



RESTRUCTURING PAPER
ON A
PROPOSED PROJECT RESTRUCTURING
OF
ARMENIA SOCIAL PROTECTION ADMINISTRATION II PROJECT
APPROVED ON MARCH 24, 2014
TO THE
REPUBLIC OF ARMENIA

SOCIAL PROTECTION & JOBS

EUROPE AND CENTRAL ASIA

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|---------------------------|------------------------------|
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ABBREVIATIONS AND ACRONYMS

| | |
|-------|---|
| ALMP | Active Labor Market Program |
| AMD | Armenian Dram |
| FFPMC | Foreign Financing Project Management Center |
| IRI | Intermediate Results Indicator |
| IS | Information System |
| ISPC | Integrated Social Protection Center |
| MLSI | Ministry of Labor and Social Issues |
| MOF | Ministry of Finance |
| PCU | Project Coordination Unit |
| PDO | Project Development Objective |
| PID | Project Implementation Department |
| PSC | Project Steering Committee |
| RVP | Regional Vice President |
| SDR | Special Drawing Rights |
| SSSS | State Social Security Service |



BASIC DATA

Product Information

| | |
|--|--|
| Project ID P146318 | Financing Instrument Investment Project Financing |
| Original EA Category Partial Assessment (B) | Current EA Category Partial Assessment (B) |
| Approval Date 24-Mar-2014 | Current Closing Date 30-Nov-2020 |

Organizations

| | |
|---------------------------------|--|
| Borrower Republic of Armenia | Responsible Agency Ministry of Labor and Social Affairs |
|---------------------------------|--|

Project Development Objective (PDO)

Original PDO

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

Summary Status of Financing

| Ln/Cr/Tf | Approval | Signing | Effectiveness | Closing | Net Commitment | Disbursed | Undisbursed |
|-----------|-------------|-------------|---------------|-------------|----------------|-----------|-------------|
| IDA-53980 | 24-Mar-2014 | 23-May-2014 | 29-Oct-2014 | 30-Nov-2020 | 21.20 | 7.91 | 11.36 |

Policy Waiver(s)

Does this restructuring trigger the need for any policy waiver(s)?

No



I. PROJECT STATUS AND RATIONALE FOR RESTRUCTURING

Project Status

The project is organized around five components, which support the rolling out of an integrated social services delivery model (including public employment, pension, disability and social assistance benefits and service provision) and strengthening of the capacity of institutions for reforms in the areas of employment, pensions and social assistance. The project components are as follows: Component 1 - Rolling-Out of Integrated Social Protection Service Delivery; Component 2 - Supporting the Implementation of the Employment Strategy by the Government; Component 3 - Modernization of the Pension System; Component 4 - Strengthening Ministry of Labor and Social Issues' (MLSI) Analytical Capacity and Monitoring and Evaluation Systems; and Component 5 - Project Management.

Assessment of Implementation Progress. The project's implementation progress rating is Moderately Satisfactory. During the first two and a half years of implementation, there were substantial delays in executing civil works under Component 1 (which covers 68 percent of the credit), which together with the Government's decision not to implement activities under Component II slowed disbursements. Implementation improved after the mid-term review in September 2017, particularly regarding the roll out of the integrated social protection services model. Implementation slowed again in the first half of 2019 due to the change in government and the transfer of the Foreign Financing Project Management Center's (FFPMC) functions to the newly established Project Implementation Department (PID) under the Ministry of Finance (MOF), as well as the delayed re-establishment of the Project Steering Committee (PSC). A new director of the Project Coordination Unit (PCU) at the MLSI was appointed in July 2019, which has resulted in significant improvement in the coordination of project-related activities with the new Minister of Labor and Social Issues and her team, and in communication with and reporting to the Bank's task team.

The MLSI has been making considerable efforts over the last six months to accelerate the integrated social protection delivery reform, by creating institutional and legal preconditions for the integrated delivery of services. A Draft Law on Social Assistance, with provisions on the establishment of the Integrated Social Services Coordination Agency, is currently in the parliament and is expected to be adopted shortly. This central level agency will oversee the delivery of integrated services at the level of Integrated Social Protection Centers (ISPCs), which will further facilitate the process of functional integration of four main services (pension, employment, social assistance and disability).

