

# 2021 Tengizchevroil LLP Community Investment Program Report

Prepared on the basis of CIP reports provided by NGO partners

# Education

Project: "Zhalyln" - the formation of civil and personal values of young people of Kazakhstan and development processes

NGO:"Zhurekten Zhurekke" Social Fund

**Coverage of settlements:** Kulsary town, Borankul Village.

**Number of subprojects/directions:** 56

**Number of direct/ Indirect beneficiaries:** 978 / 2 032 (3 010)

## Goals:

- 1) improve personal qualities such as self-confidence, communication skills, decision-making, and goal-setting;
- 2) learn about important health issues they may encounter;
- 3) develop skills necessary for successful employment, such as proper workplace behavior, teamwork, and cooperation;
- 4) participate in the planning and implementation of social projects to solve community problems;
- 5) suicide prevention.

It is an educational program consisting of 41 components, which included 6 sections: work on personal competences, solving problems and conflicts, elements of success at work, financial literacy, skills of professional growth, implementation of a social project. That is, the program is designed in such a way that the teenager, beginning to work on himself, slowly moves to an understanding of society, further influencing it through the creation and implementation of a social project.

## Project activities:

- With the support of the Education Department, the Project team launched an information campaign in two spheres among teachers, psychologists, social workers of schools about the start of the project and accepting applications for participation in the training of coaches.
- At the end of the project 938 students aged 12-13 years old were trained in the program, including: 655 in Kulsary and 283 in Borankul village (334 boys and 604 girls). The first stream - 360 people, from June to September realized the 2nd round of the program for 240 pupils, from September realized the 3rd round for 338 pupils.
- 28 teachers/specialists of schools were involved as coaches. In Round 2, all coaches received 3 individual coaching sessions to improve their facilitation skills; in Round 3, all coaches received 1 individual coaching session each.
- In April 2021 a contest of creative posts about the project was held among the participants on the official Instagram page of the project. The purpose of the contest was to increase interest and involvement of participants in the project, to promote loyalty on the part of their parents and close environment.
- The project participants - schoolchildren implemented 56 social projects; of them: 38 in the city of Kulsary and 18 in the village of Borankul; out of them on ecology - 23, charity - 25, education - 7, promotion of HLS -1.

## Project results

- In order to study the dynamics of skill development of participants in all three rounds, surveys were conducted on a retrospective form on 41 components of the program. According to the results obtained:
  - 80-90% respondents indicated positive changes and increased skills in emotion management, cooperation, teamwork, and decision making;
  - 91-92% respondents indicated positive changes in thinking and problem-solving skills, personal responsibility, conflict management, and self-confidence;
  - 100% respondents indicated positive changes and improvement in communication and interpersonal skills, as well as respect for self and others.
- In their feedback the participants voiced that thanks to the project they gained qualities such as self-confidence, positive thinking, time management, responsibility for their actions, the ability to set goals and achieve them, stress and conflict management, and future planning.
- The coaches also noted that many participants, whose behavior at the first lesson was constrained, awkward and self-conscious, were able to open up by the end of the training and were active in the process of creating social projects.

- Besides this, 90% of the coaches have noted that their coaching skills have improved, their understanding of the methods of nonformal education has increased, their communication skills with the students have grown, built on trust and understanding of the emotional state and needs of the teenagers. They also stressed that they unconsciously transferred the methods of coaching to their regular work, that is, the coaches use the methods of non-formal education in their profile subjects.

### **Challenges and lessons learned**

- During the period of recruiting participants for the 1st Stream of the Project, parents did not understand the essence and significance of the Project. Especially during the pandemic they did not want to let their children go, fearing for their health. But thanks to the joint work with school principals and coaches, the organizers managed to explain the importance of training. Also the organizers informed the parents that all classes were provided with necessary protective equipment: masks, sanitizers, etc.
- For the 2nd stream it was planned that 300 children would participate, and the trainings were planned as part of the summer school camp. However by the order of the Ministry of Education of Kazakhstan in 2021 all school camps have been cancelled in view of a pandemic. In view of this, schoolchildren went to other localities and were not at home. But thanks to the efforts of trainers we were able to get the participants together and start the second stream of 18 groups: 14 groups in Kulsary and 4 groups in Borankul village.
- There were difficulties with communication with school directors in Kulsary. However, these problems were resolved thanks to the existing memorandum.

## Project: Vocational Guidance - Choose and Manage the Future

**NGO:** Personal Growth INTEGRITY Social Fund

**Coverage of settlements:** Atyrau city

**Number of subprojects/ directions:** 3

**Number of direct/ indirect beneficiaries:** 200 / 2 000 (2200)

**Goal:** Identification and development of each child's individual abilities in order to develop independent living skills.

### Project tasks:

- Social skills training - communication, teamwork, leadership, emotional intelligence;
- Management skills training - time management and goal setting, problem solving;
- Independence training - financial and legal literacy, introduction to the labor market, responsibility and discipline;
- Information skills training - effective learning, creative and critical thinking, information retrieval and analysis.

The project consisted of four stages, with a professional mentor accompanying the child at each stage, and parents receiving feedback from the experts.

### Project actions

- 200 people received individual consultations with a bilingual career counselor on career choice and were trained in two programs for the development of flexible skills - a total of 40 hours of training.
- Students attended 10 webinars by experts on the topics of financial literacy, university admission, techniques and speech, and other important skills.
- Parents of participants took part in 5 webinars on the topics of child age psychology, and how to build effective communication with today's children, emotional literacy.
- There were also meetings with mentors for work in small groups and individually, and one general meeting for the most active participants at Atyrau University of Oil and Gas, where specialists from the university conducted Leadership Training.

### Project results

- As a result of these activities, 200 participants and their parents received advice from a career counselor on choosing a future profession, learned how to apply to universities, when to collect documents and where to apply, learned, formed and applied in practice flexible skills, basic financial literacy skills, independent living skills, received tools and links to monitor the labor market, made friends with other participants, and improved communication at home and at school.
- A personal result of participating in the project for the children was working on an Individual Development Plan. Each participant filled it out with a mentor, where they had to mark a desired result, for example, the Skill of Emotional Intelligence for 10, and write down the Action Plan, for acquiring the skill. Participants were monitored by the mentor, who used tools and techniques from coaching to teach self-reflection and analysis of the result achieved, as well as coaching feedback. Each month the result was evaluated, and many participants on average started from level 5, reached level 8 after 3 months of training, and can describe what the new level means and what they can do more in order to achieve the result.

The project "Vocational guidance: Choose and Manage the Future" won gold in the Second National Competition QAZAQSTAN PROJECT MANAGEMENT AWARDS - 2021.

### Challenges and lessons learned

Project participants were high school students, so there were difficulties in attending trainings during state exams and Unified National Testing. The second stream was held during the summer vacations, which gave more free time, but the difficulty was that children could leave and leave the project for this reason. The first stream lasted 4 months, the second 2 months, each of the streams had its pluses and minuses in attendance and feedback, but in general participants in the second stream were more motivated, as they began to understand the purpose of the project more.

## Project: Electronic Alphabet Simulator in Braille

NGO Sezual Public Disability Association

**Coverage of settlements:** Atyrau city

**Number of subprojects/directions:** n/a

**Number of direct/indirect beneficiaries:** 15

**Goal:** Assistance in the educational process of learning English, Kazakh, and Russian languages with the help of an electronic technology tool developed at the request of the school-gymnasium for the blind and visually impaired.

