Advancing Social Protection System and Human Capital Development in Armenia

June, 2024

COLLABORATION WITH STAKEHOLDERS

During 2023 **about 40** MOUs were signed with relevant stakeholders.

Outsourced Services

Collaboration w Certified NGOs

Service	Target Groups
Round Clock Care Service (Long Term)	Children aged 0-18 Persons w mental health disorders Senior citizens
Crisis Care Service (Short Term)	Children aged 2-18 GBV and Trafficking Survivors Homeless people _Up to 6 months_
Day Care Service	Children aged 2-18 Persons w disabilities Senior citizens
Home Care Service	Children aged 0-18 _new_ Persons w disabilities Senior citizens
Foster Care Service	Children aged 0-18 Special Foster 18-23
Rehabilitation Services for persons w disabilities	Persons w disabilities • Psychosocial support • Services leading to independent living

Overview of Social Protection Measures for Nagorno-Karabakh Forcibly Displaced Persons and Refugees

Number of initiatives

5 — Lump-sum compensation to the displaced

4 — Financial assistance or budget loan to NK government to carry out core functions (gas, electricity, communication, income tax refund, salaries)

3 — Financial aid to vulnerable servicemen and their families

3 — Compensation for hosting expenses

1 — Compensation for Lost Property

1 — Affordable housing project

1 — Assistance to families of civilian victims and wounded

4 — Employment projects

1 — Compensation for property damage

Initiatives (2023 September onward)

Lump Sum Social Assistance
(for immediate needs)

100,000 AMD/per person

Rent and Utility Assistance
(October 2023-December 2024)

40,000 + 10,000 AMD/per person

Results-Based Financing Scheme (labor market program)

Financing entities who organize training and job placement

Care services for refugees

- Care service for children, elderly and persons with disabilities

Winterization Assistance

50,000 AMD/per person

Assistance to legal entities hosting refugees

13,000 AMD per person

Affordable Housing

Types of Assistance Provided

Provision of a Certificate for the Acquisition (Purchase Right) of an Apartment (Residential House)

Provision of a Certificate for Residential House Construction

Support for Repayment of Existing Mortgage Loan

5 million AMD: 1st List - 5 Provinces, ≈235 Communities

4 million AMD: 2nd List - 9 Provinces, ≈110 Communities

3 million AMD: 3rd List - 8 Provinces and Yerevan, ≈650 Communities
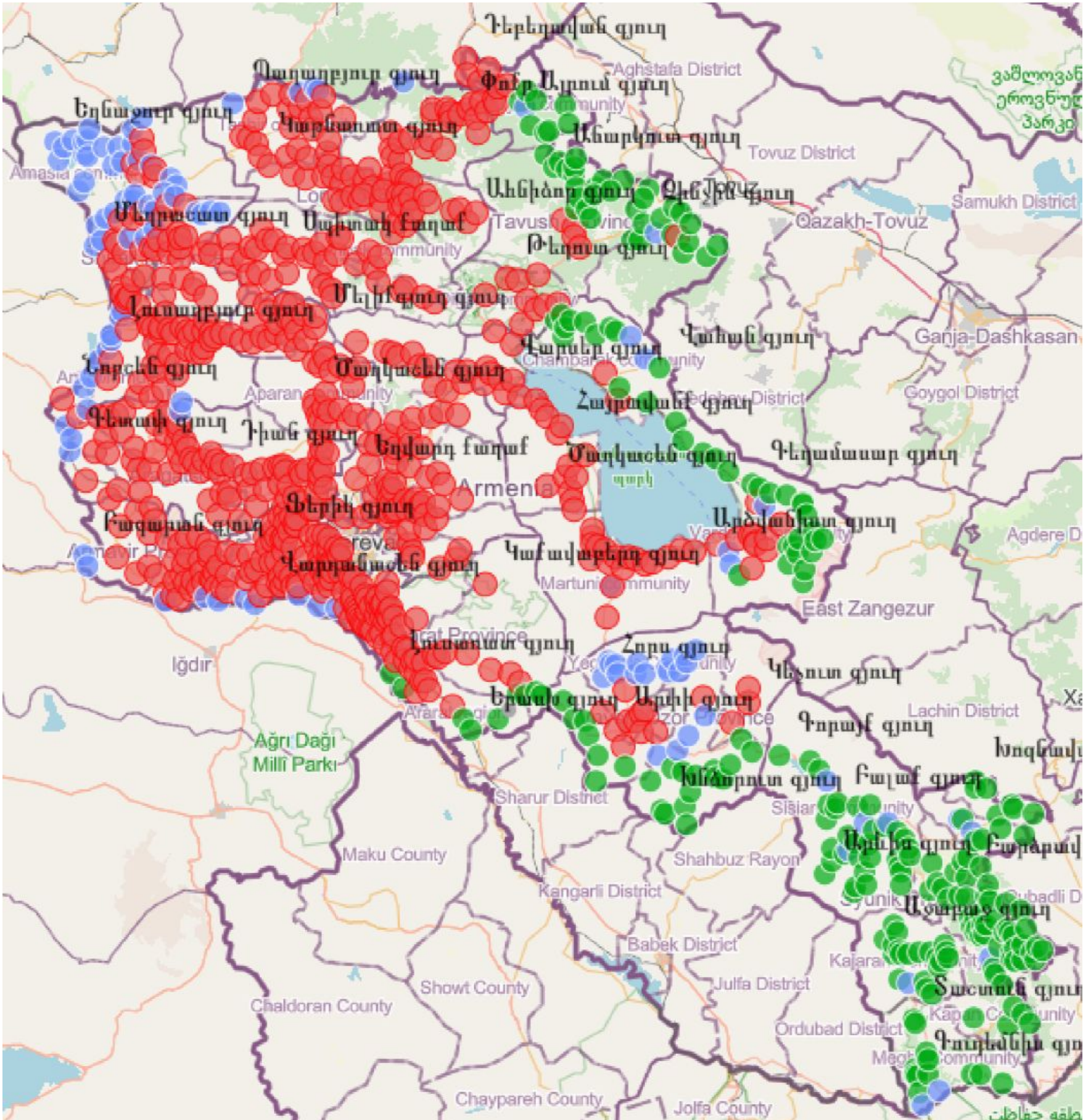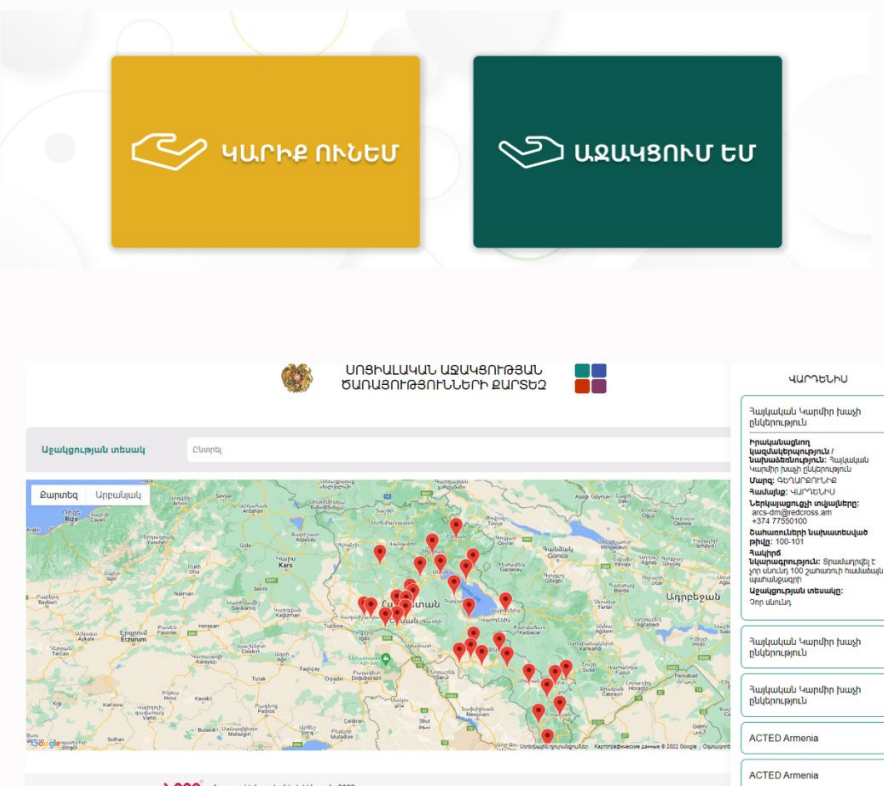
DIGITAL TRANSFORMATION OF LABOR AND SOCIAL PROTECTION
#SocialGovTech