Under Component 1 (rolling out of integrated social protection service delivery), nine ISPCs have been completed and are operational, 11 are under construction, 2 are at the re-bidding stage and the remaining 12 are at the design stage. The MLSI aims to use project funds to establish and make operational all remaining integrated centers throughout the country, develop an integrated social protection information system, as well as to provide training to the employees of the integrated centers. A detailed implementation plan has been developed jointly with the task team (see Annex 1). Under the employment component (Component 2), two active labor market programs (ALMPs) designed with the previous government have not been implemented. Despite completing detailed operational manuals that would guide the implementation of the two ALMPs, the government's priorities had changed and the ALMPs were no longer to be financed under the project. Instead of implementing the ALMPs, the new MLSI Minister intends to develop an information system (IS) for the employment sector under Component 2, as well as to introduce modern e-service platforms for its clients. The employment sector IS will eventually become an integral part of the overall social protection IS that is to be developed under Component 1. The MLSI's decision to proceed with the employment IS development at this stage is based on the availability of relevant project documentation, including the description of business processes, and strict deadlines set in the Work Armenia Initiative for the development of this part of the social protection system. Performance under this



component has been assessed as moderately unsatisfactory. The pension activities under Component 3 have been cancelled. Modernization/upgrading of the pension electronic information system will be conducted as part of the integrated social protection information system development that will be implemented under Component 1. Under Component 4 (strengthening monitoring and evaluations systems), the development of monitoring indicators and job descriptions for assessing the effectiveness and efficiency of different programs (i.e., state-provided social benefits and services) has been completed. The MLSI is in the process of conducting assessments and adjustments of the monitoring and evaluation system. The project management component (Component 5) has financed the PCU at the MLSI throughout the project implementation period as well as project fiduciary staff in the FFPMC and the PID before they were dissolved in March 2019 and December 2019, respectively.

Progress Towards Achievement of the Project Development Objective (PDO). The project shows moderately satisfactory performance on progress towards the PDO. It has three indicators to measure the development objective. All of them are on track to be achieved:

- *Client satisfaction with benefits and services received through existing ISPCs* has consistently been at the level of 70-90 percent and is on track to reach the end target of *almost all clients satisfied*.
- Progress on the PDO indicator of *increased monitoring and evaluation capacity* for the social protection programs is notable, with monitoring passports and indicators for all social protection programs developed. The planned integration of these core project outputs in the regular operations of the MLSI, including through its information system, will further contribute to achievement of the PDO.
- *The client participation costs of receiving benefits and services (for the Family Benefit Program)* has decreased from AMD 3,026 to AMD 2,786 and the target of *below AMD 2,476* is expected to be achieved once the majority of ISPCs become fully operational.

The project has been restructured three times. A 23-month extension was granted in September 2018 to provide sufficient time to complete the civil works for remaining ISPCs and make them operational. In May 2019, the project was restructured to replace the FFPMC as the project implementing agency under the MOF responsible for fiduciary functions, with the newly created PID under MoF. A third restructuring was processed in December 2019 to exclude the PID as the project implementing agency and transfer the fiduciary responsibilities from the PID to the PCU under the MLSI. In December 2019, the Government of Armenia requested another restructuring of the project to complete the integrated services roll out agenda and develop the IS and e-service platforms for the employment sector.

Rationale for Restructuring

The restructuring is being proposed with a view of aligning the project with the emerging international good practice of integrated social protection service provision using client-centered approaches. One of the main objectives of the integrated service delivery model in Armenia is to improve the outcomes of service users, while minimizing the clients' cost of accessing services and benefits through the ISPCs. The latter is of utmost importance for the poorest and most vulnerable population groups. The concept of integrated social services delivery that supports the above stated objectives was officially adopted by the Government in December 2010. It has been adjusted over time to address several implementation challenges, such as late transfer of ownership of ISPC facilities and new political realities, that caused significant delays in the roll-out of the model. The implementation of the adopted model of functional integration of four existing agencies responsible for pensions, social assistance, and employment and disability certification is currently in progress in 28 ISPCs that have become operational under the first and second Social Protection Administration Project. The proposed restructuring will ensure completion of the integrated service roll-out agenda and its full geographical coverage in Armenia.