**Task:** to produce 45 devices "Braille self-learner" in manual mode, 15 devices in each language (Kazakh, Russian and English) and to transfer to KGU "Regional special boarding school of the Atyrau Education Department".

### Project actions

- Technical documentation was developed and a competition for the production of electronic boards and parts was held.
- Samples of electronic boards and parts, as well as silicone keypad were ordered.
- The front panels of the case, back cover and controls were received and tested. Sound tracks in Russian were recorded.
- The design of the package was made. Sound tracks in Kazakh and English were recorded. The layout of the printed product was done.
- Designing of the electronic circuit of surface mounting was made.
- Assembling of the board components and firmware of microprocessors on the board was made.
- Instructions and technical data sheet were produced
- Programming of microcontrollers and filling of tracks was fulfilled
- Hardware delivery and training of teachers was done.

### Presentation about the project

- Abdilda Shamenov, a partner of SEZUAL, a member of the Presidential Youth Personnel Reserve and a graduate of the Bolashak International Program, presented the Braille Self-Teacher, which allows blind children to independently learn the alphabet and master reading in Kazakh, Russian and English. In his speech, Abdilda told the audience about the principle of this invention and TCO's support in producing the first batch of Braille self-learning devices for visually impaired children in Atyrau.
- Galimzhan Gabdreshov and Abdilda Shamenov took part in a meeting with Shubdarshini Tripathi, Ambassador of India in the Republic of Kazakhstan, and presented the "Braille self-learner" device. The meeting was attended by Yerlan Sydykov, rector of the ENU, Gulnara Merzadinova, vice-rector for science and innovation, Anatoly Kremenchutsky, director of the Kazakh-Indian Training Center of Information and Communication Technologies IKCEICT, Inna Gorst, director of the Association of Entrepreneurs of the Assembly of People of Kazakhstan, Milan Nalawade, military attache of the Embassy of India in Kazakhstan, Asan Abdirrov, director of the US-Kazakh International University in Astana, vice-rector for science, innovative technologies and external relations of the Kazakh Technology Institute.
- Nurbek Yensebayev - presented SEZUAL technologies, with an emphasis on "Braille Self-Study" as a mentor of the American business incubator The Founder Institute (Palo Alto, California), as well as at the conference on social entrepreneurship of the program "Bolashak Talks" of the international program "Bolashak".

### Project results

- Taking into account the needs of visually impaired teachers, the device was improved, produced and handed over to the regional special boarding school of the Department of Education of Atyrau region.
- Results of using the device for children:

Thanks to the electronic Braille self-teachers in Kazakh, Russian and English developed by SEZUAL at the request of the teachers of the Regional Special Boarding School of Atyrau Oblast, blind children have been repeating the lessons and strengthening the Braille numerals system for two months. In their free time, children independently learn new symbols in 3 languages ahead of the process of tactile Braille learning. The possibility for children to do their homework independently has saved a lot of time for teachers of visual impairment.

- Sezual became the winner in the category "Best Local News" - "Unique Devices for the Blind - from Startup to UN Award Nominee," an award from the Central Asian media portal Tribune.
- Through public outreach and media coverage, more and more people are becoming aware of the problems of the blind and visually impaired.
- Through presentations and meetings, more and more people express an interest in helping the blind and visually impaired.
- Investors and charities from different countries are expressing interest in solving the problem of uneducated blind people.

Project: "K@Z@Ksh@ S@IR@!"

NGO: Private Fund named by Z. Kabdолоv, Academician

**Coverage of settlements:** online project

**Number of subprojects/directions:** 11

**Number of direct/indirect beneficiaries:** 260 000

**Goal:** Increasing the coverage of the audience for the promotion and teaching of the Kazakh language through innovative technologies.

#### Project tasks:

- implementation of effective and proven technologies for learning the state language;
- production of unique 2-language electronic books, video and audio products, filling the Kabdолоv website with new materials in its headings "Customs and traditions of the Kazakh people", "Educational materials", "Poetry and music", "Proverbs and sayings of the Kazakh people";
- placement of products in social networks

#### Generalized project features

- Initially, the online nature of implementation activities
- Openness, transparency, universal accessibility
- Massiveness of the ranks of users and beneficiaries

#### Project actions

- 1) Production of unique electronic books and the creation of EBDC (<http://kabdолоv.kz/aza-sha-sayra/literatura-elektronnye-knigi>). Since 2013, the Fund is not only the first, but so far the only producer of such literature, contributing to the effective learning of the Kazakh (in addition also Russian!) language. In order to fulfill the educational task, taking into account the wide scope allowed by the electronic format of the books, they are published in two languages - Kazakh and Russian, their content is a built-in interactive dictionary. Text blocks are connected with each other with interactive links, capable of performing the lexical educational aspect. In previous years 11 such books were produced, in 2021 4 more books will be added.
- 2) Production of the project products and their posting on social networks:
  - Production of video products
  - Production and updating of 2- and 3-language products in separate sections of the project on the Foundation's website, such as: "Teaching materials", "Teaching texts for children", "Kazakh fairy tales", "Kazakh games", "Kazakh customs and traditions", "Anecdotes", "Electronic books and textbooks", "Kazakh proverbs and sayings", "Poems and songs", "Podcasts"
  - A permanent Facebook group "K@Z@KSh@ S@IR@!". In the group, participants discuss various publications, articles, posts, video materials and problems of direct relevance to the issues and themes of the project, leave their comments and reactions to them. Coverage - 45,806 people, interaction - 2,320.
- 3) Publications - for the entire project period - 484
  - a. The number for the first half of the year - 201. Among them: a) 51 - on the Foundation's website; b) 113 - in the Facebook group " K@Z@KSh@S@YR@"; c) 24 publications - on various websites, portals, groups; d) 37 videos - at the Foundation's website and on YouTube.
  - b. The number for the 2nd half of the year - 283. Among them: a) 81 - at the Foundation's website; b) 166 - in Facebook group " K@Z@KSh@ S@IR@"; c) 36 publications - at various sites, portals, groups; d) 37 videos - at the Foundation's website and in YouTube.

#### Project results

- 1) In 2021 the project was awarded a prize and a diploma of the RoK Ministry of Science and Education in the nomination "Achievement of goals in the field of education, science, information, physical culture and sports".
- 2) Increased interest in learning the Kazakh language among the target group of the project. This result is easily traced through the quantitative indicators of the increase in the number of users and beneficiaries on the counters of the Foundation website and the group K@Z@KSh@ S@IR@! in Facebook, the quantitative indicators of views and

reactions to the project video products on YouTube. Increased interest in the language, and in the project as well, can also be monitored on the quality side, captured in the forms of positive feedback and user comments on the project's production.

- 3) The project acquired a wide international status: the website counter recorded that in the second half of the year alone 16,880 people on average from 20 countries have become users of the project.

#### **Project Partners:**

- Alshy Literary and Historical Cultural Fund.
- ANIMA BOOK" animation studio, which in the person of its head Arthur Kraus kindly granted the right to place a series of cartoons in the Kazakh language on the foundation's website free of charge.
- Raihan Aldabergenova, a well-known writer and poetess in Kazakhstan, who contributed to the project by writing a collection of stories in two languages.
- Azhdar Hajjev, a well-known film director and screenwriter in Kazakhstan and Azerbaijan.
- Maria Kel, a talented artist, designer and book graphic artist from Azerbaijan, who makes a significant contribution to the design of e-books.