Need Assessment Tool for Refugees
90,000 applications registered
https://rapidneeds.socservice.am/

Platform to register volunteers to support NK refugees
1,210 applications registered
https://kamavor.mlsa.am/
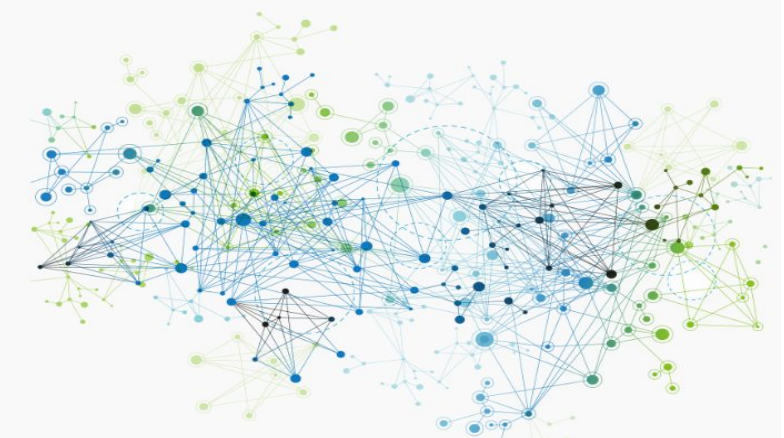
DIGITAL TRANSFORMATION OF LABOR AND SOCIAL PROTECTION
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- ✓ Integrated digital labour market
- ✓ Authentication and identification
- ✓ Accurate data
- ✓ Algorithmic matching system for employees and employers
- ✓ Online CVs and invitations

All-in-One Employment and Volunteer Opportunities Platform
https://e-work.am/

Disability Assessment and Service Provision Platform
https://e-disability.am/
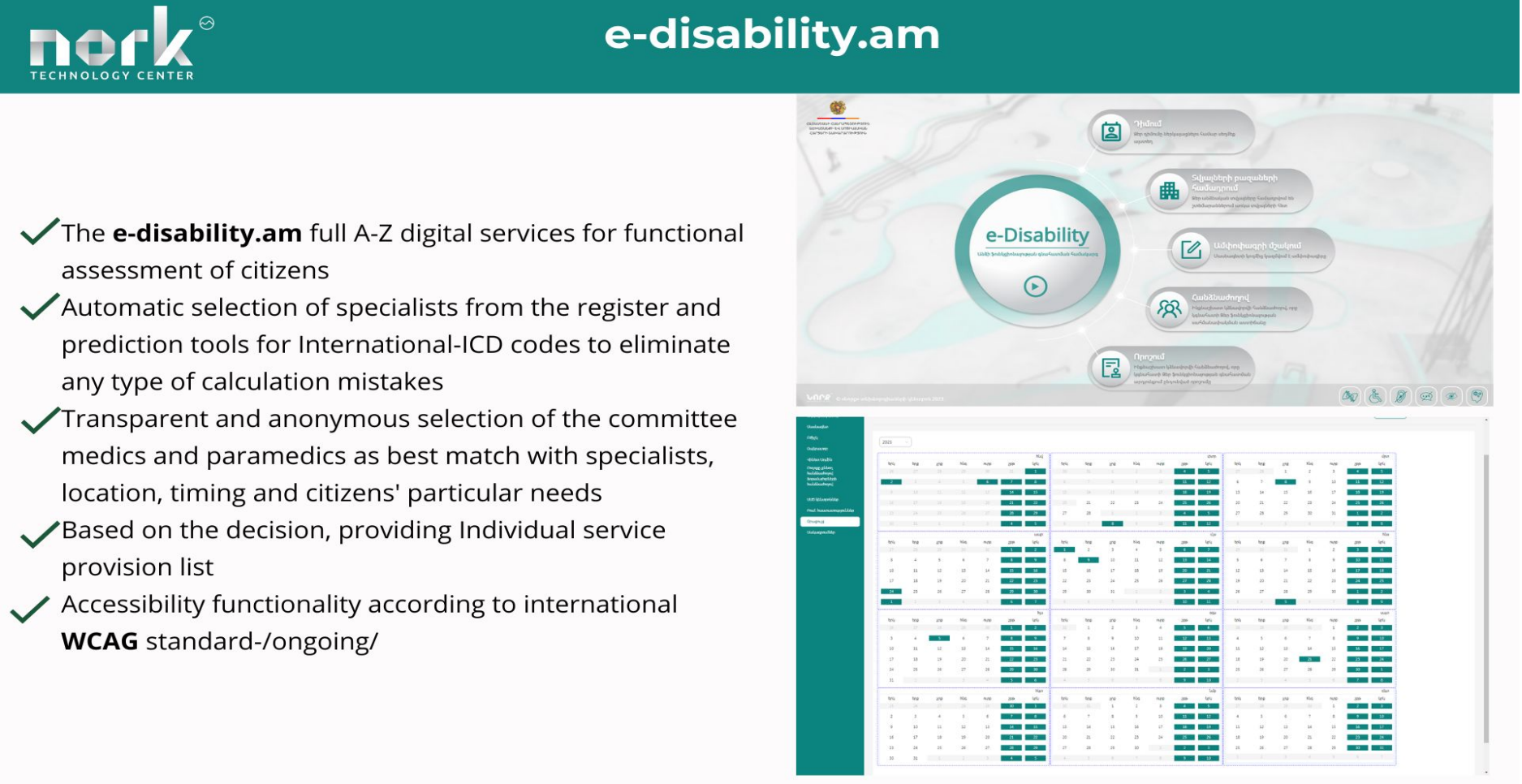
- ✓ The **e-disability.am** full A-Z digital services for functional assessment of citizens
- ✓ Automatic selection of specialists from the register and prediction tools for International-ICD codes to eliminate any type of calculation mistakes
- ✓ Transparent and anonymous selection of the committee medics and paramedics as best match with specialists, location, timing and citizens' particular needs
- ✓ Based on the decision, providing Individual service provision list
- ✓ Accessibility functionality according to international **WCAG** standard-/ongoing/