The proposed restructuring involves the MLSI's intention to strengthen the implementation of several important aspects of the project. Besides the physical collocation and integration of the four agencies, the model also includes development of an integrated IS and implementation of new social case management procedures focusing primarily on the clients and their needs. This requires further harmonization of existing legislation and an upgrade of the social welfare information system. With regard to the poorest and most vulnerable clients, the interoperability of administrative data in the NORK (Information and Analytical Center) Family Vulnerability Database with external administrative databases would enhance the process of determining benefit eligibility. Relatedly, the restructured project will support the development of data access protocols and interoperable platforms to link the NORK individual records with the cadastral, the car registry, the electricity company databases, and other administrative data sources.

The SPAP II development objectives of improving social protection service delivery and strengthening analytical, monitoring and evaluation functions of the social protection system are in line with the objectives of the new Country Partnership Framework 2019-2023, endorsed by The World Bank Group Board of Executive Directors on March 28, 2019. The restructured project will contribute to facilitating access to social protection services and economic opportunities by the poorest and most disconnected population groups. Improved access will be enabled through the network of project-financed ISPCs. New project activities, such as the development of the employment sector IS and e-services platforms, will contribute to strengthening the capacity of the system to increase training and employment opportunities, with a special focus on vulnerable groups, including women, Family Benefit Program beneficiaries, migrants, young people, and their employability. More efficient tracking of the progress against the objectives will be made possible through the electronic monitoring and evaluation system that is also to be developed as part of the IS integration. Increased monitoring and evaluation capacity will further improve program-level monitoring and evidence-based policymaking.

II. DESCRIPTION OF PROPOSED CHANGES

This restructuring is in response to the requests from the MOF dated December 16, 2019 and December 17, 2019 (attached). The request is to: (a) provide a second 23-month extension of the project closing date, from November 30, 2020 to October 31, 2022; (b) reallocate SDR 1.1 million from disbursement category 2 to disbursement category 1; and (c) adjust the intermediate results indicators, including revising target values.

Extension of the project closing date. The proposed second extension of the project closing date to October 31, 2022 will provide enough time to refurbish, equip and make operational the remaining 24 ISPCs throughout the country, develop a new integrated information system, and train employees to increase their capacity to provide integrated services. With the proposed second extension, the cumulative extension of the project closing date is 46 months from the original closing date.

Reallocation between disbursement (withdrawal) categories. In order to provide required funds for the completion of the integrated provision of social protection service delivery, SDR 1.1 million would be reallocated from disbursement Category 2 (cash grants and consulting services for active labor market programs (ALMPs), which were not implemented) to Category 1 (goods, works, non-consulting services, consultants' services, training and incremental operating costs). The reallocation will increase the amount available under Category 1 to SDR 13.9 million, or 100 percent of the total credit amount.



| Category | Amount of the Credit Allocated (expressed in SDR) | Percentage of Expenditures to be Financed (exclusive of Taxes) |
|--|---|--|
| (1) Goods, works, non-consulting services, consultants' services, Training and Incremental Operating Costs under the Project except for activities under Part II.2. of the Project | 13,900,000 | 100% |
| (2) Cash Grants and Consultant Services under Part II.2 of the Project. | 0 | 0 |
| TOTAL AMOUNT | <u>13,900,000</u> | 100% |

Changes in the intermediate results indicators (IRIs). The proposed restructuring will: (a) replace two IRIs related to the ALMPs which were not implemented under Component 2 (number of participants involved in the program for youth without education skills and number of participants involved in start-up small business program) with the indicator 'employment sector information subsystem developed and functioning'; (b) remove the indicator 'supervision and control method applied in State Social Security Services (SSSS)'; and (c) replace the indicator 'average time required for processing a pension case (including case resolution) by SSSS' with the indicator 'number of SSSS certified employees using pension electronic system'. In addition, the end-project target value of the IRI 'number of ISPC facilities refurbished/constructed and equipped' is revised from 37 to 34 and of the IRI 'number of ISPCs fully operational' from 37 to 30. The proposed changes better respond to the expectations and demands generated since the previous restructuring. The full updated results framework is presented at the end of this restructuring paper.