#### **Challenges and lessons learned**

Since this project was originally an online project, the executors of the project did not experience any particular difficulties related to COVID-19. They worked in isolation, communication with the coordinating center represented by the Kabdolv Fund was constantly maintained via the Internet. There were no delays or any significant changes in the project implementation plans.



# Civil Society Development

## Project: Public Spaces in Zhylyoi District and Borankul Village.

**NGO:** Eurasian Foundation of Central Asia corporate fund

**Coverage of settlements:** Zhylyoi district (Kulsary town, Akkiztogai village, Zhana Karaton village, Koschagyl village, Maikomgen village, Turgyzba village, Shokpartogai village), Borankul village.

**Number of subprojects/directions:** 45

**Number of direct/indirect beneficiaries:** 650 / 7 200 (7850)

**Goal:** Local communities have become more involved in improving public spaces and solving local problems.

### Tasks:

- Raising community awareness about participating in quality of life projects.
- Supporting community members in improving their public spaces in partnership with local government agencies.
- Identifying ways to ensure the safety and sustainability of developed public spaces together with local activists.

### Project actions

- Conducted 16 offline trainings and seminars in Kazakh language; 147 online consultations for 316 people
- Mini-projects:
  - o Number of applications - 96
  - o Number of selected mini-projects - 47 (Zhylyoi District - 40, Borankul - 7)
  - o In total, 45 projects were successfully completed: in Atyrau region, Zhylyoi district: in Kulsary town - 12 mini-projects, in Akkiztogai village - 4, Maikomgen village - 4, Shokpartogai village - 3, Turgyzba village - 7, Zhana Karaton village - 4, Koschagil village - 4, and in Borankul village of Mangistau region - 7 mini-projects.
  - o Mini-projects finished in 2021: playgrounds - 15, alleys, parks and squares - 8, sports grounds - 6, soccer fields - 5, classrooms - 4, stages for cultural events - 3, a bus stop - 1, a bridge - 1, lighting - 1, school yard improvement - 1.
- Number of project participants - 650 (Zhylyoi District - 525, Borankul - 108), including representatives of local akimats - 19
- Number of publications in the media - 10

### Project results:

Result 1. Raising the awareness of local community members about their responsibility for the quality of life in their communities:

- In total, 316 locals from 8 settlements, including local governments, participated in "Project Development and Management Training" (PDM).
- After selection by the steering committee, 47 projects were approved for grants.

Result 2. Increased capacity of local residents to participate in the development of public spaces in their communities in partnership with local authorities:

- In total, 19 representatives of 8 local akimats provided support and assistance as needed (provided specialists and transport for free, helped out with volunteers).
- Improved dialogue between local activists and local authorities was achieved (meetings, monitoring visits, discussing the needs of mini-projects).
- Local activists are already discussing with the Akims potential mini-projects for next year.

Result 3. In collaboration with local activists and authorities, ways to ensure the safety and sustainability of public spaces are identified:

- Local Akims or their deputies took part in the opening ceremonies of the mini-projects and discussed with the project leaders and participants the sustainability of the newly created public spaces.
- In general, all mini-project managers took responsibility for ensuring the safety and sustainability of open public spaces, local authorities took responsibility to monitor and assist as needed with repairs and cleaning, the district

police took responsibility for monitoring the safety of public spaces, as well as local initiative groups, active youth pledged to keep public spaces safe and clean.

- According to the observations of the project team, the public spaces opened 2 years ago are still safe and stable, used by the local population, they keep them clean and safe, with the help and support of the local authorities.

### Challenges and lessons learned

1. Since the beginning of project activities, equipment prices increased, problems arose with some mini-projects, and the amount of grants received to purchase equipment and other resources was insufficient. This situation was resolved positively with the help of TCO and project budget balances. Another solution to the problem was to recommend to the mini-projects to reduce the amount of their equipment or other things to buy, which would not affect the quality of their projects.

Next year, as a lesson learned, grantees will be advised to develop budgets for mini-projects, taking into account possible inflation.

2. Another problem was 2 grants received by the mini-project teams:

- Ayaly Alakan" mini-project in Shokpartogai village, Zhylyoi district. The project manager is Salidat Salauat. She provided incorrect information about the status of her mini-project, every month she sent photos of the implementation of the mini-project (later it was revealed that the photos were taken from the Internet). Subsequently, she returned the entire grant amount to EFCA's bank account.
- Mini-project "Place for training and recreation" in Kulsary (Zhylyoi district), project manager - Talgat Agisov. Initially, T. Agisov did not pass the requirements, but was included in the list of winners at the strong recommendation of the city Akim (according to him, T. Agisov is an active and proactive person, the head of a soccer association in the city). When the activities of the mini-project started, his mother passed away unexpectedly, as the head, he stopped the activities of the mini-project, did not answer the phone calls, avoided meetings, ignored the monitoring visits of the project team. At the end of the year, an official letter was received from him asking for an additional 2 months to complete the project tasks (the letter is attached to the report).

Next year, as a lesson learned, recommendations of the local akimat will be taken into account, but decisions will be made only in accordance with the competition requirements.

3. This year there were difficulties with suppliers of playground equipment from different parts of the country. They all offered different prices for the purchase and delivery of the equipment. Some prices were unaffordable for grantees. As a lesson learned, next year the project team will find and sign a contract with only one equipment supplier. This will help grantees save money and time on equipment delivery.

## Project: NGO School

**NGO:** Eurasian Foundation of Central Asia corporate fund

**Coverage of settlements:** Atyrau city and Zhylyoi district

**Number of subprojects/directions:** 20

**Number of direct/indirect beneficiaries:** 31 / 19 726 (19757)

**Goal:** Improve the access and quality of education and training opportunities for NGOs. The proposed program Goals to enable NGOs to strengthen the role of civil society in meeting the needs of citizens.

### Tasks:

- Improving the quality of organizational capacity and institutional development of Atyrau Oblast NGOs and TCO partner NGOs;
- Creating an enabling environment for civil society sector development.

### Project actions

- In total, 47 hours of consultations on 9 topics and 7 trainings were organized for 112 hours, including
  - o "Project Management" training
  - o "Monitoring and evaluation of social projects" Training
  - o "Financial sustainability of NGOs" Training
  - o "Fundraising in NGOs" Training
  - o Consultation on financial sustainability in Russian language
  - o Consultation on finance in Kazakh and Russian
  - o Consultations on fundraising in Kazakh and Russian languages
  - o "HR Management" training
  - o "Marketing and SMM for NGOs" Training
  - o "Operational Management" training
- All the trainings were broadcast online and recorded on online storage for those who could not participate offline for some reason. Recording allowed participants to return to the training materials if necessary and repeat the material.
- Additionally, two video courses on taxation for NGOs were recorded.
- For 13 NGOs successfully trained and fulfilled tasks after the trainings, they started expert evaluation and elaboration of the weakest areas of the organization with the help of specialists in the course of consultations. According to the results of expert evaluation and for those organizations that pass it successfully, internships will be assigned.
- A press breakfast with journalists and bloggers and a presentation at the X Civil Forum were organized for the presentation of the M&E manual.
- Meetings were held with OHRM of Atyrau region and Zhylyoi district, during the meetings they showed interest in the topic "Monitoring and evaluation of social projects". Program Director held a seminar on the topic for employees of the regional departments of coordination of employment and social protection and internal policy, Civil Center ( totally 7 people).

