalytic activities which augment existing activities. **The catalytic effect of this project is enormous from a financial and project effectiveness and efficiency perspective. The project takes existing electronic government activities and integrates, streamlines and enhances them in a rapid, gender-responsive and coordinated manner.** Thereby, with relatively little effort, cost and time, it has the capacity to transform the fortunes of the most vulnerable groups in society, at a time when they are even more dependent on state support. This project has the potential to catalyse the activities of nine government agencies which impact crucially upon peoples' lives. As a result, the benefits and services available to them will be processed more effectively, thus strengthening the social safety net at a crucial time. In laying the foundation for an Integrated Social Service Model through an effective Family Social Card it establishes an integrated ecosystem of the relevant government agencies and thus the basis for long term and sustainable social support. In doing so it will also help to build more effective and inclusive Government and strengthen the voice and participation of citizens, especially the most vulnerable and women. | 17. The proposal will create a database and from that database improve social, health and education services for vulnerable families. It is digitally focused, LNOB focused, and has the ability to unlock additional resources. It is phased as well. |

intervention supports medium to long-term recovery for example by enabling other actors to engage, generates an enabling environment for longer-term development.

COVID-19 reinforces the importance of nimble and effective responses to emerging development challenges by leveraging resources from IFIs and global instruments. The socio-economic crisis triggered by the pandemic is exacerbating the scale and depth of financial hardship among poor families and households and threatens to roll back years of progress in reducing poverty and to leave many, such as children and women from vulnerable groups, deprived of essential services. It is important that the Government can **measure and monitor the multidimensional aspects of poverty and deprivation** (access to health, education, nutrition, etc.) **and adjust public policy to emerging needs**. **Thus, t**here is a need for a dedicated strategy that addresses the multiple sources of accelerating poverty and vulnerability, with a focus on all the key target groups of vulnerable people** by utilizing international good practice methodologies (e.g. poverty line) and mitigating the impact of the current and possible future phases of the COVID-19 pandemic. The enhanced Family Social Card will play a crucial role in this process.

The project will also play an important role in helping to ensure that Government planning and service delivery is demonstrably more evidence based and more efficient and effective. It is anticipated that this will also enable the Government of Kazakhstan to leverage further financial and technical support from IFI's and the Private Sector. It is worth noting that the World Bank entered into a new Country Partnership Framework this year covering the period 2020-2025 which has as a cross cutting theme more effective governance and strengthened market and social institutions which is very much in line with the objectives of this project. Better quality and timely information on needs and vulnerability will also enable the Government to have more effective dialogue with NGOs and private sector institutions concerning their engagement in efforts to support vulnerable groups.

The possible multiple phases of the pandemic mean that **digital transformation tools become ever more important**. This is consistent with line ministries' policies related to both responsiveness to the pandemic but also long-term national development aspirations. Examples of benefits at a sector specific level that this project may help to bring are briefly highlighted in the table below (these will be expanded and built upon in a full proposal). Data enables governments to understand the impact of policies and improve collective action towards service delivery. Strengthened data granularity, trained staff, connected databases, and partnerships among and between national and regional partners help ensure efficient use of resources in a sustainable (including financial sustainability) manner with respect to shaping successful national data systems. Consequently, the project aims to improve interoperability of public data among multiple stakeholders across policy, program and research spheres that contributes to the increase of development efficiency and impact among government and its partners including select IFIs, private sector and CSOs.

Skilling & Employment	- Enhanced digital skills and literacy will help support the government and private sector in identifying gaps and challenges related to decent employment opportunities with a special focus on vulnerable women. This could help with better targeting of skills development capacitating people with technical and soft skills that empower young girls and women in particular - but also other vulnerable groups with access to skills, based on Science Technology Engineering and Mathematics (STEM) approaches and life skills. - Also, the digital skills will support the government and private sector in bridging a recognized gap and shortage of ICT experts and will provide opportunities to engage vulnerable groups and women with necessary ICT skills enabling them to engage in market gaps in this area.
Education	Proposed interventions in the education sector will help Kazakhstan´s government to find new ways to address long-term learning needs by focusing on addressing learning losses and preventing dropouts, particularly of marginalized groups identified via the Family Social Card.
Health	Better access to information on health status and disability will enable the more effective planning of service provision to those groups and areas most in need - including the provision of specialist services for example; for victims of sexual and gender-based violence or children with special needs
Social Safety Nets and support	More disaggregated and accurate data will allow better targeting and design of social support packages so that they meet the needs of and are responsive to changes in the situation of the most vulnerable groups.