The unallocated funds are allocated to Component 1. The proposed restructuring does not entail any other changes to the project. The financial management arrangements under the project are adequate and acceptable to the Bank, and there are no overdue audits under the project.

The MLSI and the Bank team have agreed on the plan of actions under the restructured project covering all the key activities, which will be closely monitored and supervised.

III. SUMMARY OF CHANGES

| | Changed | Not Changed |
|--|---------|-------------|
| Results Framework | ✓ | |
| Components and Cost | ✓ | |
| Loan Closing Date(s) | ✓ | |
| Reallocation between Disbursement Categories | ✓ | |
| Disbursement Estimates | ✓ | |



| | | |
|----------------------------------|---|---|
| Implementation Schedule | ✓ | |
| Implementing Agency | | ✓ |
| DDO Status | | ✓ |
| Project's Development Objectives | | ✓ |
| DLIs | | ✓ |
| Cancellations Proposed | | ✓ |
| Disbursements Arrangements | | ✓ |
| Overall Risk Rating | | ✓ |
| Safeguard Policies Triggered | | ✓ |
| EA category | | ✓ |
| Legal Covenants | | ✓ |
| Institutional Arrangements | | ✓ |
| Financial Management | | ✓ |
| Procurement | | ✓ |
| Other Change(s) | | ✓ |
| Economic and Financial Analysis | | ✓ |
| Technical Analysis | | ✓ |
| Social Analysis | | ✓ |
| Environmental Analysis | | ✓ |

IV. DETAILED CHANGE(S)

COMPONENTS

| Current Component Name | Current Cost (US\$M) | Action | Proposed Component Name | Proposed Cost (US\$M) |
|---|-----------------------------|---------------------|---|------------------------------|
| Roll-Out of Integrated Social Protection Service Delivery | 14.30 | Revised | Roll-Out of Integrated Social Protection Service Delivery | 17.08 |
| Support the Implementation of the New Employment Strategy by the Government | 2.20 | Revised | Support the Implementation of the New Employment Strategy by the Government | 0.25 |
| Modernization of the Pension System | 0.90 | Marked for Deletion | Modernization of the Pension System | 0.03 |



The World Bank

Armenia Social Protection Administration II Project (P146318)

| | | | | |
|---|--------------|---------|---|--------------|
| Strengthen MLSI Analytical Capacity and Monitoring and Evaluation Systems | 1.10 | Revised | Strengthen MLSI Analytical Capacity and Monitoring and Evaluation Systems | 0.49 |
| Project Management | 1.30 | Revised | Project Management | 1.79 |
| Unallocated | 1.40 | Revised | Unallocated | 0.00 |
| TOTAL | 21.20 | | | 19.64 |

LOAN CLOSING DATE(S)

| Ln/Cr/Tf | Status | Original Closing | Revised Closing(s) | Proposed Closing | Proposed Deadline for Withdrawal Applications |
|-----------|-----------|------------------|--------------------|------------------|---|
| IDA-53980 | Effective | 31-Dec-2018 | 30-Nov-2020 | 31-Oct-2022 | 28-Feb-2023 |

REALLOCATION BETWEEN DISBURSEMENT CATEGORIES

| | Current Allocation | Actuals + Committed | Proposed Allocation | Financing % (Type Total) | |
|-------------------------------|----------------------|---|----------------------|--------------------------|----------|
| | | | | Current | Proposed |
| IDA-53980-001 Currency: XDR | | | | | |
| iLap Category Sequence No: 1 | | Current Expenditure Category: GD,CW,Non-CS,CS,TR,IOC,ex.Part II.2 | | | |
| | 12,800,000.00 | 4,674,766.49 | 13,900,000.00 | 100.00 | 100.00 |
| iLap Category Sequence No: 2 | | Current Expenditure Category: Cash Grants and CS Part II.2 | | | |
| | 1,100,000.00 | 0.00 | 0.00 | 100.00 | 0 |
| Total | 13,900,000.00 | 4,674,766.49 | 13,900,000.00 | | |