### Project results

Result 1: Improved performance of NGOs in Kulsary and Atyrau (including CIP partners)

- At the end of the year, 22 NGOs completed the training, of which 13 organizations were successful.
- As a result of the training, NGOs improved the quality of applications to sponsors and tripled their number (45 applications were submitted).
- 20 NGOs won additional funding ranging from KZT 500,000 and up to KZT 1 million after the start of the training from government (PSCs, local Akimat offices) and non-government sponsors (national NGOs and international NGOs).
- Production and dissemination of a manual on monitoring and evaluation of social projects. The practical manual was published in Kazakh and Russian, in hard copy and e-book format, and is available on the EFCA website. The team presented it together with TCO to bloggers at a press breakfast and at the 10th Civil Forum in November 2021.

Result 2: Improvement of institutional development indicators

- 22 trained organizations indicated an increase in their knowledge in the field of institutional topics by 42% and that 80% have applied their knowledge in the work already by the end of the year.
- Trained organizations have updated 19 documents and developed 63 new documents for the work of organizations, a total of 82 recommendations and tasks were completed.

- At the end of the year, NGOs re-filled the questionnaire on institutional development and compared the development indicators of their organization before and after participation in the "NGO School". The average percentage increase in score on the questionnaire was 16%.

### **Challenges and lessons learned**

- Low motivation of NGOs to improve their performance and efficiency due to the lack of competition and the small number of "working" organizations in the region as a whole.
- Dependent moods among NGOs in Zhylyoi district, the desire to get funding without any effort or training. Lack of really active and working NGOs, as the most active and educated citizens prefer to work in the oil sphere or in the state bodies, where there is a stable income and guarantees.
- Regional NGOs are still reluctant to attend online training. Also, with this format, active participation and mastery of the topic is reduced.
- Unvaccinated participants could not participate offline at the trainings and at the same time did not want to pass the PCR to participate.
- Too high load of project activities and work on submission of reports among NGOs since the beginning of November. It is undesirable to plan any trainings or active participation for them during this period.

## Project: Yntymak Community Development Program

**NGO:** Yntymak Atyrau NGO

**Coverage of settlements:** Atyrau city and Zhylyoi district

**Number of subprojects/directions:** 4

**Number of direct/indirect beneficiaries:** 4 000

**Goal:** Increasing the social capital of the local community for sustainable economic development by implementing educational, social, environmental and charitable projects. Improving the availability and quality of education in orphanages, higher and secondary educational institutions of Atyrau Oblast; and engaging TCO employees in volunteering, contributing to the reputation of TCO and increasing the potential of the local community

### Project actions and results

- Education and social projects:
  - o 63 online English language clubs for children from the Shanyrak family-type children's village, students of Atyrau State University named after Kh. Dosmukhamedov and Atyrau University of Oil and Gas named after S. Utebayev. Participants had a great opportunity to improve their English language skills with the help of native speakers. One of Shanyrak's students was inspired by the example of the teachers and wants to become an English language teacher, he is now attending a preparatory school.
  - o 39 online English language clubs for 30 children from low-income families in Kulsary. Participants of trainings improved their level of English, they became not only fluent in English, but also two of them participated in English competitions,
  - o 14 guest lectures for 250 students;
  - o 70 online clubs for 41 teachers of English: teachers were able to overcome their language barrier through lessons, became more confident in communication, they also exchanged teaching methods with other teachers, shared their experiences to become even more professional in their work.
  - o A master class on pastry making was conducted for 50 unemployed women in Zhylyoi district:
  - o Master class on sewing was held for 50 unemployed women in Zhylyoi district. Two of the participants got jobs in the atelier, one of the participants takes orders at home, the rest continue to sew for themselves, but at home. Also one of the graduates of the course, who graduated in 2018, opened her own atelier and a small fabric store. In 2021, she has already been invited to the project as a teacher of cut and sew.
  - o 16 visits/online events at Shanyrak Family Children's Village: 8 volunteers, 64 beneficiaries;
  - o 14 visits to the Youth House, including a motivational meeting with Genadiy Frank (teens were able to ask him questions about entrepreneurship, family relationships, life after the Youth House, etc.): 10 volunteers, 25 beneficiaries.
  - o 15 online meetings with children in the Center for Adaptation of Minors (creative leisure time): 10 volunteers, 41 beneficiaries. Volunteers from the team "Friends of Atyrau" donated toys and clothes. Twice a month they held meetings with the children of the center: they played games, danced Zumba, drew, collected puzzles.
  - o 10 online craft classes for 10 children with disabilities from the social center for disabled and lonely pensioners of Zhylyoi district. Handicrafts helped them to develop fine motor skills and improve their work with their hands.
  - o 2 events for the Home for the Elderly and Disabled People - New Year and Victory Day greetings: 4 volunteers, 90 beneficiaries.
- Support for vulnerable populations:
  - o In January and December, the Yntymak program organized delivery and distribution of New Year's gifts purchased by TCO for children from the Shanyrak Family Village, the Oblast Special Boarding School #3 with severe speech disorders, the Atyrau Oblast Special Boarding School, the Oblast Special Tuberculosis Sanatorium School #4 for children with minor and subsiding forms of tuberculosis, the kindergarten in the town of Kulmary, and the Koschagil Nursery School. Kulsary and the boarding school in Koschagil village. 10 volunteers were involved.
  - o In the 1st half of 2021. 393 food baskets were donated by the Yntymak Program with the support of TCO to low-income families of Zhylyoi District: 188 families from Kulsary city and 205 families from rural districts of Zhylyoi district.
  - o 1,050 children were provided with stationery in Atyrau and Kulsary before the start of the new school year.
  - o In November, 400 low-income families from Atyrau and Zhylyoi District received food parcels. 44 volunteers helped out.
- Environmental projects:

- Yntymak team supported TCO in organizing the distribution of seedlings among the winners of the quiz posted on the "Tenizkuaty" page;
  - Yntymak organized distribution of 420 seedlings to the population of Atyrau and Kulsary
  - Planted 1,650 seedlings on the territory of 2 hectares in Samal microdistrict;
  - Watered the seedlings at the planting sites in the Geologist and Samal microdistricts.
- 
- In total, 139 volunteers were involved in the project with a total number of beneficiaries - 4,000 people.
  - In total 8,984,285 tenge was collected to support low-income families and people with disabilities.

### **Challenges and lessons learned**

The main lesson learned is that it is necessary to try to attract more volunteers, instead of paid trainers (for the Youth House and projects of Zhylyoi district), so that it would be possible to optimize the budget of the project.