DIGITAL TRANSFORMATION OF LABOR AND SOCIAL PROTECTION
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SOCIAL ASSISTANCE

INTEGRATED SERVICES

49

Unified Social Service Territorial Administrations
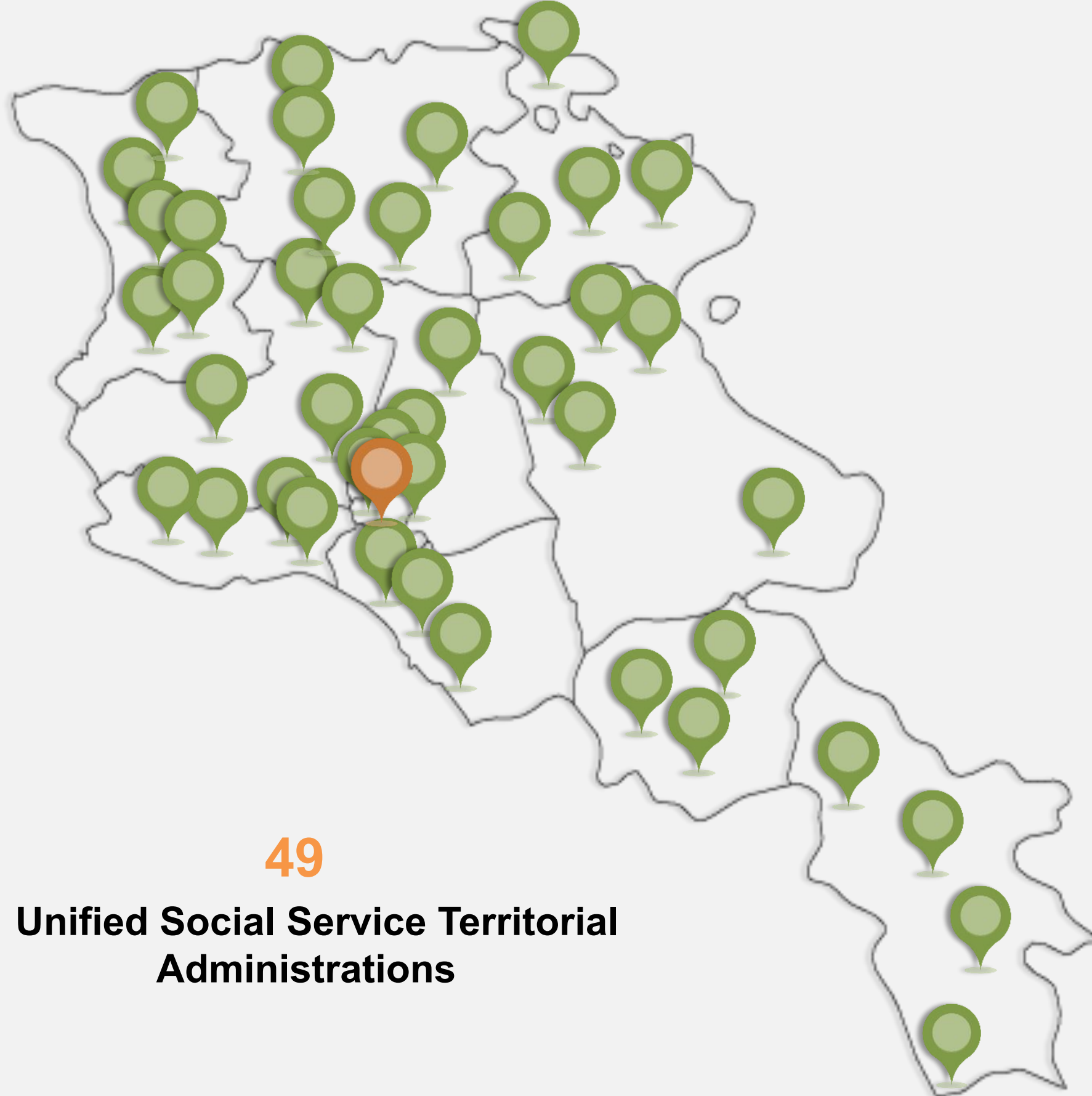
Service	Description
Social Security	• Pensions • Benefits
Labour and Employment	• Cooperation with employers • Job referral • Granting of unemployment status
Assessment of person's functionality	• Assistive devices • Determination of the person's functionalities' limitation
Social Assistance	• Housing • Social Benefits • Deposits • Social services for vulnerable people • Emergency response programs
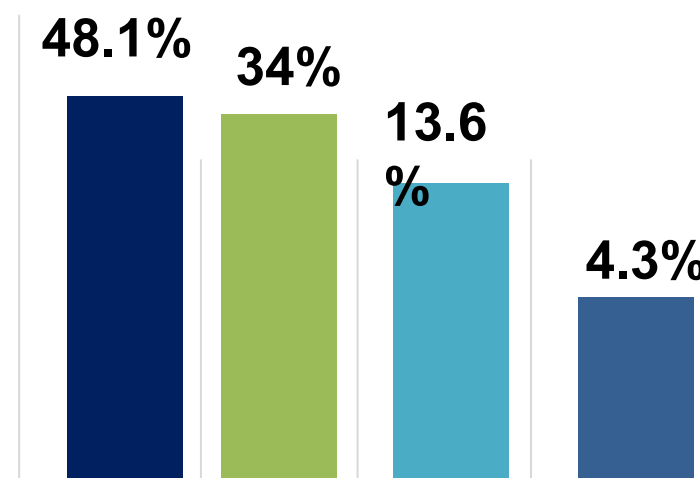
N of Beneficiaries, who received at least on service during 2023

1 464 020

48.1% 34% 13.6% 4.3%

- ■ Social Insurance
- ■ Social Assistance
- ■ Socio-medical Examination
- ■ Employment

GOVERNMENT REFORMS IN SOCIAL POLICIES
Persons w Disabilities

Medical Model

Focuses exclusively on health issues

Diagnosis is the basis

Considers person's medical issues

High probability of subjective approach

Medical-social examinations are carried out by permanent committees comprised solely of doctors

General service packages

ICF-Based Model

Focuses on person's rights

Comprehensive needs assessment

Considers environmental/social issues

Low probability of subjectivity, Algorithm-based automated approach

The evaluation is carried out by commissions formed randomly from the register of specialists