DISBURSEMENT ESTIMATES

Change in Disbursement Estimates

Yes

| Year | Current | Proposed |
|------|---------|----------|
|------|---------|----------|



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Armenia Social Protection Administration II Project (P146318)

| | | |
|------|---------------|--------------|
| 2014 | 0.00 | 0.00 |
| 2015 | 750,000.00 | 688,630.00 |
| 2016 | 3,346,592.00 | 742,416.00 |
| 2017 | 5,153,408.00 | 1,679,873.00 |
| 2018 | 11,949,999.95 | 1,197,247.00 |
| 2019 | 0.00 | 2,071,947.00 |
| 2020 | 0.00 | 5,000,000.00 |
| 2021 | 0.00 | 4,000,000.00 |



Results framework

COUNTRY: Armenia

Armenia Social Protection Administration II Project

Project Development Objectives(s)

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

Project Development Objective Indicators by Objectives/ Outcomes

| Indicator Name | DLI | Baseline | Intermediate Targets | | | End Target |
|---|--|---|---|---|---|------------------------------|
| | | | 1 | 2 | 3 | |
| Improved social protection service delivery | | | | | | |
| Client satisfaction with benefits and services received through ISPCs (Text) | | ISPCs being piloted - clients unaware of new services | Some clients satisfied; Areas for improvements identified (as perceived by the clients) | Some clients satisfied; Areas for improvements identified (as perceived by the clients) | Majority of clients satisfied; Suggestions for improvements addressed | Almost all clients satisfied |
| Action: This indicator has been Revised | <p>Rationale: <i>This outcome indicator continues from the original results framework. The baseline, the intermediate targets (ITs) and the end target have been unchanged. The ITs are set for the following dates:</i> IT-1: IT dated December 31, 2019; IT-2: IT dated December 31, 2020; IT-3: IT dated December 31, 2021;</p> | | | | | |
| Client participation costs of receiving benefits and services of ISPCs (for FBP) (Number) | | 3,026.00 | 2,786.00 | 2,786.00 | 2,476.00 | 2,476.00 |
| Action: This indicator has been Revised | <p>Rationale: <i>This outcome indicator continues from the original results framework. The baseline, the intermediate targets (ITs) and the end target have been unchanged. The ITs are set for the following dates:</i></p> | | | | | |



| Indicator Name | DLI | Baseline | Intermediate Targets | | | End Target |
|---|-----|---|---|---|---|---|
| | | | 1 | 2 | 3 | |
| | | | | | | |
| | | <p><i>IT-1: IT dated December 31, 2019;</i> <i>IT-2: IT dated December 31, 2020;</i> <i>IT-3: IT dated December 31, 2021;</i></p> | | | | |
| Strengthened analytical and monitoring and evaluation functions | | | | | | |
| M&E capacity increased as evidenced by gradual introduction of the M&E system for SP programs (covering the development of a model, indicators, project passports, software) (Text) | | 5 piloted programs | Develop monitoring passports and indicators for all 81 programs | Develop monitoring passports and indicators for all 81 programs | Develop monitoring passports and indicators for all 81 programs; introduce the respective software changes in M&E electronic system | Developed monitoring passports and indicators for all SP programs financed from the state budget; developed electronic system (receiving reports for all indicators). Almost all clients satisfied. |
| Action: This indicator has been Revised | | <p>Rationale: <i>This outcome indicator continues from the original results framework. The baseline and the end target have been unchanged. The Intermediate Targets (ITs) have been updated to reflect the actual number of programs for which the monitoring passports and indicators have been developed. The ITs are set for the following dates:</i> <i>IT-1: IT dated December 31, 2019;</i> <i>IT-2: IT dated December 31, 2020;</i> <i>IT-3: IT dated December 31, 2021;</i></p> | | | | |



