Implementation report of 2019 actions of Social Welfare Matrix, prepared by the Ministry of Internally Displaced People from the Occupied Territories, Labor, Health and Social Affairs (MoIPDLHSA)

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# Pillar 1. To develop social support and solidarity system

Objective: Improve support to persons with disabilities by developing functional/social model of assessing and granting disability status in line with the UN Convention on the Rights of Persons with disabilities

<u>Prior action(s) 2019</u> - The GoG determined and trained professionals, who will be eligible to conduct the new assessment. Second pilot project to test the new assessment methodology starts in Samtskhe Javakheti region.

<u>Results:</u> Following the ratification of the Convention on the Rights of Persons with Disabilities, Georgia is obliged to implement a fundamental reform of the system for granting a disability status, in accordance with the principles of the above-mentioned Convention and instead of the existing medical model of medical-social expertise, create a mechanism that will follow the principles of the social model, which includes the individual functional assessment and delivery of improved services and benefits tailored to the needs of the person.

In February 2019, Memorandum of Understanding was signed between the Ministry of Internally Displaced Persons from Occupied Territories, Labour, Health and Social Affairs of Georgia, UNICEF Partner Organization in Adjara - the Association of Social workers and Medical Institutions in order to replace existing medical model of social-medical expertise with the social model and identifying the individual need for people with disabilities. On the basis of this Memorandum, the cooperation implies piloting assessment of functional abilities and social needs of children and adults with disabilities in the Autonomous Republic of Adjara.

At the same time, a tool has been selected for the evaluation of adult persons with disabilities (Disability Assessment Schedule 2.0 (WHODAS 2.0)) as a result of intensive consultations with ICF experts of the World Health Organization (WHO) for the implementation of the biopsychosocial model and MDS (Model Disability Survey) - for the children under 18.

The document is a draft version of the child function assessment of the instrument, which was developed by the World Health Organization questionnaire -Model Disability Survey - as a result of the modification. This tool needs to be standardized at this stage, which is being implemented by the "Association for Educational Policy and Research" within the relevant project.

At the same time, on April 8<sup>th</sup> of 2019 the Ministry of Internally Displaced Persons from Occupied Territories, Labour, Health and Social Affairs of Georgia with the assistance of UNICEF and local authorities in support of the disability evaluation has started the implementation of the pilot of a new methodology and system for determining the status in

the authorized medical institutions for medical-social expertise of Adjara region after the completion of assessment of functional specialists and managers in the training and selection process.

A pilot project is also planned to be implemented in the Samtskhe-Javakheti region within the framework of the technical support provided by the French Development Agency and with the support of local authorities. To this end, a meeting was held between the parties in May 2019, as well as several informational and working meetings were held at the Ministry to discuss the Pilot Action Plan, organizational/methodological issues for its implementation, ability to use/implement the functional assessment tools for disabilities and translate them into Armenian and Russian languages.

The forms of joint plans and cooperation have been developed and relevant activities have been launched at this stage. The situational analysis of the region has been made and the functional evaluation specialists are selected. The working on the legislative amendments is planned after the assessment of the mid-term and final results of the pilot.

The Memorandum of Understanding was signed on 7<sup>th</sup> of November 2019 in the municipality of Akhaltsikhe between the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia, Expertise of France, Georgian Association of Social Workers, Akhaltsikhe Referral Hospital (Medical Corporation Evex), Akhalkalaki Hospital (Medical Corporation Evex) and Imedi Clinic.

After the signing of this memorandum, the pilot project in Samtskhe-Javakheti region has started in order to improve the support for persons with disabilities (PWD) by developing functional-social model of assessing and granting the disability status in line with the United Nations Convention on the Rights of Persons with Disabilities. This pilot aims at improving life and socio-economic integration of PWD and is financed through the French Development Agency (AFD) and provides French expertise on PWD policies and assessment methodology from partner agency Expertise France.

## Pillar 1. To develop social support and solidarity system

# Objective: Implement the second phase of deinstitutionalization

<u>Prior action(s) 2019</u> - Based on the experience gained from operating specialized home care services new relevant standards are approved by MOLHSA for children under state care with severe disabilities.