On education more specifically; as a result of school closure and challenges with connectivity and bandwidth, education has been interrupted for many learners, especially the most vulnerable living in remote rural areas. This joint programme will establish close connections with GIGA, a financing initiative to connect every school in the world to the internet and every young person to information, opportunity and choice. In line with UNCT Socio-Economic Response & Recovery Plan, affordable access to connectivity therefore provides opportunities to improve the reach and quality of education. The Government of Kazakhstan has expressed its interest and commitment at the highest levels, with Prime Minister supporting GIGA, as this is aligned with and will contribute to achievement of the Digital Kazakhstan State Program, which is designed to accelerate growth of the economy and improve the quality of citizens' life. **A Letter of Intent has been signed to lead the GIGA initiative in the Central Asia region, demonstrating the ability to catalyze funds**.

Kazakhstan plays an important role in the development of the wider region as a member of the Commonwealth of Independent States, the Turkic Council, the organization of Islamic Cooperation and the Organization for Security and Cooperation in Europe (OSCE) it has wide ranging influences and networks which allows it to both be a recipient of ideas but also to play a major contribution in generating and sharing best practice with its neighbors in the Central Asia region. In recognition of this the Government of Kazakhstan, with the support of UNDP, created the Astana Civil Service Hub in 2013 with the aim of; (a) analyzing current reforms of civil service in countries of the region; (b) strengthening cooperation and build capacity of professional and expert networks; (c) creating conditions for and

establishing an institutional platform for continuous exchange of best practices; (d) to implement joint programmes and projects; (e)to improve the system of civil service and public service provision within the region. The existence of this platform and other networks also provides opportunities to share lessons and impacts of this project more widely.

Finally, from a financial sustainability and partnership perspective, the grant will have a catalytic effect as it will leverage additional partner finances and resources The proposed project will inform the preparation of pipeline activities and ongoing UNCT and partner projects .The grant is expected to increase the knowledge base through the generation of a more granular evidence based with the view of increasing the efficiency and effectiveness of ongoing, and forthcoming projects. The grant will also help leverage another $350,000 from UNDP that are funds mobilized from government of Kazakhstan that together will help strengthen the efficiency and effectiveness of a larger government funded project, as well as other partner initiatives targeting the most vulnerable groups. The contribution by the Government from the outset demonstrates a strong commitment and ownership from the government that reinforces the likelihood of a force multiplier effect and pave the way for a gradual shift from short-term funding to longer term ,national sourced, financing modalities. In addition, the UNCT will provide in-kind contributions, amounting to an estimated 150,000 USD, in the form of 15 staff members who will provide technical assistance and project oversight in support of the national partners. Given the strong focus on integrating a learning agenda in the M&E framework, these resources will play a pivotal role in cementing partnerships by maximizing cross institutional knowledge generation among partners. [See below cover page section for overview of an initial cost estimate of partner finances and resources that will be leveraged. This will be further detailed in the project proposal]

Together, the grant will have an impact on ongoing and future UNCT activities related not just to the national level COVID 19 Response but also towards the strengthening of contextual resilience of vulnerable groups to risks associated with the pandemic and other structural weakness. At the strategic level, they contribute to the development of institutional policies and approaches to working in pandemic affected contexts, foster ideas for new instruments, and create evidence-based knowledge for addressing pandemic challenges whilst simultaneously addressing longer term structural challenges to vulnerability. At the analytical level, the grant will enhance new projects by UNCT and the broader partner ecosystem through diagnostic and analytical support, local capacity building, and knowledge dissemination that are crucial aspect when dealing with digital literacy and the concept of "digital by default" . At the implementation stage the grant in support of a consolidated data base will increase project efficiency in pandemic affected contexts by promoting and adopting vulnerability sensitive approaches and innovative solutions that will add value to UNCT, government and other partners initiatives targeting the most vulnerable.

CN_IV. Who will deliver this solution List what Recipient UN Organizations (no less than 2 per concept note) and partners will implement this project and describe their capacities to do	The proposed project is high profile and urgent to implement in order to protect vulnerable groups in time when poverty, inequality and vulnerability are accelerating at an unprecedented pace, width and depth. Given the importance and profile of this initiative, it will be **coordinated by the RCO and implemented by UNDP, UNICEF, UN Women and UNESCO**, which will leverage their combined comparative advantages to ensure that this immediate Covid-19 challenge is addressed. The Government is devoting increasing levels of policy attention and has commenced large-scale initiatives to achieve social protection for all, especially the most vulnerable. There are two implementation mechanisms for the project in terms of oversight and implementation. The project will also include a robust Monitoring &	...

so. Include expertise, staff deployed, as well as oversight mechanisms that determine the monitoring and evaluation (M&E) arrangements and responsibilities. Use hyperlinks to relevant sites and the current portfolios of RUNOs so the text is short and to the point.

