

UNICEF Evaluation Management Response Template

Evaluation Title: Multi-country evaluation of the UNICEF Early Childhood Development response to COVID-19 in Europe and Central Asia region: Georgia Country Case Study

Region: ECAR

Office: Georgia

Evaluation Year: 2021

Person-In-Charge for Follow-up to Management Response: Giorgi Kalakashvili

Overall Response to the Evaluation: The evaluation provided useful findings and recommendations related to Child Hotline 111, Shared Medical Appointments programme and inclusive early childhood education system.

Planned Use of Evaluation: It will be used to inform both UNICEF programming as well as the government decision making related to strengthening Child Hotline 111, Shared Medical Appointments programme and inclusive early childhood education system.

RECOMMENDATIONS and ACTIONS:

Evaluation Recommendation or Issue 1: Continue to support the GoG and regional authorities in Georgia to build an inclusive early childhood education system by developing staff competences and improving the working (and learning) conditions in preschools.

Suggestions to operationalize this recommendation include:

- Ensuring proper documentation, monitoring and evaluation of the ongoing pilot training for preschool staff in Adjara to use the collected evidence in advocating for systemic solutions to the competency gap in the preschool sector, in particular with respect to inclusive education standards;
- Advocating and providing technical assistance for developing and introducing a programme for initial and continuing professional development of preschool staff in Georgia, which would:
 - i. incorporate the experiences of the pilot training (e.g. on combining the online and offline modes of training delivery) and be in line with the newly adopted standards for preschool education;
 - ii. target wider personnel (including preschool support staff);
 - iii. include components devoted to inclusive early childhood education and care and skills for effective communication and interaction with parents;
- Advocating and providing technical assistance for an analysis of the preschool staff's working conditions and needs, and based on the analysis - development of measures for their improvement, e.g. increasing child-free hours and making investments in infrastructure and equipment, as well as raising staff remuneration.

Management Response: (Agree, Partially Agree, Disagree): Agree

If recommendation is rejected or partially accepted, report reasons:

Actions planned	Responsible Office	Responsible Person	Expected completion date	Implementation stage: Not started Underway Completed Cancelled	Actions taken	Supporting documents
UNICEF will support Teacher Professional Development Center (TPDC), to conduct pre and post assessment, as well as proper documentation of the ongoing pilot project focused on training and continuous coaching of preschool staff. UNICEF will also support TPDC to develop communication materials for advocacy with other municipalities regarding comprehensive approach to continuous professional development of preschool educators.	Georgia CO Education Section	Maya Kuparadze	August 2022	Underway	UNICEF is supporting TPDC with implementing the pilot project in Adjara	
UNICEF will support the 9 state universities and the TPDC to strengthen their capacity as training providers in inclusive early childhood education.	Georgia CO Education Section	Maya Kuparadze	December 2022	Not started		
UNICEF will support Ministry of Education and Science to conduct training and coaching of at least 11 municipality representatives on (i) supporting local systems for continuous professional development of educators and other preschool staff; (ii) improving working conditions for preschool personnel.	Georgia CO Education Section	Maya Kuparadze	August 2022	Underway	UNICEF is working with the Ministry on the content of the training course	
Evaluation Recommendation or Issue 2: Continue to address the structural issues affecting women’s and children’s access to quality health care, including through using and implementing the recommendations from the assessment of the SMAs.						
Management Response: (Agree, Partially Agree, Disagree): Partially Agree						
If recommendation is rejected or partially accepted, report reasons: The recommendation is not specific. UNICEF will focus on addressing structural issues by supporting increasing access to digital health services.						
Actions planned	Responsible Office	Responsible Person	Expected completion date	Implementation stage: Not started Underway Completed Cancelled	Actions taken	Supporting documents

UNICEF will establish remote MCH services in 50 rural PHC ambulatories to provide uninterrupted access to the quality PHC services for underserved populations.	Georgia CO Health Section	Tamar Ugulava	December 2022	Underway	UNICEF is supporting the Government in designing telemedicine model relevant to Georgia country context.	
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Evaluation Recommendation or Issue 3: Continue to support the GoG to further develop the Child Hotline 111 into a fully functional one-stop-shop mechanism integrating child-related services in Georgia and a monitoring mechanism providing policymakers with information on those needs and systemic bottlenecks.

Suggestions to operationalize this recommendation include advocating and providing technical assistance for:

- developing recommendations on the role of the Child Hotline 111 in the overall system of services for children and families, proposing clear leadership and accountabilities across service providers to cooperate with the Child Hotline 111;
- developing cooperation mechanisms (e.g. through agreements, memoranda of understanding, coordination councils or other platforms, regular meetings, working groups, conferences, etc.) between the Child Hotline 111 and other child-related service providers, which could foster overall coordination and improvements in child-related services in the country;
- developing and implementing legal measures that oblige state institutions to provide information about child-oriented services and their changes to the Child Hotline 111;
- creating technical and functional links between the Child Hotline 111 and GoG's other hotline 1505;
- developing technical solutions (e.g. joint service databases for service providers) to facilitate integration of and access to knowledge between the Child Hotline 111 and other child-related services, respecting relevant privacy standards;
- promoting the Child Hotline 111 services among beneficiaries (children, parents and other caregivers) and potential partners, in particular CSOs providing child-related services.