**Results:** As one of the main alternative to the large sized institutions is two small family type homes for children with severe and profound disabilities and health problems (specialized care home service), which have been opened in 2017-2018.

Currently the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia is working on the amendment of the Government Resolution No. 66 of January 15, 2014 on "Technical Regulations - Standards for Child Care".

The changes include the specifics of a specialized family home for children with severe and profound disabilities or health problems and a shelter for homeless children. At this stage, changes to the standards have been developed in consultation with the service providers and UNICEF. The document is under revision. After obtaining final consent from these organizations, the amendments will be submitted to the government of Georgia.

# Pillar 1. To develop social support and solidarity system

<u>Objective</u>: Establish new services for children in street situation to protect their rights and promote their integration.

<u>Prior action(s) 2019</u> - Based on the study, the government proposes new standards to improve quality of services provided to children in street situation.

<u>Results:</u> Currently the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia is working on the amendment of the Government Resolution No. 66 of January 15, 2014 on "Technical Regulations - Standards for Child Care".

The changes include the specifics not only of a specialized family home for children with severe and profound disabilities or health problems, but also for a shelter for homeless children. At this stage, changes to the standards have been developed and after obtaining final consent the amendments will be submitted to the government of Georgia.

#### Pillar 2. To ensure affordable and quality healthcare and promotion of healthy lifestyle

# Objective: Improve effectiveness and efficiency of universal healthcare and other programs

<u>Prior action(s)</u> 2019: Based on the evaluation, the government will elaborate strategic purchasing mechanisms (develop principles of contracting for purchasing services, continue selective contracting) in order to improve the effectiveness and efficiency of universal healthcare and other related health programs.

<u>Results</u>: Introducing Universal Health Care in Georgia in February 2013 aimed at improving the general population's access to healthcare, has benefited more Georgians, particularly those relatively less well-off, from gaining access to health services when ill and being less prone to impoverishment or catastrophic out-of-pocket spending on healthcare.

The government continues the strategic reforms in healthcare sector, which aims to reduce negative economic impact on households due to health expenditure, further improving access

to health care services and population's health. Emphasis is also made on strengthening strategic purchasing capacity of the LEPL Social Services Agency, administering the UHC program and improving the quality of medical care.

First step to increase efficiency of UHC program was implementation of selective contracting mechanisms in March 1, 2017 for childbirth and caesarean section and neonatal intensive care services in Tbilisi, Kutaisi and Batumi (Decree of GoG N102 22.02.2017). According to the decree, obstetric-neonatal services providers should have a specialized (II) level of perinatal care or subspecialized (III) level of perinatal care and the total number of delivery and caesarean section should be above 500. This threshold will increase up to 750 in 2019.

Since April 1 2017, the selective contracting regulations have extended to level II and III intensive care services (Decree of GoG N102 22.02.2017). In July 7, 2017, criteria for participation in UHC program were further specified for perinatal services providers (Decree of GoG N335 07.07.2017). In January 2018, the Ministry introduced selective contracting for providers of emergency hospital services (Decree of GoG N19, 18.01.2018). In order to improve the quality and efficiency of services, as an additional requirement for providing services within UHC program, the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia in collaboration with the National Center for Disease Control and Public Health has launched two-stage monitoring process for infection control (Decree of GoG N19, 18.01.2018). In March 2018, the Ministry revised criteria and the reimbursement rules for service providers for treatment of congenital heart diseases (Decree of GoG N149, 27.03.2018).

In November 5, 2019, the Ministry revised criteria and the reimbursement rules for Critical Conditions and Intensive therapy (Decree of GoG N520, 05.11.2019). Also changed reimbursement mechanisms for cardiosurgery and services will be reimbursed according to the diagnosis-related groups (DRGs) system.

Conditions for the selection of primary health care institutions to participate in planned outpatient/ambulatory component under the UHC state program have been prepared and will be submitted to the government of Georgia after completing internal discussions.

Selective Contracting will be implemented in the three largest cities of Georgia - Tbilisi, Batumi, Kutaisi. Selection criteria include the number of registered beneficiaries; The maximum number of populations attached to a PHC team; requirements for infrastructure; participates in the EHR data collection process; participation in the continuous medical education system; on-site clinical and laboratory diagnostics and etc.