Evaluation framework with a strong learning agenda to ensure swift use and application of the consolidated database by the UNCT, government and partners across policy, program and research spheres:

UN System: the UNCT has developed a mechanism to deliver an integrated socio-economic response to COVID-19 (i.e. the Social and Economic Response and Recovery) and this will form the basis for the internal UN oversight mechanism;

Government: the Vice Minister for Social Services (Ministry of Labor and Social Protection) will chair the project board to ensure national ownership.

Specific project management modalities (including the formation of the project board) and a detailed M&E Framework will be developed along with the full proposal. As previously mentioned, four UN agencies will be specific recipients of project resources. Key roles and responsibilities related to this are highlighted below.

- **UNDP** will support testing and scaling-up of new models of social protection platforms for better targeting, focusing and strengthening service provider capacities. Building on its experience in creating digital platforms with government partners [(e.g. the portal of social services)](). UNDP will focus on developing innovative digital solutions, allowing for a tailor-made approach in service delivery at scale to people with disabilities, the elderly, and those with large families. Digitalization of such services will be tested for emergency situations to ensure uninterrupted delivery to vulnerable groups. Currently UNDP supports redesign of the [Digital Kazakhstan Program]()and will make sure this initiative is aligned with it. Learning from implementing the UNDP Rapid Finance Facility will also be integrated into the project design and implementation process. A team of 5 technical staff will be engaged in this project.

- [UNICEF]() will lead the institutionalization of case management practices that need to support the introduction of the concept of integrated, e-enabled service delivery, to address an individual child's (and their family's) needs in an appropriate, systematic and timely manner, through direct support and/or clear referral pathways. UNICEF will work with national stakeholders to strengthen shock responsive social protection system that enables scale up of gender-sensitive social services for children during COVID-19 response, including by implementation or scaling of digital public goods for children and their families. This will be done with specific focus on the needs of women and girls. A team of 5 technical staff will be availed to support this project

- **UNESCO** will focus on improving the services related to education and learning, including socio-emotional support for families and children at risk in accordance with its [support to education disruption](). Through targeted training and guidance, UNESCO will work directly with those who oversee preparing, managing and monitoring education, so they are capacitated to ensure policies geared toward the needs of children and students from identified vulnerable families. With its long-standing experience in implementing ICT in education, UNESCO will work with national education authorities on developing special programmes to facilitate the continuation of learning using technology and non-technology reliant means (i.e. UNESCO Self Learning Programmes), the return to learning, and catch up on missed early learning opportunities and

education milestones for vulnerable families. This work will also include ensuring digital literacy and ICT skills of the most vulnerable learners. It will support marginalized families, especially women who become even more vulnerable in times of emergencies to cope with individual, family and interpersonal hardships, including based on such UNESCO guides as [Life in the times of Covid-19: a guide for parents of children with disabilities](). A team of **2** technical staff will be engaged in this project.

- **UN Women** will support scaling-up of the system of social support services for survivors of violence by integrating electronic database component specifically targeting early prevention and detection of violence in the family and by widening access to special social services for survivors of domestic violence. Digitalization of such services will be essential, especially during the lockdown when access to quality essential services is limited, to help women without recourse to cope or escape situations of violence. Also, given the existing gender digital divide, women and girls, especially those who face multiple forms of discrimination, may not have access to a mobile phone, computer, or internet to access services or be able to safely use these at home as they may be closely monitored by the perpetrator and other family members. Thus, it is important to ensure that the social worker has means of contacting and monitoring such families, and that the protocol for violence survivors' detection is well-designed. UN Women will build on its existing expertise in developing and commissioning electronic database on cases of violence against women, render expert support in developing and integrating specialized module into the social services map and build capacity of stakeholders (local administrations, law enforcement bodies, social workers, civil society organizations etc.) in early identification of social risks, prevention and referral in response to violence against women. UN Women will provide 3 staff members to support the implementation of this component.