# Healthcare development

Project: Building capacity in Zhylyoi and Borankul to address communicable and noncommunicable diseases at primary care and in local communities

**NGO:** Kazakhstan Association of Family Physicians (KAFP)

**Population coverage:** Zhylyoi Region and Borankul village

**Number of subprojects / areas of focus:** 6

**Number of direct / indirect beneficiaries:** 4 052 / 87 000 (91 052)

## Goal:

1. Enhancing pandemic response at primary care.
2. Promote health and disease prevention among communities

## Activities and project outcomes

- KAFP doctors and specialists spent 223 days in Zhylyoi district and Borankul village and worked in the following areas: training and support of medical staff, patient consultation.
- The medical staff was equipped with the basic materials and items necessary for efficient work (masks, gloves, sanitizers, blood pressure monitors, PPE, uniforms, laptops, furniture and etc.).
- Minor repairs were carried out in the Zhylyoi clinic and in 6 rural clinics to improve WASH (water and hygiene) standards.
- 12 clinical seminars were held for 50 doctors and nurses of Zhylyoi district on children's diseases, asthma, ankle-brachial index (ABI) tests, hypertension, chronic heart failure, diabetes, vaccination against COVID-19, general vaccination, the use of anticoagulants and antibiotics;
- 3 training courses were conducted for 12 medical workers in Borankul on the use of the ECG apparatus;
- A two-week mental health training course was conducted for 25 doctors, 30 medical workers and 12 “complex” patients received consultations on the subject.
- 869 patients were consulted in Kulsary (598) and Borankul (271), including children:
  - All patients were given non-drug treatment recommendations (including diet, general physical activity, necessary physical and behavioral therapy) and drug therapy was prescribed in accordance with the latest treatment protocols and international clinical guidelines.
  - Where necessary, for follow-up control and proper treatment, all patients were signed for online or offline repeat examinations.
- 2,312 patients were consulted online from across Kazakhstan, mostly on COVID-19 issues;
- 138 medical workers in Zhylyoi district (122) and Borankul village (16) received training on how to use various medical portals and roadmaps of the National Electronic Medical Card system and also on the use of MS Office:
  - The quantity of paperwork has decreased, doctors and nurses stopped writing by hand and printing patient cards, fluorographic maps, etc. ;
  - The planning and reporting process has been improved and simplified (screenings, fluorography, disease prevention, vaccination schedule by age groups);
  - The transition from the old KazMed to the DAMUmed (HIS) medical information system went smoothly with lower financial losses;
  - The work routine of the personnel at the outpatient clinic in Borankul has completely changed. Previously, one operator would enter data, while nurses and doctors handed over their handwritten notes. KAFP provided laptops and associated training; everyone is now working independently with DAMUmed, the operator's position has been cancelled and she is currently working as a district nurse.
- An educational program for 40 Kulsary nurses was launched to teach touch typing to improve work efficiency:
  - Nurses in Kulsary have significantly improved data entry speed, which freed more time for patients.
- Family practice residency program was developed and daily clinical training was provided at the Kulsary clinic for 4 family practice residents. Residents spent 6 weeks in the Kulsary clinic. With the use of this model, the residents have received the family medicine residency immersion experience.
- An asthma management classes for 5 patients and a diabetes management classes for 10 patients were held;
- Public monitoring of blood pressure and other examinations (glucose, cholesterol and triglycerides) were carried out in the central clinic. 26 patients were screened;

- To encourage chronic patients to follow a healthy lifestyle, 39 patients were enrolled in a fitness tracking activity to reduce weight, reduce anxiety levels, improve sleep, control hypertension, and increase physical activity. Overall, they have developed a habit of keeping track of their key metrics.
- 555 first-grade students and 32 teachers from five schools in Kulsary and Borankul were taught healthy habits, such as proper hand washing, cough etiquette, etc. Children were presented with the Zertte campaign souvenirs (pens, stickers, posters, T-shirts, water bottles, badges).
- 30 water filters were provided for 10 schools in Kulsary and 3 schools in Borankul village for access to drinking water in schools; they were also provided with masks and sanitizers.
- 10 monitoring trips were conducted for the implementation, monitoring and evaluation of the project;
- Building Social Media Presence: Creating content (705 posts, 1,994 Instagram stories, and 1,200 Instagram questions and answers) with a total online audience of 70,900 followers and a total coverage of ~2.9 million people on 3 social media platforms.
- Published 3 articles about the project activities with the mention of TCO and 9 posts on Instagram from local opinion leaders.

### **Problems encountered and lessons learned**

- For KAFP, the key challenge was the epidemiological situation, which prevented from implementing all planned project activities, employees got sick and lost family members, which in turn affected their physical and mental condition.
- The KAFP project was not originally intended to provide direct medical care, and yet over the course of two years, KAFP doctors helped thousands of patients, which also led to fatigue and burnout of all participants, so all activities were aimed at reducing the burden of the pandemic on healthcare workers and the general public.
- Providing COVID-19 vaccines to anyone who needs them has required an unprecedented effort to build trust in communities, while misinformation has amplified and undermined public health efforts. To counter misinformation, KAFP has released numerous materials targeting people living in environments where a lack of social distancing, poor sanitation and widespread conspiracy theories about the pandemic create a deadly combination.



# Project: Implementation of TB prevention activities among children and adolescents in Atyrau and Zhylyoi district

**NGO:** Project HOPE

**Coverage of settlements:** Atyrau

**Number of subprojects / destinations:** 3

**Number of direct / indirect beneficiaries:** 14 600 / 20 000 (34 600)

**Goal:** improving prevention of tuberculosis (TB) targeting children and adolescents in Atyrau city and Zhylyoi

## **Project tasks:**

- improving inter-departmental cooperation between partners involved in working with children and adolescents;
- development of education and healthcare workers capacity to prevent tuberculosis among children and adolescents;
- raising level awareness about TB in the community to encourage preventive behaviors, including TB vaccination.

## **Project activities**

- 164 hours of training sessions held; 356 medical and non-medical personnel trained;
- 98 publications posted on social networks and in the media;
- The awareness sessions were attended by 13,807 students, pregnant women and contact persons;
- More than 15,000 copies of reference material were delivered to clinics and mosques in Atyrau and Zhylyoi and distributed among the target groups of population:
  - people in contact with TB, MDR-TB and TB/HIV; for pregnant women and new parents about BCG vaccination; for distance learning of the personnel of educational and medical organizations (clinics, maternity hospitals, TB dispensaries; for mosque visitors and for children.
- On March 18, a round table was held in Atyrau on the topic "Measures to prevent tuberculosis among the population" with representatives of religious denominations and state bodies. The participants of the round table discussed the possibility of training the perinatal center psychologists on how to refuse vaccination; the introduction of a quantiferon test - as one of the diagnostic tests for tuberculosis; and to study the reasons for refusing BCG vaccination / revaccination within the framework of the project.
- On September 23, a round table was held in Almaty on the evaluation of the Project "Implementation of highly effective measures for the prevention and treatment of tuberculosis among children and adolescents in Atyrau and Zhylyoi". The participants of the round table discussed the epidemiological situation with tuberculosis in the Atyrau region and the organization of anti-tuberculosis activities during COVID-19; the problems with tuberculosis among children and adolescents in the Atyrau region and in Kazakhstan; presented the results of the project activities for six months; the current project implementation review and proposals for efficiency improvement in implementing the planned activities.
- The final meeting of the project partners was held on December 14 in Atyrau. The meeting was attended by representatives of TCO, the Department of Health, AOKП, the NSP of the Ministry of Health of the Republic of Kazakhstan, medical workers, experts and others. The project outcomes for 2021 were presented at the meeting.
- On March 26, the regional children's health camp for TB hosted the "Tuberculosis Control Day" campaign. The event was held in the form of an information session and a sports relay, with participation of 60 children.
- From 10 to 30 May, a drawing contest was held on the topic: "Our health is in our hands". The competition was timed to coincide with Children's Day and was held among children undergoing preventive treatment in the regional anti-tuberculosis sanatorium. The winners and participants of the competition were awarded with diplomas and gifts. The drawings were used for the design of the 2022 calendar.