The criteria for inpatient admission to the UHC program is being elaborated and will be submitted to the government of Georgia after completing internal discussions. The emphasis is on multi-bed and multipurpose facilities.

From July 1, 2017 persons suffering from chronic conditions, who are registered in the unified database of "socially vulnerable families" with the rating score not exceeding 100,000, are eligible for the state program providing drugs for chronic conditions. The program provides patients with selected drugs for chronic cardiovascular diseases, chronic obstructive pulmonary disease, diabetes (type 2), thyroid conditions, Parkinson and epilepsy. From September 2018, program was expanded and covers not only socially vulnerable groups, also pensions and disabled persons. Since July 2019, beneficiaries have been provided with free medicines under the program. Their co-participation is symbolic and equals to 1 GEL.

New mechanisms for the administration and financing of the State Program of Chronic Diseases Drugs have been prepared and will be approved in December, 2019. These changes will improve the effectiveness of the program, make it easier for patients to get involved in the program and promote reduction of the financial burden on medicines.

By the WHO technical assistance, Ministry prepared Strategic Purchasing Implementation Strategy, which is a basic working document for the Ministry and Social service Agency (SSA) to improve the effectiveness of the UHC program. New business process of Strategic Purchaser and SOPs for the functioning of each strategic department under the SSA is also elaborated.

In 2018 Ministry started negotiations with Case Mix Center in Helsinki for implementation of Nordic DRG. In January 2019, Permition for implementation software for grouping diagnosis was procured by the Ministry. In August 2019, piloting process of DRG implementation has started. By technical support of WHO, DRG Implementation plan is also elaborated.

# Pillar 2. To ensure affordable and quality healthcare and promotion of healthy lifestyle

# Objective: Strengthen the Mental Health Services

<u>Prior action(s) 2019</u>: a) Pioneer initiatives are implemented in line with the promotion of deinstitutionalization and the development of community-based services (aligned with the national strategy of mental health adopted in 2014 by the Decree of Government of Georgia N762). b) Elaborated monitoring mechanisms for protection of Human rights in mental health institutions (public and private)

<u>Results:</u> a) State budget on mental health programs significantly increased in 2018 and consequently, the funding for community-based services has been expanded. In 2019, 60% of

the budget was allocated to ambulatory care and community-based services. The cost of community-based mental health services was determined according to the number of people in a bounded area, and 31 community-based mobile groups were funded across the country in 2019 (only 11 mobile groups were funded in 2018, and 3 in 2017).

Healthcare and Social Issue Committee of the Parliament of Georgia, Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia in collaboration with nongovernmental organizations and experts prepared amendment to the Law of Georgia on "Psychiatric Care", which envisages introduction of the new services and monitoring as well as assessment mechanisms that will gradually address existing challenges in terms of the protection of the rights of patients/beneficiaries.

According to the new draft law the title of the Law of Georgia on "Psychiatric Care" will be modified Law of Georgia on "Mental Health" in order to make the services more oriented on care and management. Also, an Article on Mental Health Community Care (services) was added to the new draft law, which includes different service provision to the beneficiaries.

In order to facilitate the process of deinstitutionalization, in February, 2019 amendments were made to the Law of Georgia on "Health Care" and the term – "long-term" care was defined. The standard (technical regulations of long-term care services is being prepared.

A long-term care facility will be set up in Batumi in January 2020, targeting 24 beneficiaries. Beneficiaries will be able to freely realize themselves and integrate into the community. Construction of a long-term care facility for 24 beneficiaries started in Rustavi and will be completed in 2020. By the end of 2021 construction of 4 long-term care facilities will be completed in Kutaisi, Poti and Senaki. Within the 2020 budget, financing of 4 small family homes (each designed for only 6 beneficiaries) will be ensured.

Amendments also refer to the Restraint Mechanisms (Physical and Chemical Restrictions), which will ensure increasing of protection of human mental health rights and bring the regulatory environment into line with EU legislation.