Personalized & differentiated service packages

Dynamics of Number of Persons with Disabilities

200,177   205,166
                      193,432   188,460   192,013
                                                    191,827   195,634   193,023
98,619   192,4

2014   2015   2016   2017   2018   2019   2020   2021   2022   2023
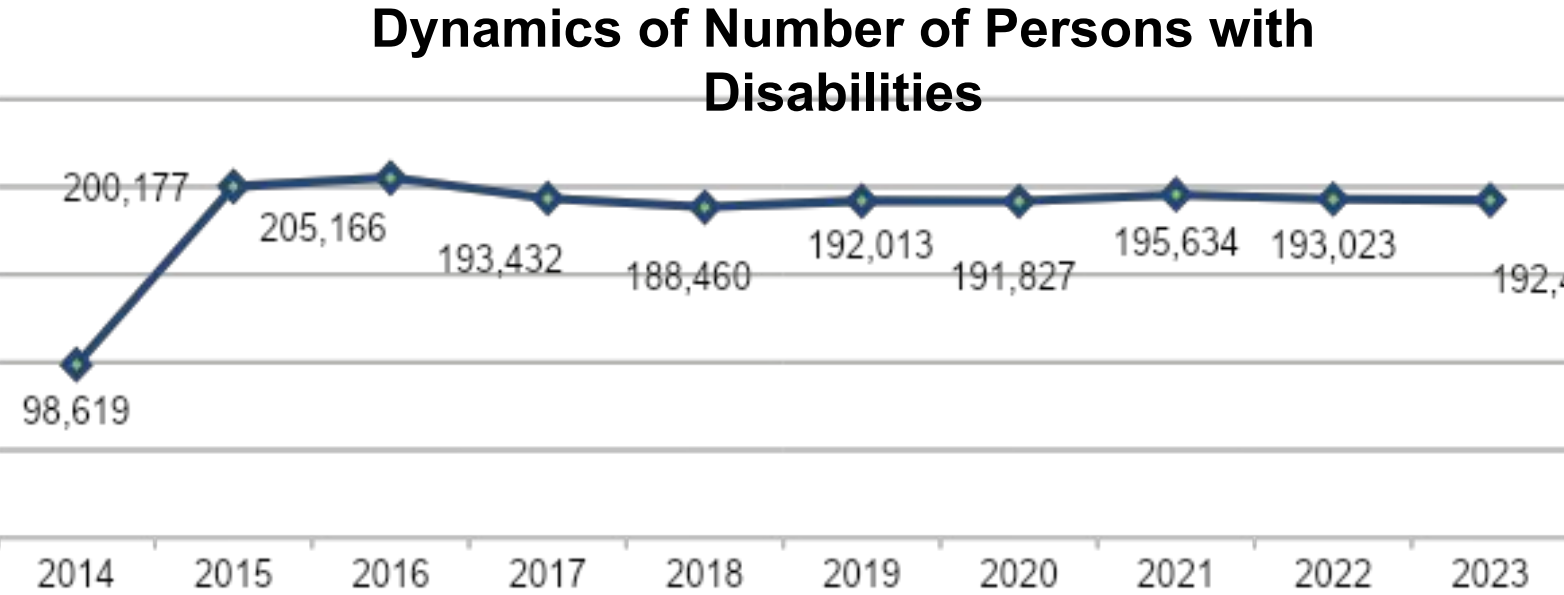
Comprehensive Action Plan for Person w Disabilities
2023-2027

✓ Establishment of the Personal Assistant Service

✓ Design of complex for independent living centers

✓ Refinement of the list of assistive technology

✓ Disability Extra Cost Study

GOVERNMENT REFORMS IN SOCIAL POLICIES
Child Protection

Comprehensive Action Plan for Child the Protection System 2024-2029

✓ Child protection system revision

✓ Establishment of the new digital Child Data Management System

✓ Diversification of preventive community-based services for vulnerable children

✓ Deinstitutionalizatio n

GOVERNMENT REFORMS IN SOCIAL POLICIES
Gender Issues

Statistics on Trafficking Victims

Statistics on DV Victims

Beneficiaries that received DV services
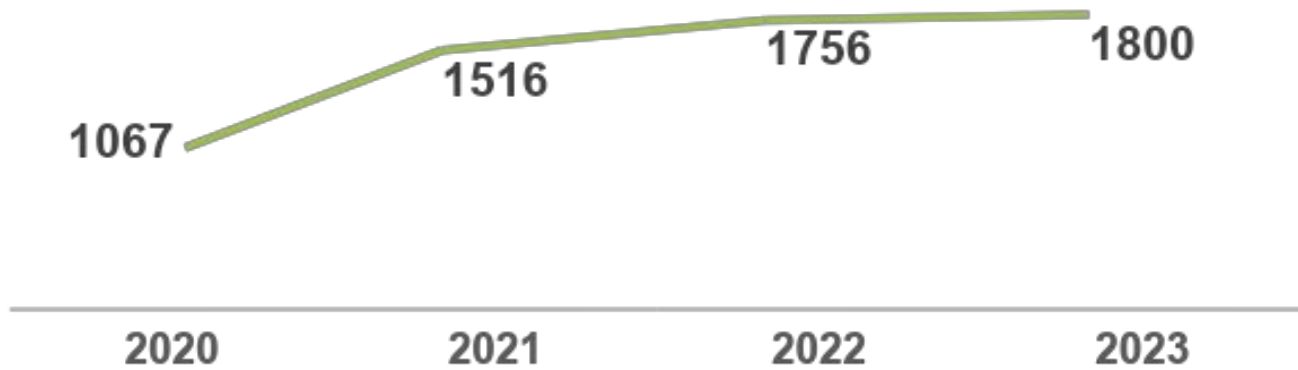
Operational summaries

Key Reforms

1 National Program to Combat Human Trafficking or Exploitation
2023-2026

2 Gender Policy Implementation Strategy
2023-2027

3 Diversification of services for domestic violence victims

✔ Expansion of the range of services provided in **3** more marzes

✔ Creation of a **unified information system** for recording cases of domestic violence