Management Response: (Agree, Partially Agree, Disagree): Agree

If recommendation is rejected or partially accepted, report reasons:

Actions planned	Responsible Office	Responsible Person	Expected completion date	Implementation stage: Not started Underway Completed Cancelled	Actions taken	Supporting documents
UNICEF is strengthening the child Hotline 111 through developing a concept note and recommendations covering the following areas:	Georgia CO Child Protection Section	Teona Kuchava	May 2022	Underway	UNICEF is supporting Hotline 111 for	

legal basis of Child Hotline 111, its goals, services provided by the Hotline, basic principles and characteristics of the Hotline, Hotline target group, accessibility of the Hotline, privacy and child protection policy, agencies involved in service delivery, their roles and responsibilities, composition, role and responsibilities of employees involved in service delivery, qualification of the Hotline team, the need and function of a professional supervisor, quality assurance mechanism, rule of call documentation and case management, follow up on the referred cases, governance and coordination, case recording, data collection guidelines, children participation service design and monitoring, etc.					strengthening its service.	
UNICEF will provide assistance to identify, agree and implement technical solutions for creating links between the Child Hotline 111 and other relevant lines.	Georgia CO Child Protection Section	Teona Kuchava	December 2022	Not started		
UNICEF will support the State Care Agency for developing strategy for promoting Child Hotline 111 services among various stakeholders.	Georgia CO Child Protection Section	Teona Kuchava	December 2022	Not started		
UNICEF continues active advocacy with the Government Administration to strengthen the Interagency Commission's role in coordination process for service providers in central, municipal, and non-governmental organizations. The establishment of cooperation mechanisms will be further supported, and relevant documents developed.	Georgia CO Child Protection Section	Teona Kuchava	June 2022	Underway	UNICEF is working with the Government Administration on strengthening the role of the Commission.	
Standard operational procedure for central and municipal level service providers will be developed with UNICEF's technical support. Adoption of the SOPs by relevant authorities will be advocated by UNICEF.	Georgia CO Child Protection Section	Teona Kuchava	July 2022	Not started		
Evaluation Recommendation or Issue 4: Support the GoG to strengthen the capacity of the Child Hotline 111 to provide quality services to children and families.						

Suggestions to operationalize this recommendation include advocating and providing technical assistance for:

- developing service quality standards and a performance monitoring system with relevant indicators; establishing robust and detailed service guidelines, standard operating procedures and referral pathways, including in cases of violence against children, and follow-up procedures;
- ensuring opportunities for Child Hotline 111’s staff to build working relationships with representatives of different service providers (foster people-to-people contacts) to facilitate (increase effectiveness of) cross-service cooperation;
- developing solutions for staff retention, continuous training and supervision to provide an effective response to the calls.

Management Response: (Agree, Partially Agree, Disagree): Agree

If recommendation is rejected or partially accepted, report reasons:

Actions planned	Responsible Office	Responsible Person	Expected completion date	Implementation stage: Not started Underway Completed Cancelled	Actions taken	Supporting documents
UNICEF will support the State Care Agency to develop: employee’s qualification and competence framework; Child Hotline 111 quality assurance instrument; SOP development guidance instrument of Child Hotline, partner hotlines, relevant government and service providers; confidentiality form; child protection policies & procedures; case recording & data collection forms; case management policy; case management plan; glossary of hotline terms; and SOPs and protocols.	Georgia CO Child Protection Section	Teona Kuchava	August 2022	Underway	UNICEF is supporting Hotline 111 to provide quality service.	
In the process of transforming the Child Hotline into the Child Helpline, UNICEF will advocate and support the State Care Agency to improve coordination and cooperation with service providers and most vulnerable groups.	Georgia CO Child Protection Section	Teona Kuchava	December 2022	Not started		
UNICEF will advocate for developing a staff retention strategy, and for continuous training and supervision strategy with the State Care Agency.	Georgia CO Child Protection Section	Teona Kuchava	December 2022	Not started		

Evaluation Recommendation or Issue 5: Conduct an assessment of the SMAs to understand: (i) the benefits they carry for participants; (ii) pregnant women’s needs and more concrete (underlying) reasons for women’s resignation from participation; and (iii) the added value the SMAs bring to the existing health care services during and beyond the context of COVID-19.

Management Response: (Agree, Partially Agree, Disagree): Partially Agree

If recommendation is rejected or partially accepted, report reasons: We are committed to carry out the assessment once the system of SMAs is in place, most probably by the end of 2024.

Actions planned	Responsible Office	Responsible Person	Expected completion date	Implementation stage: Not started Underway Completed Cancelled	Actions taken	Supporting documents
Not Applicable (NA)	NA	NA	NA	NA	NA	NA

Management Response is approved

Date: March 23, 2022

Amy Clancy (OIC representative): 