The key National partner in project implementation will be the Ministry of Labour and Social Protection of Population, which is in charge of social services delivery and leads the Government efforts to address the needs of the most vulnerable. UNCT has been partnering with the Ministry for a long time working on different policy solutions aimed at improving the quality of life of the most vulnerable.   In addition, other stakeholders will be closely engaged including the Ministry of Education and Science, Ministry of Healthcare, Ministry of Digital Development. Whereas the government will have a key role in setting up and implementing the system, a set of secondary level partners [end users of the integrated data] will be developed at the project formulation stage. These will include NGOs and private sector organizations who are frontier actors when dealing with engagement of vulnerable groups. NGOs will have a potential important role with respect to awareness raising among other actors engaged with vulnerable groups such as the private sector and academia who will make use of the data for research purposes to further curate and disseminate knowledge and help widen the evidence base at country level.

The final project proposal will also reflect the roles of other resident and non-resident UN Agencies' and partners knowledge, expertise and networks with a view of leveraging them to maximize impact, learning and swift replication and scaling up of the project results at country and regional levels, where possible.

P_V. Target population	According to the statistics from the Ministry of Labour and Social Protection of the Population, the Family Social Card will benefit around 8 million people in Kazakhstan that are considered to be the members of vulnerable groups. The table below summarizes the categories of population that receive state support. The Family Social Card will target these individuals and their families meaning that the number of indirect beneficiaries will be even larger.

	Categories	Number of people
1	People receiving pension	2,241,596
2	People receiving disability benefits	531,964
3	People receiving benefits on due to the loss of the breadwinner	156,323
4	Allowances related to children support	1,330,670
5	Special state allowances	278,116
6	Targeted social assistance	891,123
7	Participants of employment programs	511,450
8	Recepients of social services	63,269
9	Children without parental care	18,327
10	Children with special educational needs	14,989
11	Children living in residential institutions	37,359
12	People registered with the dispensary	5,000,000
	Total (with double counting)	**11,075,186**

Family Social Card (FSC) is an innovative solution that can transform the ability of public institutions to deliver services to those most vulnerable. FSC allows a whole-of-government approach as it will integrate databases from relevant agencies and develop integrated pathways to improve livelihoods. With the FSC, the decision on the provision of services will be transparent and efficient as it will minimize subjective human component. The solution will allow target population to receive timely and appropriate support without physically going and applying for services as it is happening now. The determination on what support individuals/ families require will be based on the automated system, i.e., these individuals will save time and receive a holistic support package.

SDG Targets

Target	Description
Main Goals	
Goal 5. Achieve gender equality and empower all women and girls	
TARGET_5.1	5.1 End all forms of discrimination against all women and girls everywhere
Secondary Goals	
Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	

Target	Description
TARGET_4.5	4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations
Goal 10. Reduce inequality within and among countries	
TARGET_10.2	10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status
TARGET_10.3	10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard
Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build ef...	
TARGET_16.10	16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements
TARGET_16.6	16.6 Develop effective, accountable and transparent institutions at all levels

SDG Indicators

Indicator Code	Description
No data available.	

Contribution to SDGs

Participating Organization	% TARGET_10.2	% TARGET_5.1	% TARGET_10.3	% TARGET_16.6	% TARGET_16.10	% TARGET_4.5	% Total
UNDP	15	5	20	30	25	5	100
UNESCO	10	10	10	5	5	60	100
UNWOMEN	10	60	10	5	5	10	100
Total contribution by target	**35**	**75**	**40**	**40**	**35**	**75**	
Project contribution to SDG by target	**11.67**	**25**	**13.33**	**13.33**	**11.67**	**25**	**100**

List of documents

Document	Document Type	Document Source	Document Abstract	Modified By	Modified On

[SEIA_RU_FINAL_Clean.pdf](#)	Other Docs	Concept	The Socio-Economic Impact Assessment in Kazakhstan. The UNDP and UNICEF on behalf of the United Nations (UN) Resident Coordinator Office in Kazakhstan, and in collaboration with the UN agencies in Kazakhstan, conducted the socio-economic impact assessment (SEIA) of COVID-19 on the most vulnerable groups. The objective of the SEIA was to identify the segments of population most affected by the socio-economic consequences of the current crisis and to assess its impact on these population segments. The study was conducted in partnership with the "Talap" Foundation.	irina.goryunova@undp.org	Aug 31, 2020
[2. Kazakhstan Score Card - Assessment of Proposals by WFP_RC.xlsx](#)	Other Docs	Concept	WFP Scorecard	romina.woldemariam@wfp.org	Sep 09, 2020
[Secr_KAZAKHSTAN.xlsx](#)	Other Docs	Concept Narrative		olga.aleshina@undp.org	Sep 11, 2020
[SEIA_II_Summary_Kazakhstan.pdf](#)	Other Docs	Project	Summary of the Socio-Economic Impact Assessment in Kazakhstan, Phase II	aizhan.kapysheva@undp.org	Nov 09, 2021
[SEIA_II_07.07.2021 Kazakhstan.pdf](#)	Other Docs	Project	Full report on Phase II of the Socio-Economic Impact Assessment (SEIA) of COVID-19 outbreak in Kazakhstan	aizhan.kapysheva@undp.org	Nov 09, 2021
[Partnership arrangements.docx](#)	Other Docs	Project	Partnership arrangements	aizhan.kapysheva@undp.org	Nov 11, 2021