Intermediate Results Indicators by Components

| Indicator Name | DLI | Baseline | Intermediate Targets | | | End Target |
|---|--|----------|----------------------|-------|-------|------------|
| | | | 1 | 2 | 3 | |
| Roll-Out of Integrated Social Protection Service Delivery (Action: This Component has been Revised) | | | | | | |
| Number of ISPC facilities refurbished/constructed and equipped (Number) | | 0.00 | 9.00 | 18.00 | 28.00 | 34.00 |
| Action: This indicator has been Revised | <p>Rationale: <i>The intermediate targets (ITs) and the end target have been updated. The ITs are set for the following dates:</i> IT-1: IT dated December 31, 2019; IT-2: IT dated December 31, 2020; IT-3: IT dated December 31, 2021;</p> | | | | | |
| Number of ISPCs fully operational (Number) | | 0.00 | 9.00 | 13.00 | 23.00 | 30.00 |
| Action: This indicator has been Revised | <p>Rationale: <i>The intermediate targets (ITs) and the end target have been updated. The ITs are set for the following dates:</i> IT-1: IT dated December 31, 2019; IT-2: IT dated December 31, 2020; IT-3: IT dated December 31, 2021;</p> | | | | | |
| Number of relevant external databases from which ISPC social workers can obtain/check necessary information on-line. (Number) | | 1.00 | 1.00 | 1.00 | 4.00 | 4.00 |
| Action: This indicator has been Revised | <p>Rationale: <i>The intermediate targets (IT) have been updated. The ITs are set for the following dates:</i></p> | | | | | |



| Indicator Name | DLI | Baseline | Intermediate Targets | | | End Target |
|--|-----|--|----------------------|---|---|------------|
| | | | 1 | 2 | 3 | |
| | | | | | | |
| | | <i>IT-1: IT dated December 31, 2019;</i> <i>IT-2: IT dated December 31, 2020;</i> <i>IT-3: IT dated December 31, 2021;</i> | | | | |
| Direct project beneficiaries (Number) | | 507,345.00 | 536,063.00 | | | 606,622.00 |
| Action: This indicator has been Revised | | Rationale: <i>This indicators monitors the number of pensioners in Armenia.The intermediate target (IT) and the end target have been updated. The IT is set for the following date:</i> <i>IT-1: IT dated December 31, 2019</i> | | | | |
| Female beneficiaries (Number) | | 301,885.00 | 316,418.00 | | | 351,840.00 |
| Action: This indicator has been Revised | | Rationale: <i>This indicators monitors the number of female pensioners in Armenia. The intermediate target (IT) and the end target have been updated. The IT is set for the following date:</i> <i>IT-1: IT dated December 31, 2019</i> | | | | |
| Direct project beneficiaries (Number) | | 96,309.00 | 86,884.00 | | | 96,309.00 |
| Action: This indicator has been Revised | | Rationale: <i>This indicators monitors the number of Family Benefit Program beneficiaries in Armenia.The intermediate target (IT) and the end target have been updated. The IT is set for the following date:</i> <i>IT-1: IT dated December 31, 2019</i> | | | | |
| Direct project beneficiaries (Number) | | 88,928.00 | 84,749.00 | | | 83,325.00 |



| Indicator Name | DLI | Baseline | Intermediate Targets | | | End Target |
|--|-----|---|----------------------|----------|----------|------------|
| | | | 1 | 2 | 3 | |
| Action: This indicator has been Revised | | | | | | |
| | | <i>Rationale:</i> <i>This indicators monitors the number of job-seekers in Armenia. The baseline, intermediate target (IT) and the end target have been updated. The IT is set for the following date:</i> <i>IT-1: IT dated December 31, 2019</i> | | | | |
| Female beneficiaries (Number) | | 59,764.00 | 56,121.00 | | | 56,367.00 |
| Action: This indicator has been Revised | | | | | | |
| | | <i>Rationale:</i> <i>This indicators monitors the number of female job-seekers in Armenia. The baseline, the intermediate target (IT) and the end target have been updated. The IT is set for the following date:</i> <i>IT-1: IT dated December 31, 2019</i> | | | | |
| Support the Implementation of the New Employment Strategy by the Government (Action: This Component has been Revised) | | | | | | |
| Number of participants involved in the Program for Youth Without Education and Skills (Number) | | 0.00 | 0.00 | 250.00 | 500.00 | 700.00 |
| Action: This indicator has been Marked for Deletion | | | | | | |
| Number of participants involved in Start-up Small Businesses Program (Number) | | 0.00 | 0.00 | 250.00 | 500.00 | 700.00 |
| Action: This indicator has been Marked for Deletion | | | | | | |
| Number of participants within professional orientation system (general education, tertiary education and ISPCs) who make | | 52.00 | 1,164.00 | 1,189.00 | 1,189.00 | 1,189.00 |



