



SOCIAL NEEDS AND SERVICE RESPONSE OF THE PROJECT
“TOGETHER FOR SOCIAL COMMUNITIES” IN TARGET COMMUNITIES

ASSESSMENT STUDY RESULTS

STUDY METHODOLOGY

Aim:

To identify and assess the priorities of identifying social needs and of developing social services corresponding to the real needs of the community in 10 target communities.

Main questions:

- » Which are the main social needs and the priorities for vulnerable groups of population?
- » To what extent do the existing services respond to the existing social needs?
- » What targeted service is needed in the communities?

Methods:

- » Traditional document analysis
- » Expert surveys (58)
- » Focus group discussions with service stakeholders (40)

IDENTIFIED GENERAL PROBLEMS

The study conducted in 10 target communities has identified 3 main which impact the formation of social needs.



High level of unemployment, big number of low-income families, relatively high level of **child poverty**.



Lack of social support services, inadequacy to people’s needs, accessibility problem.



Insufficiency and low accessibility of specialized services.

MOST COMMON SOCIAL NEEDS IN THE COMMUNITIES

Difficulties finding employment

Lack of awareness of the existing social services and procedures

Lack of satisfaction with the provided social services

Problem of professional potential

Lack of opportunities for leisure and socialization

Issues related to the community infrastructure



MOST COMMON SOCIAL NEEDS AND VULNERABLE GROUPS IN THE COMMUNITIES

Difficulties related to finding employment:

- » Employees seek to recruit **younger employees, especially men.**
- » Employees avoid recruiting **persons with disabilities**, even given partial compensation of the salary.
- » **There are no services to help caretakers of persons with disabilities** so that they can keep their job.
- » **Young people seek jobs in Yerevan.**

Lack of awareness about functioning social services and procedures:

- » Socially insecure families **are not always aware of the process of receiving financial aid.**
- » The more **insecure** a family is and the **more members with vulnerability** there are in the family, the lower their awareness of the existing social support services and their procedures which results in **marginalization.**

Lack of satisfaction with the provided social services:

- » **The sizes of the existing benefits** do not allow to solve any essential question for the family; they do not meet **minimal life conditions.**
- » **Absence or lack of** professional services.
- » **Uneven distribution of services;** no mobile options.
- » **Inappropriate conditions** for persons with disabilities (ramp, transport, etc.).

Problem of professional potential

- » Insufficient number of medical staff.
- » Absence or lack of well-trained psychologists, social workers, speech therapists, etc.

Lack of opportunities for leisure and socialization:

- » Extreme need for **a platform and environment** for the elderly to **socialize**, exchange knowledge and experience.
- » The opportunities for ensuring development and leisure for children and young people **are very inconsistent with the demand and various relevant forms.**

Infrastructure-related issues in the target communities:

- » **Insufficient lighting, especially its total absence at night** in almost every community.
- » **Lack of** playgrounds; playgrounds are not adapted and safe for children to play
- » **Issues related to stray dogs.**

ABOUT THE PROJECT TOGETHER FOR SOCIAL COMMUNITIES

The three-year project “Together for Social Communities: Strong CSOs and local partnerships for accountable communities and inclusive social protection in Armenia” is funded by the European Union and Austrian Development Cooperation and implemented by Hilfswerk International (HWI) in partnership with “Armenian Association of Social Workers” (AASW), “Family and Community Charitable NGO” (F&C) and “Partnership and Teaching Civil Society and Education Supporting NGO” (P&T).

The aim of the Project is to combat poverty and inequality in Armenia and contribute to social change and inclusive, sustainable development by creating needs-based and resilient local social plans as well as sustainable civil society-led social services for the benefit of poor and vulnerable families in Armenian regions.

The project is implemented in a total of 10 communities of Armavir, Tavush, Shirak and Syunik marzes: *Metsamor, Armavir, Mrgashat, Ijevan, Noyemberyan, Gyumri, Marmashen, Goris, Sisian and Tatev.*