Project Results

Outcome	Output	Description
The Family Social Card platform and applications are developed, successfully launched, and tested by the government.		
	Preparatory activities for the platform creation are conducted, including the understanding of current processes, development of mathematical models, and scoring mechanisms.	
	Activities	

Outcome	Output					Description
	Title	**Description**	**Lead Participating Organization**	**Participating Organization**	**Other Organizations**	
	Assessing current business processes in the context of difficult life scenarios within each relevant government agency.	Experienced data analytics will be hired to develop the methodology and conduct in-depth interviews. The goal of the interviews is to analyse current business processes related to the collection of necessary information on vulnerable populations. Special focus will be put on analyzing difficult life situations of women to understand where they need most support from the government. Educational context will be analyzed to identify existing gaps and challenges in delivering quality education for all. Target interviewees are representatives from the following government agencies: Committee on the legal statistics and special accounts of the General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Education and Science. Interviews will capture the division of responsibilities among the government agencies to understand duplicated functions and opportunities for service automation. As a result of these activities, relevant documentation is collected and current business processes on providing services to vulnerable populations are documented.	UNDP - UNDP(MDTF/PUNO only).	• UNESCO - United Nations Educational, Sc • UNWOMEN - UNWOMEN	National Information Technologies Joint Stock Company, General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry, Ministry of Education and Science, Human Resources Development Centre JSC	
			UNDP - UNDP(MDTF/PUNO only).	• UNESCO - United Nations Educational, Sc • UNWOMEN - UNWOMEN	National Information Technologies Joint Stock Company, General Prosecutor's	

Outcome	Output				Description
	Creating a consolidated database on vulnerable populations by integrating data sources from relevant government agencies	A team of data experts will create a unified database on vulnerable populations that sources data from relevant government agencies. Data will be analyzing, cleaned, and prepared for integration in an appropriate format. Necessary policies, laws, and regulations related to data will be analyzed to ensure effective data processing. An automated prediction model will be created to assess the vulnerability of individuals based on the selected indicators. As a result of this activity, a new mechanism for data integration will be developed; a single unified consolidated database will act as a source on vulnerable populations.	UNDP - UNDP(MDTF/PUNO only).		National Information Technologies Joint Stock Company, General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry, Human Resources Development Centre JSC
	Creating a consolidated database on vulnerable populations	A team of data experts will create a unified database on vulnerable populations that sources data from	UNDP - UNDP(MDTF/PUNO only).		National Information Technologies

Outcome	Output				Description
	Setting up regular data updates	An algorithm will be developed to automatically update data on a regular basis. A time frame will be agreed on based on the nature of the indicator and a data source. As a result, a new mechanism is created to timely update databases that will ensure an access to valid real-time data.	UNDP - UNDP(MDTF/PUNO only).		National Information Technologies Joint Stock Company, General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry, Human Resources Development Centre
	Setting up regular data updates	An algorithm will be developed to automatically update data on a regular basis. A time frame will be agreed on based on the nature of the indicator and a data source. As a result, a new mechanism is created to timely update databases that will ensure an access to valid real-time data.	UNDP - UNDP(MDTF/PUNO only).		

Outcome	Output				Description
	Developing a mathematical model to assess and predict the vulnerability level of the individual	A new mathematical model will be created. A set of indicators will be defined that describe vulnerability level that will serve as inputs to the mechanism. It is important to make sure that the indicators are defined together with relevant stakeholders as it impacts the ability of the model to predict the vulnerability context in a proper way. The indicators will be grouped into five general areas that describe different aspects of vulnerability (e.g. education, employment, health, gender). The model will have gender-disaggregated data and gender-focused indicators that will improve the model when it comes to the women's vulnerability. Weight is assigned to each indicator based on how heavily it impacts individual's vulnerability. The model will include a mechanism to forecast scenarios that will highlight individuals that may fall behind. The model will identify positive scenarios on what services lead to an individual's improvement in livelihoods. As a result, a holistic approach to identify vulnerable groups is created. The model will allow to quantify the level of vulnerability and prevent an individual/ family to fall into the vulnerable situation before it happens based on indicators that feed the database.	UNDP - UNDP(MDTF/PUNO only).	• UNESCO - United Nations Educational, Sc • UNWOMEN - UNWOMEN	National Information Technologies Joint Stock Company, General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry, Ministry of Education and Science, Human Resources Development Centre JSC
		A new mathematical model will be created. A set of indicators will be defined that describe vulnerability level that will serve as inputs to the mechanism.	UNDP - UNDP(MDTF/PUNO only).	• UNESCO - United Nations Educational, Sc • UNWOMEN - UNWOMEN	National Information Technologies Joint Stock Company, General Prosecutor's Office of the Republic of Kazakhstan, Ministry of