## **Project outcomes**

- To increase commitment to the protection of the rights of children and adolescents, an interdepartmental plan has been developed to prevent tuberculosis among children and adolescents in the Atyrau region, which includes key partners. To access the target group of the project - children and adolescents, a cooperation agreement was reached between Project HOPE and the Department of Education of the Atyrau region. Thanks to the cooperation, ten employees of the outreach project gained access to educational organizations in Atyrau and Zhylyoi district to conduct awareness-building activities on TB prevention measures among 11,694 children and adolescents.
- The project team reached out to 1,606 pregnant women and 507 TB contacts, covering more than 100% of the target indicator. To standardize the conversations, all outreach workers were given templates for constructing a

conversation in Kazakh and Russian languages. Videos were also produced for pregnant women and new parents, as well as contacts of TB patients. Bilingual video messages covered topics such as TB prevention measures, BCG vaccination and other issues and were distributed through social networks, WhatsApp, etc.

- A survey of 75 respondents was conducted to assess the effectiveness of outreach efforts in informing contact persons. Survey results indicate a lack of knowledge about TB prevention among participants. Further awareness building is needed to increase knowledge about TB prevention in these communities.
- An assessment of tuberculosis control was conducted in Atyrau prior to the start of the project's component on training teachers and healthcare workers who work with children from their birth. The survey showed that education staff lacked a clear commitment to protecting the rights of children and adolescents; nurses in educational institutions are mainly people of retirement age without special education; and medical staff use unpopular, outdated approaches in communicating with pregnant women and new parents about BCG vaccinations. In Atyrau Oblast, there was no involvement of community representatives, mosque and non-governmental organizations workers in TB control among children and adolescents. In order to increase the human resources potential of the education and healthcare systems of the Atyrau region, during the reporting period, 196 people from among the educational organizations staff and 160 people from maternity hospitals, clinics and TB dispensaries were trained.
  - The level of knowledge increased from 72% to 90.5% among healthcare workers and from 68% to 90% among non-medical workers. It is expected that the knowledge gained will increase awareness about tuberculosis among non-medical workers and will be used in practice at the workplace by health care providers.
  - Two four-day trainings of clinical trainers (ToT) were held in Atyrau and Atyrau region among medical personnel on the prevention of tuberculosis among children and adolescents. The training session was attended by 42 TB specialists, pediatric phthisiatricians and mid-level medical workers. The purpose of the training was to train clinical trainers to teach various aspects of tuberculosis prevention among children and adolescents in educational and health organizations of Atyrau and Atyrau region. The level of knowledge among health workers increased from 68% to 95%. Organized the practice of holding training sessions by participating trainers using counseling skills.
- 196 children were diagnosed using quantiferon testing. 39 (19.8%) children tested positive; 2 (1.02%) were questionable; and 151 (77%) tested negative. After clinical observation, 30 children were diagnosed with latent tuberculosis infection, and 2 children were diagnosed with active tuberculosis. The results of the diagnosis were transferred to the point-of-care to solve the issue of preventive treatment of latent tuberculosis infection.

#### **Problems encountered and lessons learned**

- Diagnosis of the LTI (quantiferon test) among children and adolescents was not started on time due to the consideration and review of this issue by the head of the department of health. Also, the diagnosis was suspended in the 3rd quarter for 3 weeks due to the lack of consumables in the "Olympus" laboratories.
- According to the order of the Chief Sanitary Officer in Atyrau, due to the situation with COVID-19, offline events were restricted, many project activities were implemented online.
- The problem of tuberculosis among children and adolescents continues to be relevant, as the situation is predicted to worsen. Because of this, it is necessary to continue project activities.
- An important component of the media plan is the coverage of tuberculosis prevention measures, including BCG vaccination, in social networks, i.e. Instagram. After a positive response from the head office of Project HOPE, the project's Instagram account was created, and in May, a marketing agency was engaged to promote content on social networks.

## Project: Efficient rehabilitation for people with disabilities

NGO: "Bizde Adambyz" Public Fund

Population coverage: Atyrau city

Number of subprojects / areas of focus: N/A

Number of direct / indirect beneficiaries: 20 / 41 (61)

**Goal:** improving the quality of life of people with disabilities, adapting them to a wheelchair in the Atyrau region, monitoring the psychological condition and making their rehabilitation process more efficient

### Project activities

- On April 27, together with 3 trainers from the NGO "RAIK" (Republic of Belarus), a master class was organized for the staff of the Regional Center for Rehabilitation of people with disabilities, with participation of 7 doctors and 4 nurses.
- Together with the NGO "RAIK" (Republic of Belarus), 3 seminars were organized for 20 people (10 individuals with disabilities and 10 volunteers) - potential future instructors for further teaching independent living skills to people in Atyrau with a spinal injury, moving around in a wheelchair:
  - o April 28-30 - "First Contact". The purpose of the seminar was to familiarize with the methodology of teaching independent living skills and the beginning of their skill practice.
  - o June 29 – July 1 - "Training of Instructors". During the seminar, the participants learned how to manage the wheelchair and how to use it, move from the wheelchair to another surface, swim, handle curbs and other street obstacles, etc.
  - o December 7-11 - "Training of Instructors - Practical Part". During the seminar, the participants continued to learn independent living skills and had the opportunity to test the acquired skills in real conditions going to town.
- 10 seminars were organized on the competencies of the instructor-facilitator necessary for their further activities: public speaking, communication skills, managing fear, self-acceptance, etc. 5 trainers were hired, on a free of charge basis, to conduct trainings on personal competencies.
- Creation of YouTube channel and launch of a program about successful people moving in a wheelchair for the purpose of motivation and psychological support of people, including those who move in a wheelchair:
  - o 4 video interviews created with people getting around in a wheelchair and who have become successful in different spheres of life: sports, business, creative activities.
  - o 20 videos were created within the frame of the project.
- 3 participants of the seminar received 3 active wheelchairs as a gift from the NGO "RAIK".

### Project outcomes

- A retrospective survey on the results of the third stage of the project showed that: 100% of the surveyed wheelchair users reported that they learned to transfer from a wheelchair, successfully mastered the skills of wheelchair riding techniques in an urban environment, acquired the skills of changing clothes on their own; 100% of the surveyed volunteer participants reported that they had received skills of helping people with a spinal cord injury (proper position of a person on the ground, on the surface, on the water and when moving).
- 4 participants in a wheelchair became participants of the sports and athletic contest held in September 2021. Of these, 3 became champions of Kazakhstan and were recognized as candidates for the Paralympic team of Kazakhstan.
- The result of the project is the acquisition by participants moving in a wheelchair of independent living skills. The volunteer participants acquired the skills of working with people in a wheelchair and this fact will further contribute to the creation of a system for the rehabilitation of people who have received a spinal injury and moved to a wheelchair.
- Training of instructors: 10 people in a wheelchair and 10 people without disabilities - contributes to the creation of a sustainable system of social rehabilitation and abillitation (acquisition of new skills) for people in wheelchairs, which will allow to significantly reduce the time of rehabilitation, lead an active, independent lifestyle and take care of their health.

### Problems encountered and lessons learned

- Personal problems of the participants. During the second seminar, an unexpected problem was the fear of participants in wheelchairs, of physical activities, such as bathing, transferring from a wheelchair to the surface. When the participants saw that a person with such a diagnosis performs this or that action, for example, changing clothes, bathing on their own, etc., the participants had an understanding that they can also do this, and the seminar went as planned.
- Pandemic and quarantine measures.
  - o Only 1 master class was held in the Atyrau Regional Rehabilitation Center, all other consultations were canceled due to the fact that there were quarantine measures in the rehabilitation center and visitors were not allowed;
  - o It was also originally assumed that the 3rd module of the program would be the organization of a camp with invitation of 30 participants who had recently sat in a wheelchair. However, due to the current quarantine, it was necessary to change the concept and make the 3rd module of the program as a practical part of instructors training.

