

Evaluation Management Response Document

Region: ECAR

Office: Georgia

Evaluation Year: 2021

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

Person In Charge For Follow Up to Management Response: Giorgi Kalakashvili

Overall response to 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 the 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

No.	Recommendations/Actions	Responsible Section (Action)	Responsible Person Name (Action)	Expected Completion (Action)	Mgt Response / Implementation Stage	Reason/Action Taken
1	UNICEF Georgia should 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.				Agree	
1.1	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	8/30/2022	Completed	Pre and post assessment completed, and the report is developed by TPDC. With the UNICEF support the communication materials for advocacy with other municipalities regarding comprehensive approach to continuous professional development of preschool educators and best practice examples have also been developed and shared with various platforms (social media, international ECEC conference in Batumi Georgia, June, 2022, through direct correspondence with other municipalities).

1.2	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	12/29/2022	Completed	In 2022 UNICEF established partnership with 8 state universities to support their capacity building on inclusive early childhood education (ECE). As part of these partnerships 22 professors/lecturers from education faculties in these universities have undergone training of trainers provided by National Center for Teacher Professional Development (TPDC) on Inclusive ECE (module developed and adopted by TPDC). Afterwards, the trained 22 lecturers conducted training based on Inclusive ECE module for 400 preschool educators and special educators under the supervision and mentorship of TPDC trainers. This follow-up mentoring opportunity further supported the capacity building of university lecturers in quality delivery of the in-service training programmes on the inclusive early childhood education.
1.3	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	8/30/2022	Completed	Trainings and follow-up coaching of municipal representatives in 11 municipalities conducted by Ministry of Education and Science with the support from UNICEF.
2	UNICEF Georgia should continue to address the structural issues affecting women's and children's access to quality health care.				Partially Agree	
2.1	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	Tako Ugulava	12/29/2022	Completed	All 50 rural PHC clinics have installed 0-6 Child Growth and Development Surveillance electronic module with additional telemedicine functionalities for the remote delivery of child development-oriented services. In parallel, medical professionals from the selected 50 clinics are engaged in the training process on utilization of electronic module, as well as on various aspects of child care. This arrangement will become fully functional by 2024.
3	UNICEF Georgia should continue to support the GoG to further develop the Child Hotline 111 into a fully functional one-stop-shop mechanism.				Agree	

3.1	UNICEF is strengthening the child Hotline 111 through developing a concept note and recommendations covering the following areas: 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.	Georgia CO Child Protection Section	Teona Kuchava	5/30/2022	Completed	UNICEF Georgia with the State Care Agency and Ministry of IDPs from the occupied territories, labour, health and social affairs of Georgia has developed Child Helpline concept. The concept defines Child Helpline approaches on the following areas: 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, agencies involved in service delivery, their roles and responsibilities, composition, roles and responsibilities of employees involved in service delivery, 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. In addition, privacy and child protection policy document and competency framework of the Hotline team were developed.
3.2	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	12/29/2022	Completed	UNICEF supported identification of technical solutions and suggested a vision for creating links between the child hotline and other relevant lines through the development of a Concept of the Child Helpline. The concept is a comprehensive document and suggests division of responsibilities of the Child Helpline and other hotlines. The concept was discussed and agreed with relevant stakeholders. Once adopted, the concept will be the main formal document regulating the operationalization of the Hotline and others relevant lines.
3.3	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	12/29/2022	Completed	In order to increase the access to Child Hotline, a strategic vision and guiding document for the promotion of Child Hotline was developed. The document defines vulnerable groups, special channels and means for communication.

3.4	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	6/29/2022	Completed	UNICEF and the State Care Agency held discussions and meetings with the Head of the Human Rights Secretariat and the Inter-Agency Commission on the implementation of the CRC and Child Rights under the Government administration to strengthen their role for the coordination of Child helpline with central, municipal, and non-governmental organizations. Based on the advocacy efforts of UNICEF it was agreed that the coordination function will be performed by the Inter-Agency Commission and the relevant documents will be developed.
3.5	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	7/30/2022	Completed	UNICEF supported the development of standard operational procedures on: <ul style="list-style-type: none"> • Case management • Bomb threats • Silent call management • Suicidal call management • Masturbation call management
4	UNICEF Georgia should support the GoG to strengthen the capacity of the Child Hotline 111 to provide quality services to children and families.				Agree	
4.1	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	8/30/2022	Completed	With the UNICEF support the following documents were developed: Child protection policy, Confidentiality and personal data protection policy, Employee competency framework, and Helpline quality management.
4.2	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	12/29/2022	Completed	In the process of transforming the Child Hotline into the Child Helpline, UNICEF is actively advocating to improve cooperation and coordination mechanism with service providers and most vulnerable groups at municipal and national level. Most relevant government agency for coordination - the Interagency Commission on the Implementation of the Convention on the Rights of the Child was identified. Discussions are underway between the State Care Agency and the Interagency Commission to select the appropriate legal form of coordination.

4.3	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	12/29/2022	Completed	UNICEF is advocating for developing a staff retention strategy. UNICEF has developed a vision on ensuring continuous training of existing staff and newcomers. In addition to this, UNICEF developed a ToR for the provision of trainings for the existing staff and identification and training of potential trainers.
5	Conduct an assessment of the SMAs				Partially Agree	
5.1	NA	Georgia CO Health Section	Tako Ugulava	12/28/2022	Completed	Since EMR finalization, March 23, 2022 recommendation number 5 has become irrelevant because the system of SMAs will not be in place within the scope of management response cycle.