Outcome	Output				Description
	Implementing automatic clustering into risk zones based on the level of individual's vulnerability	The methodology for clustering the groups of vulnerable individuals is created assigning individuals into the risk zones. Risk zones clusters are defined and described. Good local and international practices on risk zones clustering are analyzed. Most vulnerable individuals can be identified based on the automatic risk zones clustering mechanism.	UNDP - UNDP(MDTF/PUNO only).		National Information Technologies Joint Stock Company, General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry, Human Resources Development Centre JSC
	Implementing automatic clustering into risk zones based	The methodology for clustering the groups of vulnerable individuals is created assigning individuals into the risk zones. Risk zones clusters are defined and described. Good local and international	UNDP - UNDP(MDTF/PUNO only).		National Information

Outcome	Output				Description
	Creating a scoring model to match vulnerable populations with appropriate support measures	The scoring model will analyze the individual's history of receiving state support and map a pathway on what measures are the most effective to get an individual out of the difficult situation. Machine Learning algorithm will be developed to integrate the changes in socio-economic indicators in the mathematical model. Appropriate services across sectors (e.g. education, health, employment) are mapped. Recommendations for services that can be newly introduced are developed. As a result, an effective pathway of services is identified based on the analysis of successful cases when individuals/ families are able to get out of the vulnerable state (positive deviants).	UNDP - UNDP(MDTF/PUNO only).	• UNESCO - United Nations Educational, Sc • UNWOMEN - UNWOMEN	National Information Technologies Joint Stock Company, General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry, Ministry of Education and Science, Human Resources Development Centre JSC

Family Social Card platform and consequent products (dashboards, mobile/ tablet applications) are developed.

Activities

Title	Description	Lead Participating Organization	Participating Organization	Other Organizations

Outcome	Output				Description
	Creating the Family Social Card platform	The Family Social Card platform is created putting together developed mechanisms and building on integrated databases. After the platform launch, feedback and lessons learnt will be collected, analyzed, and taken into account in order to build on the platform and improve its usability by different stakeholders. The goal of the platform is to provide a mechanism to seamlessly match a vulnerable individual with an appropriate government services/ programs to improve their livelihoods.	UNDP - UNDP(MDTF/PUNO only).		General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry
	Creating visualization dashboards	To effectively utilize data on vulnerable populations and inform the decisions of relevant government agencies, visualization dashboards will be created. Geographic Information System (GIS) system will be utilized to map data based on the area of the country. Visualization will have a color-coded heat map that will demonstrate the areas where most vulnerable reside. This will allow for further analysis on the causes of vulnerability and inform the policy dialogue on the measures needed to address them. Expected results: The dashboard will be open to everyone that will create a transparent access to data, inform decisions of public, private, nonprofit organization, and individuals. Visualized data will also inform budgetary decisions of the organizations.	UNDP - UNDP(MDTF/PUNO only).		General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry

Outcome	Output				Description
	Developing a mobile/ tablet application for social workers	An application for a mobile phone and a tablet will be developed. The target users of this application are social workers so that they are equipped with a digital instrument and a gender sensitive methodology to collect data on vulnerable populations. Having a ready application at hand, social workers will be able to attend for more families and provide faster services. The application will have a built-in indicators survey and a system to enter qualitative data. The application will also have an access to integrated databases that will allow social workers to validate existing information while visiting families.	UNDP - UNDP(MDTF/PUNO only).	• UNWOMEN - UNWOMEN	General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry
The most vulnerable groups of population have more efficient access to appropriate social protection measures provided by the government					
	Public sector representatives have an improved evidence base to make informed decisions on state support measures.				
	Activities				
	No outcomes available.				