# Project: Health and prevention, including addressing the challenges posed by the pandemic and its aftermath

**NGO:** "Bolashak K" Public Fund

**Population coverage:** Atyrau region

**Number of subprojects / areas of focus:** 4

**Number of direct / indirect beneficiaries:** 1 065 / 6 390 (7 455)

## Goal:

- 1) Improve the availability and quality of local health services by improving the capacity of local medical personnel in the fields of neurology, neurosurgery, neurorehabilitation;
- 2) Improve the provision of quality comprehensive care in neurological diseases, the treatment of pain in acute and chronic pain syndromes of various origins (Pain management);
- 3) Continue to improve the quality of rehabilitation services, including after the disease of coronavirus infection and pneumonia;
- 4) Inform the public about health and disease prevention.

## Project activities

- 6 training seminars "Comprehensive rehabilitation measures for disorders of psychological and musculoskeletal disorders" were held in Inder, Makat, Kurmangazy, Isatay, Zhylyoi districts and 176 specialists were trained. The training was conducted with the focus on the development of practical skills.
- The multi-disciplinary team of the "BolashakK" PF consisting of a rehabilitation doctor, kinesiotherapists, physical therapy instructors, a speech therapist, a defectologist, a psychologist performed the following work:
  - o 25 children with diagnoses of cerebral palsy, Down syndrome, developmental delay, ASD, with behavioral and mental disorders were consulted; an individual rehabilitation program was drawn up for the correction of motor disorders, defectology and speech therapy, within 3 days a physical therapy and speech therapy, defectology classes were held;
  - o parents of children with special needs, social workers, district doctors and nurses were trained on basic skills of physiotherapy, positioning, the basics of logopedic massage, care.
- 5 training sessions on special educational needs were held in Inder, Makat, Kurmangazy, Isatay, Zhylyoi districts for 115 specialists.
- Daily training of parents, as well as relatives on medical rehabilitation and special educational needs was conducted.
- 2 conferences were held: "Neurosurgical care and prevention for ischemic stroke", "Modern aspects of diagnosis, treatment and prevention of stroke". The conference was attended by 50 specialists - neurologists, neurosurgeons, therapists, general practitioners (GP), rehabilitologists, pediatricians, heads of hospitals.
- The training session was conducted on the subject of "Neuropsychological diagnosis of impaired development. The method of ontogenetic change. Sensory integration. Closed kinematic chain according to Smolyaninonov", 35 specialists participated.
- The training session "Differentiated speech therapy massage. Articulatory massage, articulatory gymnastics, logo rhythmic therapy, sound based therapy, rhythmic and automation of sounds", 40 specialists participated.
- 61 patients received rehabilitation after suffering coronavirus infection and viral pneumonia.

## Project outcomes

- Strengthening capacity of local specialists, especially at the district level, contributes to quality rehabilitation assistance.
  - o As a result of training, rehabilitation specialists, directly in the districts and rehabilitation centers of the city, have gained improvement in the rehabilitation of patients with motor and cognitive impairments with diseases such as cerebral palsy, stroke, developmental and speech delay. Specialists have mastered the theoretical and practical skills of kinesiotherapy with both classical and modern innovative methods such as PNF, Bobat, Kinesthetics, closed kinematic chain.
  - o As a result of the training, in special education and disability specialists, directly in the districts and rehabilitation centers of the city, have gained improvement in rehabilitation of patients with motor and cognitive impairments with such diseases as cerebral palsy, stroke, developmental and speech delay. 115 special education teachers mastered theoretical and practical skills in neuropsychological diagnostics, development of individual

rehabilitation program, applying methods of sensory integration and body-oriented therapy, speech therapy techniques, logo-rhythmics and sound-based therapy.

- Parents of children with special needs and relatives of patients who suffered a stroke, that have mastered all the methods and skills of rehabilitation and special care, actively apply the knowledge gained in everyday life and receive positive results.
- All patients who have undergone post-Covid rehabilitation note significant improvements in health, sleep, and increased productivity; 90% of patients who received ILBI therapy, had positive results noted such as a decrease in blood pressure, a decrease in blood sugar levels, an improvement in the coagulogram and general condition.
- Specialists actively apply the knowledge gained in communication skills and ToT when conducting training sessions, master classes on the project.
- The quality of medical and special education rehabilitation services provided by PF "BolashakK" has improved.
- As a result of the project, the professional connections between district medical institutions and correctional services have strengthened. Among specialists and recipients of rehabilitation services, the stereotype of thinking has shifted in favor of basic principles of rehabilitation - complexity, consistency, regularity. All this taken together contributes to the solution of the main task - the achievement of high-quality results of rehabilitation.

### **Problems encountered and lessons learned**

- Specialists of the city level do not express much desire to learn, for example, the specialists of the rehabilitation center of the regional hospital refused to participate in the training.
- Not all relatives willingly learn the techniques of care and rehabilitation, there are those who do not want to take part in the rehabilitation of their children and relatives.
- The difficulty encountered is the lack of a separate building for a fully-fledged educational center. This year, it helped that most of the training sessions were held on site.
- Successful part of experience in this project was on-site training cycles, where patients were consulted on the spot and specific recommendations were provided on equipping offices, maintaining / drawing up documentation and other organizational and methodological assistance.

## Project: "Little Country" Social Village

**NGO:** "Atyrau. Little Country" Public Association

**Population coverage:** Atyrau city

**Number of subprojects / areas of focus:** n/a

**Number of direct / indirect beneficiaries:** 12

**Note:** Completing the project started in 2020. No additional funding from TCO is provided.

**Goal:** Use the "hippotherapy" method for health improvement of children with brain damage.

**Task:** improving the general condition of children, intellectual growth and independent behavior.

### Project outcomes

The social village represents a village life: a farm with horses, goats, sheep and hens, a vegetable garden, a garden, a creative workshop and educational classes. The project involved a total of 12 children with CNS diseases.

Classes were conducted by:

- Therapeutic riding instructors of international level;
- physical training coaches with higher education;
- sports medicine physician.

As a result, 4 children with severe forms of cerebral palsy became members of the regional para equestrian team. They are registered with of the regional sports department of the Atyrau region as para equestrian sports athletes. At the moment, they are intensively training and preparing for competitions. The kids have gained the skills of independent riding, thereby improving vestibular system functioning and the ability to keep their balance, which gives them the opportunity to move straight without staggering or falling.

Having become independent and confident young athletes, they were able to change their lives, filling it with bright colors, and finding motivation to achieve victories, both in competitions and in life. Young athletes will fight for the cup of the country at the championship of Kazakhstan.

### Problems encountered and lessons learned

- According to the decree of the chief sanitary officer of the region, there were frequent bans for carrying out the scheduled rehabilitation programs.
- Faced with the fact that many families, even when being provided with transport, showed irresponsibility - having signed up for the program, they simply would not show up, without good reason.

## Project: "KOLTANBA" Workshop

**NGO:** NGO of People with Special Needs "Mugedek Alemi"

**Population coverage:** Atyrau city

**Number of subprojects / areas of focus:** N/A

**Number of direct / indirect beneficiaries:** 80 / 240 (320)

**Note:** Completing the project started in 2020. No additional funding from TCO is provided.

**Goal:** Reinforcing the KOLTANBA Workshop project focused on vocational guidance for people with special needs by adding training modules aimed at developing the personal/interpersonal potential of people with special needs (PSN).