The law is also supplemented by the chapter "Measures for the Protection of the Rights of the Patient/Service Provider and Quality of Service in the Field of Psychiatric Care", which outlines the body responsible for developing monitoring mechanisms, monitoring deadlines and reporting rules. According to the draft law, the Ministry is required to approve a standardized questionnaire for monitoring/evaluation of these institutions before January 1, 2020.

For internal inspection and monitoring the Ministry intends to use the WHO QualityRights tool kit as an instrument for provision of human rights in Mental Health Institutions. Through

this questionnaire, the Global Initiative on Psychiatry - Tbilisi conducted an evaluation of 11 inpatient mental health care facilities in April-May 2019. 143 beneficiaries, 12 supporters and 96 medical workers were interviewed. The results of the evaluation were presented to the Georgian Parliament in August and to the general public in November, 2019.

### Pillar 3. To optimize resources allocated to IDP needs

<u>Objective 1:</u> Accelerating the resettlement of IDPs living in Collapsing Collective Centers (the "CCCs") and closing down of such centers.

<u>Prior action(s) 2019</u>: IDP families (about 350) lawfully living in at least 20 additional CCCs have been sustainably resettled in adequate housing over the last 12 months at the time of assessment.

<u>Results:</u> During the reporting period (from October 2018, until October 2019 - 12 months), in total 42 CCCs have been closed and 362 families that were lawfully living in such buildings, have been resettled. List of closed CCCs and resettled IDPs are presented in Evidence 1.

### Pillar 3. To optimize resources allocated to IDP needs

## Objective 2: Raising awareness about the necessity to reform the IDP allowance system

<u>Prior action(s) 2019</u>: In order to make IDP monthly allowance better tailored to IDP needs the government of Georgia will continue in 2019 consultations with wider groups of the society, especially with IDPs, with the purpose to elaborate an acceptable IDP monthly allowance model. Within the framework of this consultation process, an IDP survey is also carried out by the GoG.

At the end of the campaign, and based on collected feedbacks, a report is prepared by the GoG to assist an international consultant and the GoG in analysing the existing policy options for the IDP monthly allowance reform and elaborating new ones if necessary.

Results: In total, 12 meetings with various stakeholders took place, including IDP Forum in April 24, 2019. The IDP forum was organized by the Consortium Legal Aid Georgia (LAG) in partnership with the Ministry, and with the UNHCR funding. During the reporting period, in July 5, 2019 "Conference on Internal Displacement devoted to 20th Anniversary of the Guiding Principles on Internal Displacement" organized by the UN Country Team in Georgia in partnership with the Ministry took place. The keynote speaker was UN Special Rapporteur on the rights of IDPs. A report on the issue was prepared by the Ministry, and shared with relevant experts, who will use it to elaborate new IDP monthly allowance policy options. Other relevant materials and statistical data was also shared with the experts.

Expertise Française experts met with various stakeholders and a legal and actuarial analysis of reform models, including creating relevant tool are being carried out (Legal Analysis will be done by an NGO, the Consortium Legal Aid Georgia, which specializes in protecting of the rights of IDPs). Within the framework of Technical Assistance Project, consultation process will continue and 13 more meetings with IDPs will take place by the end of 2019.

The main finding of the consultation process was related to the conclusion that consultations should continue with stakeholders in order to reach a consensus in the society about an acceptable model.

Supporting documents of the activity are presented in Evidence 2.

## <u>Pillar 3. To optimize resources allocated to IDP needs</u>

## Objective 3: Identifying and assisting vulnerable IDPs

<u>Prior action(s) 2019</u>: Based on the outcomes of the study and in parallel to elaborating an IDP monthly allowance policy option, an assistance program has been elaborated for such vulnerable IDPs, who might be affected by the reform and do not qualify for TSA, and presented to the Ministry. The target population has been identified and an estimative amount of beneficiaries is available.

<u>Results:</u> A Concept Note of assistance program has been elaborated, according to which at least 200 IDP families will receive a livelihood grant in 2020. The beneficiaries of the grant will be IDPs, who do not qualify to receive the Targeted Social Assistance, but are still vulnerable. Potential beneficiaries will be selected based on pre-determined criteria among larger group of IDPs, whose vulnerability points are just above the threshold. The slated budget for the project is 500,000 GEL. Further details related for the project, criteria and targeted group is presented in Evidence 3.