Signature Indicators

Indicator Title	Component Title	Description	Category	Cycle	Scope	Value Type	Baseline Value	Baseline Year	Target Value	Target Year	Linked Outcome / Output

Outcome 2.2		Percentage of proposals enabling digitization in traditional industries and education services	Capacity	Yearly	Country	Percentage	N/A	2020	50	2022	
Outcome 2.3		Number of people accessing services (education, health, social protection, etc)	Beneficiaries	Yearly	Country	Number	N/A	2020		0	**Outcome:** Outcome 2
	By Sex	Male	Beneficiaries	Yearly	Country	Number		0		0	
	By Sex	Female	Beneficiaries	Yearly	Country	Number		0		0	
	By Age Group	0-14 years	Beneficiaries	Yearly	Country	Number		0		0	
	By Age Group	15-24 years	Beneficiaries	Yearly	Country	Number		0		0	
	By Age Group	25-59 years	Beneficiaries	Yearly	Country	Number		0		0	
	By Age Group	60 years and over	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	Women	Beneficiaries	Yearly	Country	Number		0		0	
	By risk popylation	Older persons	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	Adolescents; children and youth	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	Persons with disabilities	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	Persons with mental health conditions Indigenous peoples	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	Migrants; refugees; stateless and internally displaced persons	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	Minorities	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	Persons in detention or in institutionalized settings	Beneficiaries	Yearly	Country	Number		0		0	

	By risk population	Slum dwellers; informal settlements; homeless persons	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	People living with HIV/AIDS	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	Small farmers; fishers; pastoralists; workers in informal and formal markets	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	The food insecure	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	People in extreme poverty	Beneficiaries	Yearly	Country	Number		0		0	
	By risk population	Marginalized people	Beneficiaries	Yearly	Country	Number		0		0	
Outcome 2.4		Percentage of investments supporting innovative solutions (e.g. delivery mechanism, new policy)	Investment	Yearly	Country	Percentage	N/A	2020		0	**Outcome:** Outcome 2

Imported Fund Outcome / Output Indicators

Indicator Title	Component Title	Description	Category	Cycle	Scope	Value Type	Baseline Value	Baseline Year	Target Value	Target Year	Linked Outcome / Output
No fund indicators available.											

Project Indicators

Indicator Title	Component Title	Description	Category	Cycle	Scope	Value Type	Baseline Value	Baseline Year	Target Value	Target Year	Linked Outcome / Output
Number of Ministries the databases of which are integrated to the Family Social Card platform		It is expected that the platform will integrate the databases on people with vulnerabilities provided by at least three key Ministries.	Beneficiaries	At closure	Country	Number ra	0	2022	3	2022	
	No components available.										
Number of social workers using the Family Social Card mobile/tablet application		There are over 20,000 social workers in Kazakhstan. During this stage, at least 200 social workers will be targeted to test the application. The targeted value will be calculated by accessing the information on unique log-ins into the application.	Beneficiaries	At closure	Country	Number ra	0	2022	200	2022	
	No components available.										
Number of public sector staff users of the Family Social Card platform		Public sector staff include those on a national level (Ministries) and on a local level (relevant departments).	Beneficiaries	At closure	Country	Number ra	0	2022	90	2022	
	No components available.										
Number of vulnerable individuals mapped into the Family Social Card platform		Population databases that will be integrated into the platform will have national data. During this stage, a sub-set population will be mapped based on the selected pilot region/ regions.	Beneficiaries	At closure	Country	Number ra	0	2022	500,000	2022	

	No components available.

Risks

Event	Category	Level	Likelihood	Impact	Mitigating Measures	Risk Owner
Frequent turnover of national partners' key decision making personnel	• Political	Low	Unlikely	Moderate	Strong high-level support of the national partner will be guaranteed from the start of the project to ensure that changes in staff turnover will not affect the project implementation.	konstantin.sokulskiy@undp.org
Delays in implementation due to operational constraints (e.g. late signing of contracts, delays with procurement cases and payments, recruitment etc.)	• Operational	Low	Unlikely	Major	Participating UN agencies acknowledge tight deadlines and thus have received support from the senior management to make sure operational activities in this project are prioritized. The team will ensure timely preparation, planning for procurement and recruitment of personnel mobilizing the necessary resources in advance.	konstantin.sokulskiy@undp.org
The platform is not adopted by a national partner, i.e. its usage is not guided in the legislation and processes.	• Strategic • Political	Low	Unlikely	Moderate	UNDP is closely working with the national partners to ensure that the project meets their needs and priorities. Recommendations on the legislative changes will be developed to outline how the partner can adopt the platform across the government to serve people.	konstantin.sokulskiy@undp.org