EMPLOYMENT LANDSCAPE IN ARMENIA
Key challenges

Communities including regional cities - 282.1

thousand people

NEET youth – 88.6

57.4

Yerevan 22.1
Region 9.2

Beneficiaries – 42.4

36.5

35.0

Yerevan 2.6
Region 4.7

30-40 y.old women– 59.6

Yerevan 18.8
Region 4.3

Does not include 30-40 y. old women and NEET 18-29 y. old
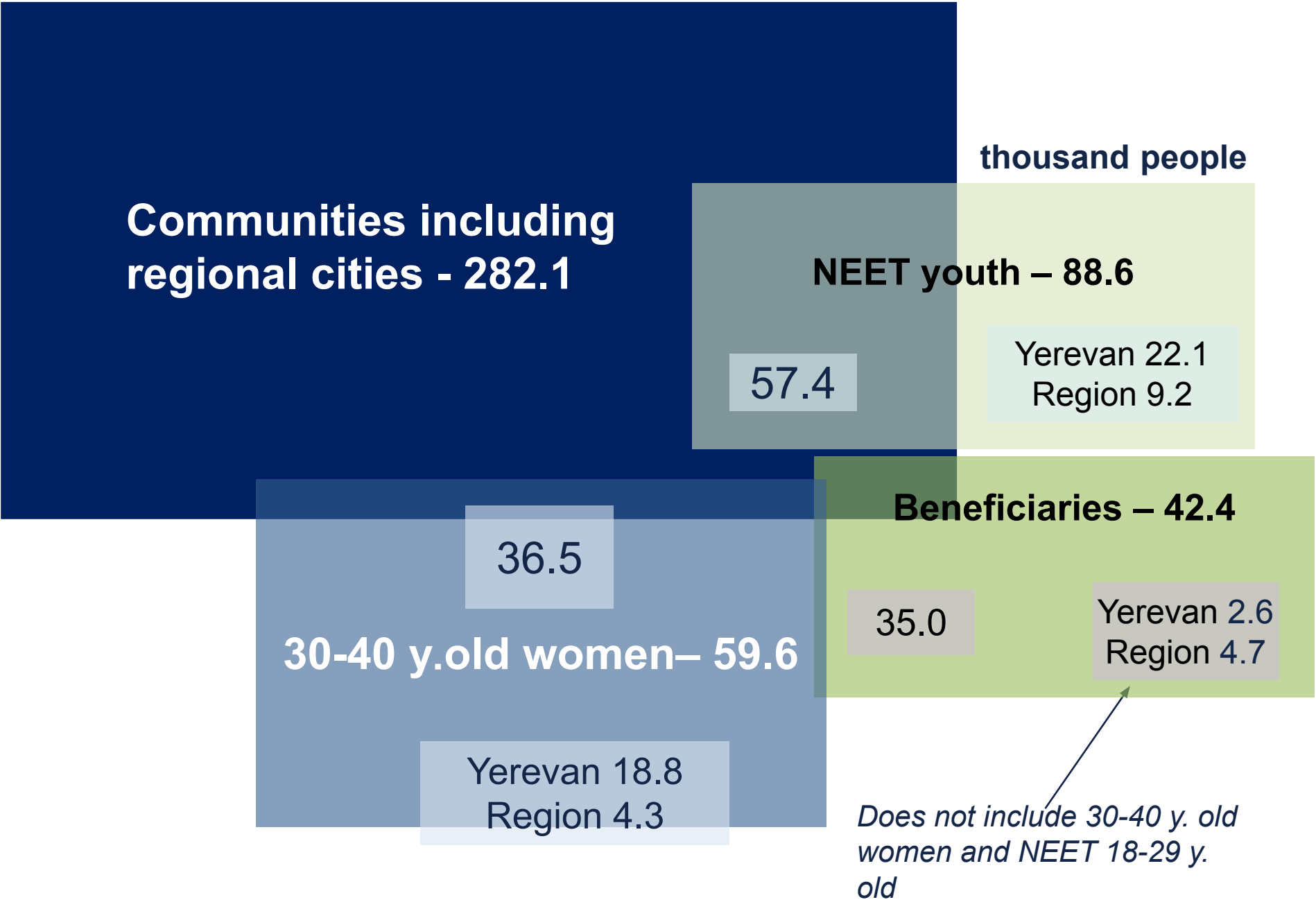
Labor Force Underutilization in Armenia

338.7 thousand people

Target groups of the Employment Strategy make up **66.1%** of the total underutilized workforce

The weight of the employed in relation to the labor resources of the given age-sex group, in 2022 (%)

Male, 2022	8.1%	76.4%	79.8%	78.3%	78.5%	75.5%	72.1%	69.8%	60.2%	38.8%	38.7%	27.1%	10.7%
Female, 2022	6.5%	48.9%	41.7%	45.8%	50.3%	58.2%	57.4%	56.9%	51.9%	23.3%	13.9%	5.5%

15-19 20-24 25-29 30-34 35-39 40-44 45-49 50-54 55-59 60-64 65-69 70-74 75+

—Female, 2022 —Male, 2022 — Female, 2020 — Male, 2020

29.2%
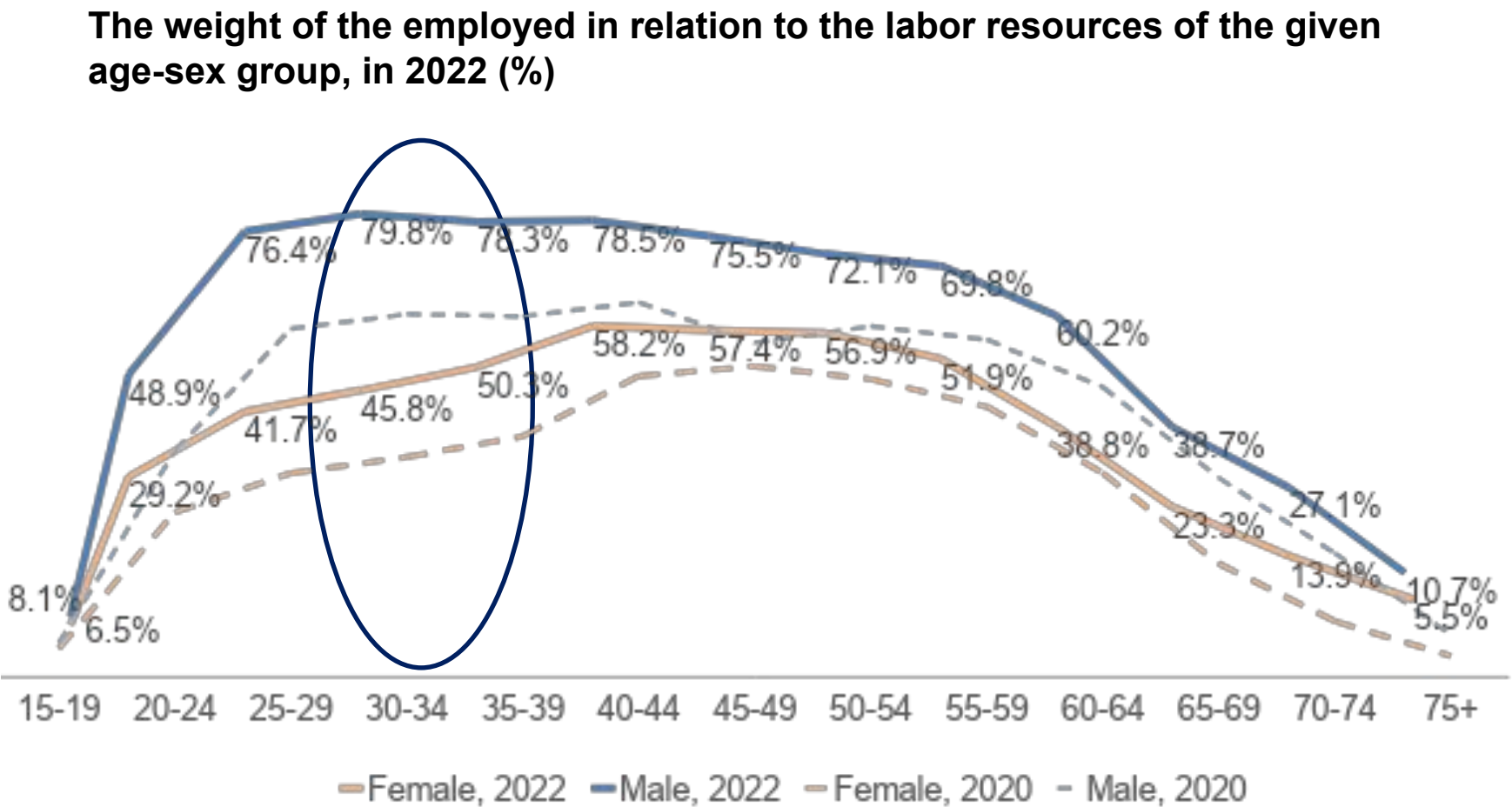
2024-2030 EMPLOYMENT STRATEGY OF ARMENIA
Vision