**Project tasks:** continue teaching persons with disabilities, regardless of age, the skills of making handmade souvenirs in the national style.

### Project activities:

- The total number of classes held – 23 (techniques of working with beads, felt, salted dough, crochet, embroidery, burning on a wooden surface);
- The total number of master classes – 4 (neurographics, drawing on canvas and on a wooden surface, painting on fabric);
- The total number of team buildings - 1 (the event was attended by representatives of the Department of the Labor Committee, Social Protection and Migration of the Ministry of Labor and Social Protection of the Republic of Kazakhstan, the Atyrau branch of the Civil Alliance of Kazakhstan, as well as specialists from the Departments of Education, Health, Coordination of Employment and Social Programs of the Atyrau region; people with disabilities from various public associations of Atyrau, Kulsary and Makhambet district of Atyrau region);
- In total, the project covers more than 80 beneficiaries, of which 60% are representatives of the districts of Atyrau region;
- In total, 69 handmade souvenirs were made in various techniques of applied art.

Classes were held at the premises of the regional rehabilitation center for the disabled.

### Outcomes:

- The project has shown its effectiveness - young people with disabilities are ready and willing to master certain labor skills. At the initial stage, the need was identified - more than 40 people with disabilities applied to the organization with the question of whether applied arts training would continue to be conducted, while by the end of the project more than 80 people became beneficiaries.
- The project team on a specific example showed that a person with a disability can be a trainer and a specialist. To implement the project, the beneficiary of the previous years project - Petrova N.A. (disability category 2) was involved by the specialist in teaching applied arts skills. She is a vivid role model for other people with disabilities - she came to the project, learned, developed and achieved success, having become a specialist herself.
- For the first time, a Team building event was held, an important event corresponding to the needs and requirements of both project staff and beneficiaries. The guest trainer is Begalieva Z.O., creative mentor, head of the Public Foundation "Competence Development Center "ITeachMe", which made a significant contribution to improving the quality of life of people with disabilities not only in Almaty and Kazakhstan, but also in Central Asia. During the training, the trainer taught the beneficiaries of the project how to properly establish interaction between government agencies, the business community and people with disabilities. In addition, the teams learned to find and effectively propose problem-solving ways, as well as create significant changes to improve the quality of life through teamwork.



### **Problems encountered and lessons learned**

As in 2021, the restrictions related to the COVID-19 pandemic were still in force, it was decided to conduct part of the training at the premises of the Regional Rehabilitation Center (ORC) for disabled people, in which people with disabilities from Atyrau and from all 7 districts of the Atyrau region received treatment. Staying in the ORC is possible only with a negative PCR test, which 1) guaranteed the safety of all people involved in the project; 2) it was very convenient - for people with disabilities themselves - to combine treatment and learn the techniques of making souvenirs with their own hands.

# Economic development

## Project: "ZHARKYRA" Social Entrepreneurship Development Program

**NGO:** Public Foundation "Social Programs and Innovations Fund" together with Eurasian Foundation of Central Asia (EFCA) Corporate Fund

**Population coverage:** Atyrau city

**Number of subprojects / areas of focus:** 3

**Number of direct / indirect beneficiaries:** 15 / 350 (365)

Note: Financed by SE loan repayments from 2016-2020. Additional funding from TCO is not provided.

**Goal:** promote innovative social initiatives aimed at providing sustainable business solutions to social, economic, and environmental issues affecting the community in Atyrau

### Tasks:

1. Popularization of social entrepreneurship and provision of information to the public through an information campaign on social entrepreneurship and competition.
2. Organization of educational support for program participants at the first stage of the competition (semi-finalists) and financial support for participants at the final stage of the competition (finalists).
3. Establishing partnerships with the local business community to attract additional grant funds to the project for its expansion and sustainability.

### Project activities

- Information campaign to popularize social entrepreneurship:
  - a. 2 publications in the media, 6 meetings with public activists and bloggers, 15 posts in social networks, 25 posters and 3 banners, a total of 200 people were covered;
  - b. 2 open seminars were held, 100 participants were trained, 2 trainers were involved.
- 60 social business ideas presented during the first stage of the competition;
- 15 semi-finalists were selected, for whom 4 trainings were held on the topics: finance, strategic plan, marketing and public speaking.
- 13 successfully trained participants, 12 business plans drawn up;
- Finalists: 3 EU projects received grants of 1.5 million tenge each, of which 2 were startups;
- The finalists received 12 consultations and coaching sessions for the best implementation of their idea.
- During the implementation of the program, 81 posts were published in social networks of the program and SE in Russian and Kazakh languages, of which 8 were video posts. 11 articles were published in the media and 2 news stories on regional TV channels.

### Project outcomes

Outcome 1: The coverage and number of registered participants for open seminars increased significantly.

Outcome 2:

- a) The program supported 3 projects for a total amount of 4.5 million tenge as grants (1.5 million tenge each):
  1. "Zero waste concept Eco-shop" by Assel Bisenova,
  2. "Center for the Development of Emotional Intelligence for Children" by Saule Tyumenova,
  3. "Small-scale center for social adaptation of children from large families and with special needs" by Elmira Musina
- b) At the moment, all SE have used the grants and are functioning. The newly created SE employed 12 people and during the year they helped 550 residents of the region.
- c) Many SE semi-finalists have adjusted their prices and established a system for tracking expenses and incomes based on the results of the training.
- d) Two participants of the semi-finals have successfully expanded their business, one participant who decided not to take part in the finale of the competition, as he was not sure of the financial stability of his project, took part in the contest "Azamat - 3.0" and became the winner.

Outcome 3:

- a) The collaboration of participants in the program among themselves and with trainers resulted in 12 newly created business communications.
- b) 1 SE attracted additional funding to his project.
- c) Participation bonus will be promotion for the SE in the community with the help of videos and publications in social networks of the program, invitation to TV and in the media.

The return of funds on loans of the "Zharkyra" winners of previous years in 2021 amounted to 15,619,197 tenge.

Also, in 2021, the "Zharkyra" previous year's winners achieved new results:

- 7 SE were able to attract additional funding;
- two enterprises acquired their own premises;
- one SE received premises from the akimat on preferential terms;
- 13 SE received recognition for their activities in the form of medals and letters of gratitude;
- In 2021, the owners of interest-free loans returned almost 14,000,000 tenge and these funds will be reinvested in new SE.

### **Problems encountered and lessons learned**

- When organizing open seminars, an information campaign was organized as a result of which more than 280 people were registered. By reaching this number, it was decided to close the registration, since the question of the format of the seminars remained open and such a large number of participants in an offline format would have been simply impossible. By the time of holding the seminars, quarantine measures had become tougher and less than 100 people participated in online seminars. While registration rate was extensive, there was a low percentage of participation. In this regard, next year it is planned to hold additional meetings with representatives of the target audience and it was decided to strengthen the information campaign through the SE of the previous year's Zharkyra participants.
- In the course of work, due to online format and tight timeline (6 months) of the project implementation, there were difficulties in recruiting a team, namely in the search and hiring of an assistant and an accountant. In the future, it is planned to select specialists in advance who will at least partially work directly in the office, which will provide greater involvement of employees and strengthen teamwork.
- The process of establishing partnerships with the local business community to attract additional investments in SE projects had not been that simple and has not yet yielded results. This may be influenced by the unstable economic situation after long-term restrictive measures and it may be necessary to adjust search strategies.