Budget by UNSDG Categories

Budget Lines	Description	UNESCO (7%)	UNWOMEN (7%)	UNDP (7%)	Total
1. Staff and other personnel		30,675	17,129	31,000	78,804
2. Supplies, Commodities, Materials		500	150	0	650
3. Equipment, Vehicles, and Furniture, incl. Depreciation		2,000	1,600	0	3,600
4. Contractual services		122,059	139,000	440,000	701,059
5. Travel		4,690	0	0	4,690

6. Transfers and Grants to Counterparts		0	0	0	0
7. General Operating and other Direct Costs		300	1,000	4,289	5,589
Sub Total Project Costs		**160,224**	**158,879**	**475,289**	**794,392**
8. Indirect Support Costs		11,216	11,122	33,270	55,607
Total		**171,440**	**170,001**	**508,559**	**849,999**

Requested changes in the system:

CN_III. Catalytic impact and nexus Describe how the intervention is catalytic by mobilizing or augmenting other financial or non-financial resources including from IFIs, foundations, the private sector. Describe how the proposed intervention supports medium to long-term recovery for example by enabling other actors to engage, generates an enabling environment for longer-term development.	**UNICEF part to be removed:** On education more specifically; as a result of school closure and challenges with connectivity and bandwidth, education has been interrupted for many learners, especially the most vulnerable living in remote rural areas. This joint programme will establish close connections with GIGA, a financing initiative to connect every school in the world to the internet and every young person to information, opportunity and choice. In line with UNCT Socio-Economic Response & Recovery Plan, affordable access to connectivity therefore provides opportunities to improve the reach and quality of education. The Government of Kazakhstan has expressed its interest and commitment at the highest levels, with Prime Minister supporting GIGA, as this is aligned with and will contribute to achievement of the Digital Kazakhstan State Program, which is designed to accelerate growth of the economy and improve the quality of citizens' life. **A Letter of Intent has been signed to lead the GIGA initiative in the Central Asia region, demonstrating the ability to catalyze funds**.	**Justification: UNICEF is no longer part of the proposal**
CN_IV. Who will deliver this solution List what Recipient UN Organizations (no less than 2 per concept note) and partners will	**UNICEF should be removed from the listed agencies in the first paragraph.** **And this part should be removed on UNICEF:** • UNICEF will lead the institutionalization of case management practices that need to support the introduction of the concept of integrated, e-enabled service delivery, to address an individual child's (and their family's) needs in an	**Justification: UNICEF is no longer part of the proposal**

	appropriate, systematic and timely manner, through direct support and/or clear referral pathways. UNICEF will work with national stakeholders to strengthen shock responsive social protection system that enables scale up of gender-sensitive social services for children during COVID-19 response, including by implementation or scaling of digital public goods for children and their families. This will be done with specific focus on the needs of women and girls. A team of 5 technical staff will be availed to support this project **Add the following:** **Partnership arrangements** All the activities within the Family Social Card project will be conducted in accordance with UNDP rules and regulations. The main implementing partner for the Family Social Card project is UNDP Kazakhstan. The main responsible partner is a National Information Technologies Joint Stock Company (NIT JSC). NIT is a leading national information technology company and is the sole organization that is able to deliver the proposed project within given tight timeframe ensuring proper quality standards. The project involves a strong collaboration with the government agencies and a complex databases integration. Thus, it is critical to engage the organization that is already a trusted government partner and has access to these databases. NIT has a monopolized access to integrate, analyze, maintain and transfer data of government agencies as stipulated in the Article 13, Law "On informatization" (November 24, 2015). This way, NIT is the sole organization the operations of which are supported in the legislation to successfully develop and launch the Family Social Card pilot project. Existing legislation stipulates that NIT has a granted access to public databases to ensure effective operation and management of all government electronic resources with the overall goal of providing quality services. In addition to utilizing expertise in data analytics, modelling, and data architecture that NIT offers, short-term national and international independent consultants will be hired to support the project implementation. Other government agencies that will be involved are: National Information Technologies Joint Stock Company,	

	General Prosecutor's Office of the Republic of Kazakhstan, Ministry of Labor and Social Protection of Population, Ministry of Health, Ministry of Justice, Ministry of Internal Affairs, Ministry of Digital Development, Innovations and Aerospace Industry, Ministry of Education and Science, Human Resources Development Centre JSC.	
Link SDG Targets	• Contribution to SDGs* **UNICEF to be removed from the table**	**Justification: UNICEF is no longer part of the proposal**