Boosting employment by creating competitive and employable labor force and enhancing high-productivity job opportunities

TARGET GROUPS

WORKING AGE CITIZENS OF COMMUNITIES THAT INCLUDE REGIONAL CITIES	NEET (aged 18-29)	UNEMPLOYED MIDDLE-AGED WOMEN (aged 30-40)	BENEFICIARIES OF FAMILY AND SOCIAL BENEFITS WHO HAVE NO LIMITATIONS TO WORK

Strategic Goal 1
Growth of **highly productive non-agricultural employment** in the communities that include regional cities

Strategic Goal 2
Growth of employment rate among youth not in education, employment or training (**NEET**), aged 18-29, based on **continuous development of skills**, expansion of their realization possibilities and increase of productivity

Strategic Goal 3
Growth of **women's employment** for full and long-term realization of their potential in the labor market, as well as for the development of women's entrepreneurship, in particular by promoting the employment of middle-aged women (30-40)

Strategic Goal 4
Maximum efficient integration of the working age population without any limitations, receiving family and social benefits, into the labor market in order to increase the **efficiency of the social benefit system**

Strategic Systematic Goal 5
Transformation of the state employment policy system in order to trigger the development of human capital (labor market supply), increase of high-productivity jobs (labor market demand) and to **reduce labor supply and demand gap**

GOVERNMENT REFORMS IN SOCIAL POLICIES
Labor Sector

Comprehensive changes in the Labor Code of the RA

Revision of about **40%** of the LC (122 articles out of 266)

Establishment of the **Internship** framework

Establishment of Provisions to Prevent **Age Discrimination**

Establishment of Provisions **Prohibiting Violence** and **Sexual Harassment**

Establishment of the Volunteering Framework

Adoption of a Law Regulating Volunteerism

Legal Regulation on Remote Work

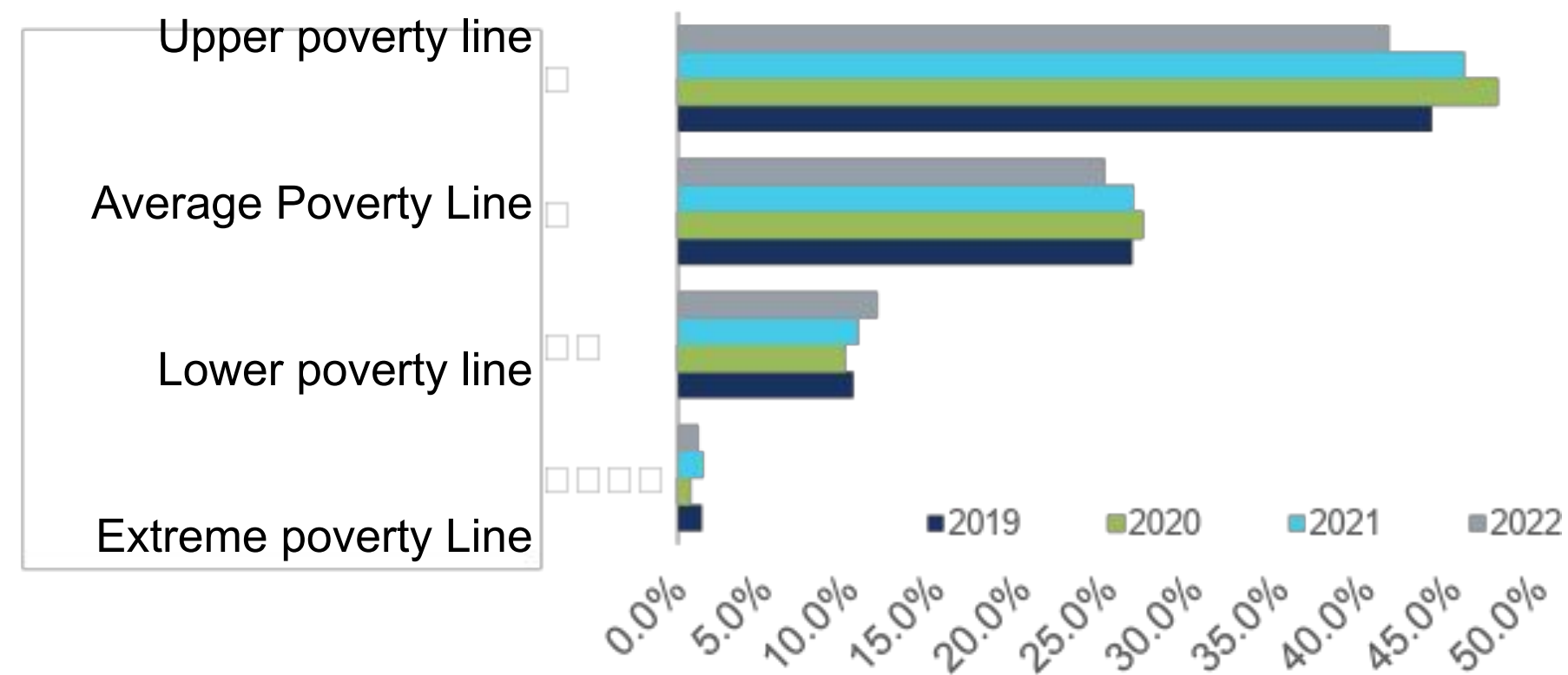Regulations on remote work were defined by the Labor Code of the RA