| Indicator Name | DLI | Baseline | Intermediate Targets | | | End Target |
|--|---|---|---|--|---|--|
| | | | 1 | 2 | 3 | |
| use of professional orientation services) (Number) | | | | | | |
| Action: This indicator has been Revised | <p>Rationale: The intermediate targets (IT) and the end target have been updated. The ITs are set for the following dates: IT-1: IT dated December 31, 2019; IT-2: IT dated December 31, 2020; IT-3: IT dated December 31, 2021;</p> | | | | | |
| Employment sector information subsystem developed and functioning (Text) | | system not in place | system not in place | system being developed | system developed and functioning | system developed and functioning |
| Action: This indicator is New | <p>Rationale: This is a new indicator added to measure newly added activities under the employment component. The ITs are set for the following dates: IT-1: IT dated December 31, 2019; IT-2: IT dated December 31, 2020; IT-3: IT dated December 31, 2021;</p> | | | | | |
| Modernization of the Pension System (Action: This Component has been Revised) | | | | | | |
| Supervision and control method applied in SSSS (Text) | | Ad hoc supervision and control of eligibility, insured service periods, pension level and other pension requests. | Ad hoc supervision and control of eligibility, insured service periods, pension level and other pension requests. | Pilot of risk-based supervision and control of pension eligibility and benefit levels. | Risk-based supervision and control system in SSSS introduced and operative. | Supervision and control of eligibility, insured service periods, pension level and other pension requests conducted on risk identification basis |
| Action: This indicator has been Marked for Deletion | | | | | | |



| Indicator Name | DLI | Baseline | Intermediate Targets | | | End Target |
|---|--|--------------------------|-----------------------------|--|--|--|
| | | | 1 | 2 | 3 | |
| Number of SSSS certified staff using electronic pension information system (Number) | | 0.00 | 390.00 | 390.00 | 395.00 | 400.00 |
| Action: This indicator has been Revised | Rationale: <i>Although this component has been deleted, the project will continue monitoring the number of SSSS certified staff using electronic pension information system.</i> | | | | | |
| Strengthen MLSI Analytical Capacity and Monitoring and Evaluation Systems | | | | | | |
| Methodology for collection of qualitative data developed (Text) | | Methodology not in place | Methodology being developed | Methodology developed and fully integrated in the monitoring and evaluation system of the MLSI | Methodology fully integrated in the monitoring and evaluation system of the MLSI | Methodology fully integrated in the monitoring and evaluation system of the MLSI |
| Action: This indicator has been Revised | Rationale: <i>The intermediate targets (ITs) have been updated. The ITs are set for the following dates:</i> IT-1: IT dated December 31, 2019; IT-2: IT dated December 31, 2020; IT-3: IT dated December 31, 2021; | | | | | |