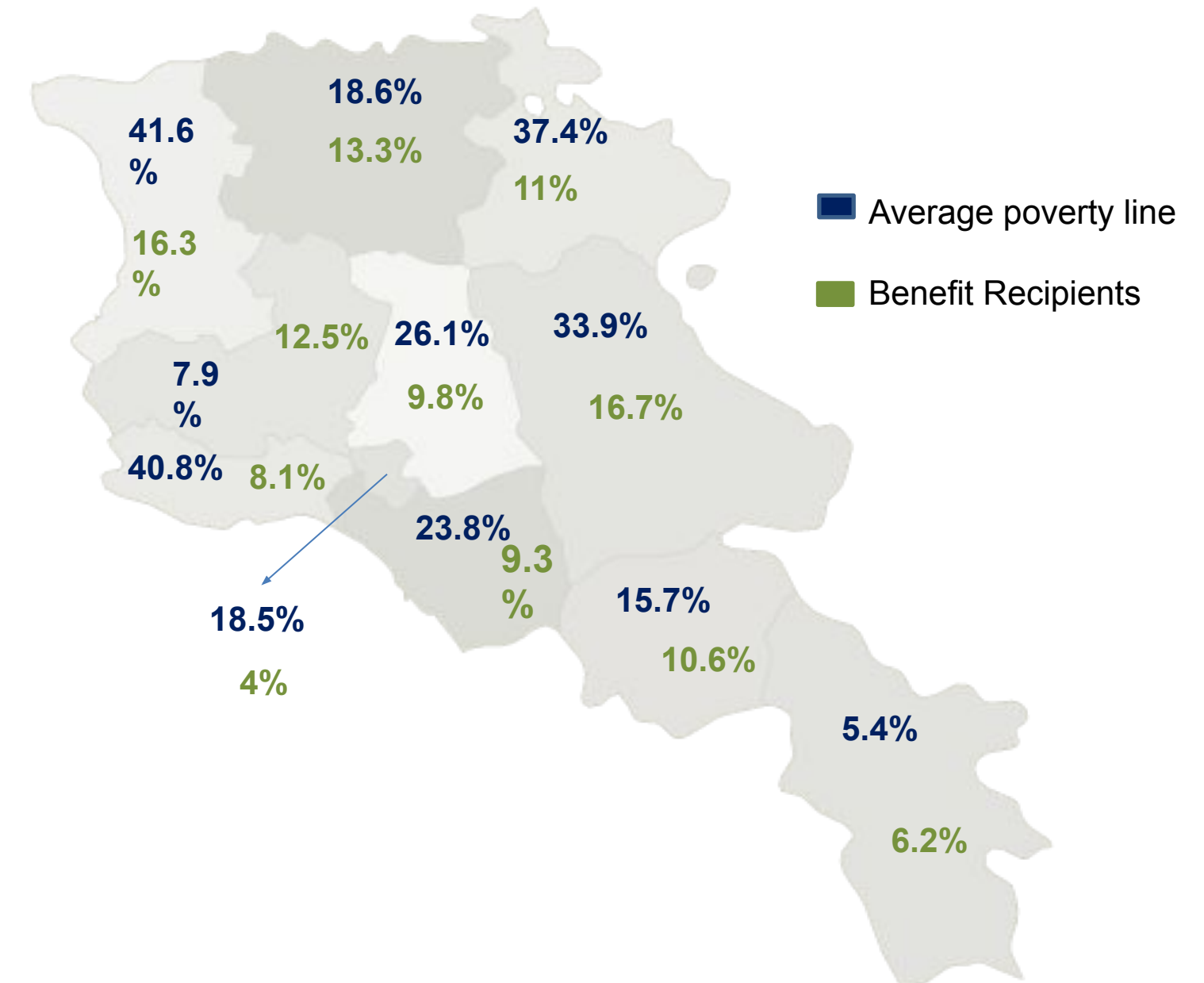**ILO Convention No. 190 "On Violence and Harassment".**

Discussions on the ratification of Convention N190

Poverty Alleviation and Benefit Policy

Poverty Landscape from 2019-2022: An Analysis Based on Four Indicators

- Upper poverty line
- Average Poverty Line
- Lower poverty line
- Extreme poverty Line

■ 2019　■ 2020　■ 2021　■ 2022

0.0%　5.0%　10.0%　15.0%　20.0%　25.0%　30.0%　35.0%　40.0%　45.0%　50.0%

Steps Toward Resolution

- Establishment and Development of the "Unified Social Service" for Needs Assessment and Integrated Service Provision
- Support Services Based on Poverty Lines: Digital Tool for Vulnerability Assessment and Benefit Provision
- Integration of Employment and Educational Programs into Support Services
- Enhancement and Certification of Social Work
- Minimum Standards and Quality Monitoring for Social Services

Population at the Average Poverty Line and Benefit Recipients by Region

- Average poverty line
- Benefit Recipients

41.6% / 16.3%
18.6% / 13.3%
37.4% / 11%
12.5%
26.1% / 9.8%
33.9% / 16.7%
7.9%
40.8% / 8.1%
23.8% / 9.3%
15.7% / 10.6%
18.5% / 4%
5.4%
6.2%

Global Coalition for Social Justice

The Coalition serves as a platform to generate political commitments, investments and concrete actions that support social justice in alignment with national priorities.

4 — Reinforce institutions of social dialogue

5 — Equality of access to education, healthcare, and decent work

3 — Expand access to productive and freely chosen employment and sustainable enterprises

6 — Strengthen just transitions and social dimension of sustainable development, trade and investment.

2 — Realize labour rights as human rights, ensuring human dignity, meets basic needs

7 — Provide protection and builds resilience

1 — Address inequality, discrimination and exclusion

DEMOGRAPHIC LANDSCAPE IN ARMENIA

Declining fertility rate

1 Global mega-trend

2 Changes in the demographic cycle, as well as the impact of fertility programs in the USSR

3 First Artsakh war and emigration

4 Socio-economic situation improvement
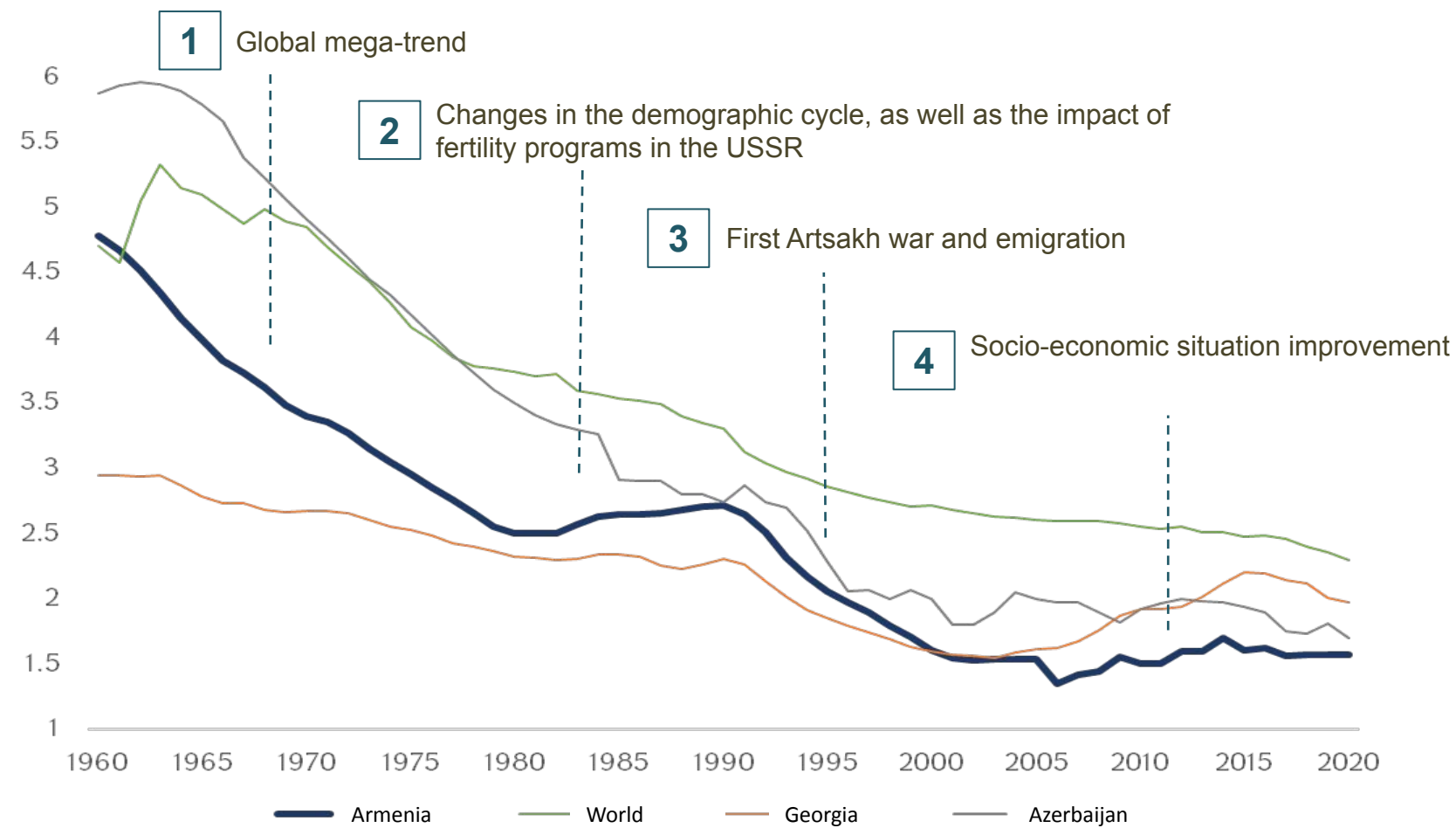
Ageing society: population structure 2021 VS 2050
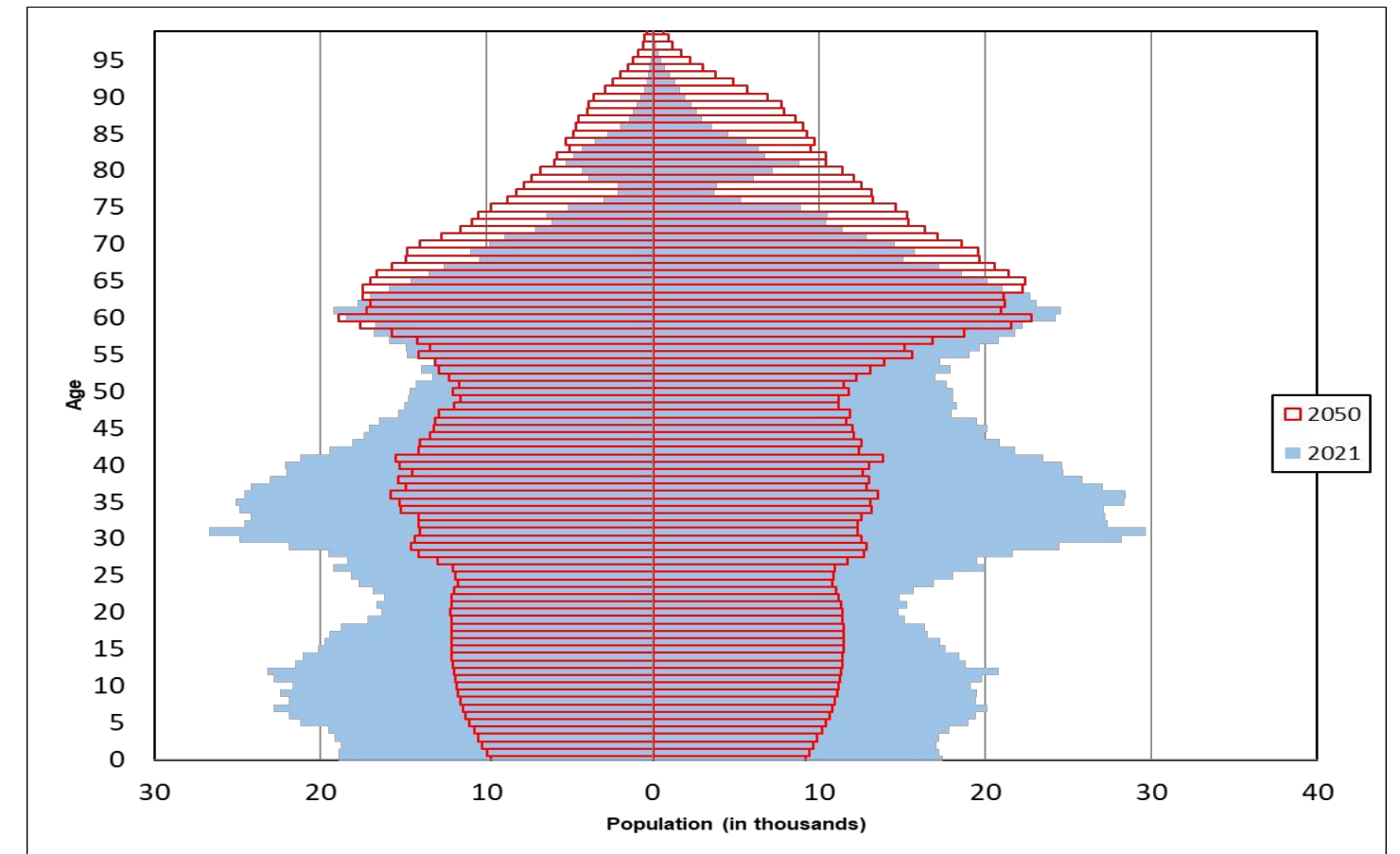
2024-2040 POPULATION STRATEGY OF ARMENIA
Vision

Balanced and sustainable population structure, aimed at the long-term human capital development and the quality of life improvement.

Strategic goal 1

Creating an environment that promotes family well-being, where every newborn contributes to the development of human capital

Strategic goal 2

Reducing death risk factors and promoting healthy environment to diminish lifelong human capital deterioration and loss

Strategic goal 3

Ensuring active, healthy and dignified ageing by the senior citizens' involvement in the state's socio-economic life and the increase of their potential

Strategic goal 4

Reducing motives leading to emigration, and improving competitiveness in the formation, retention, and attraction of high skilled human capital

THANK YOU