Attachment 1: Action Plan for the Remaining Project Implementation Period

Civil works for ISPCs

| Activity | Start of Procurement | Contract Signing | Completion of Civil Works | ISPC fully operational* |
|--|----------------------|------------------|---------------------------|-------------------------|
| Civil works for ISPC in Stepanavan | 7.2.2019 | 2.8.2019 | 1.10.2020 | 1.1.2021 |
| Civil works for ISPC in Meghri | 6.8.2019 | 16.10.2019 | 1.5.2020 | 1.8.2020 |
| Civil works for ISPC in Sevan | 29.7.2019 | 23.10.2019 | 1.5.2020 | 1.8.2020 |
| Civil works for ISPC in Aparan | 29.7.2019 | 16.10.2019 | 1.7.2020 | 1.10.2020 |
| Civil works for ISPC in Martuni | 30.7.2019 | 17.10.2019 | 1.7.2020 | 1.8.2020 |
| Civil works for ISPC in Goris | 1.8.2019 | 1.11.2019 | 1.9.2020 | 1.12.2020 |
| Civil works for ISPC in Dilijan | 29.10.2019 | 24.1.2020 | 1.10.2020 | 1.01.2021 |
| Civil works for ISPC in Artik | 15.3.2020 | 15.5.2020 | 1.10.2021 | 1.1.2022 |
| Civil works for ISPC in Kapan | 4.3.2020 | 1.6.2020 | 1.3.2021 | 1.6.2021 |
| Civil works for ISPC in Gyumri | 1.11.2019 | 6.2.2020 | 1.4.2022 | 1.7.2022 |
| Civil works for ISPC in Alaverdi | 24.10.2019 | 6.2.2020 | 1.8.2021 | 1.11.2021 |
| Civil works for ISPC in Ijevan | 14.11.2019 | 5.2.2020 | 1.12.2020 | 1.3.2021 |
| Civil works for ISPC in Gavar | 29.10.2019 | 1.2.2020 | 1.1.2021 | 1.4.2021 |
| Civil works for ISPC in Vayk | 1.6.2020 | 1.10.2020 | 1.4.2022 | 1.7.2022 |
| Civil works for ISPC in Yeghegnadzor | 1.5.2020 | 1.8.2020 | 1.9.2021 | 1.12.2021 |
| Civil works for ISPC in Abovyan | 1.5.2020 | 1.8.2020 | 1.9.2021 | 1.12.2021 |
| Civil works for ISPC in Jermuk | 1.5.2020 | 1.9.2020 | 1.10.2021 | 1.1.2022 |
| Civil works for ISPC in Ashtarak | 1.5.2020 | 1.9.2020 | 1.10.2021 | 1.1.2022 |
| Civil works for ISPC in Vagharshapat | 1.5.2020 | 1.9.2020 | 1.10.2021 | 1.1.2022 |
| Civil works for ISPC in Arabkir | 1.7.2020 | 1.10.2020 | 1.10.2021 | 1.12.2021 |
| Civil works for ISPC in Spitak | 1.6.2020 | 1.10.2020 | 1.6.2022 | 1.9.2022 |
| Civil works for ISPC in Berd | 15.4.2020 | 1.10.2020 | 1.3.2021 | 1.6.2021 |
| Civil works for ISPC in Nor Nork | 15.3.2021 | 1.8.2021 | 1.7.2022 | 1.10.2022 |
| Civil works for ISPC in Kanaker Zeytun | 15.10.2020 | 1.1.2021 | 1.1.2022 | 1.2.2022 |
| Civil works for ISPC in Sisian | 15.7.2020 | 15.9.2020 | 1.1.2022 | 1.2.2022 |

*Furniture and equipment for all ISPCs will be procured in batches and timed around the completion of the civil works

Information Systems

| Activity | TOR Submitted for WB Review/Start of Procurement | Contract Signing | Activity Completion |
|---|--|------------------|---------------------|
| ISPCs business processes review | 30.4.2020 | 15.6.2020 | 30.9.2020 |
| ISPCs MIS development | 15.8.2020 | 1.12.2020 | 1.6.2022 |
| Development of the information system for the employment sector | 2.12.2019 | 1.6.2020 | 1.3.2021 |



Training and Capacity Building

| Activity | Submit to WB a detailed training program and training implementation plan | Training/capacity building implementation period |
|--|---|--|
| Training/capacity building of ISPC professionals | 1.6.2020 | 1.7.2020 – 1.10. 2022 |

Monitoring and Evaluation

| Activity | TOR Submitted for WB Review/Start of Procurement | Contract Signing | Activity Completion |
|--|--|------------------|---------------------|
| End-project survey of project indicators | 1.3.2022 | 1.5.2022 | 1.9.2022 |