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**OVERVIEW OF RECENT TRENDS  
AND DEVELOPMENTS IN SOCIAL PROTECTION**

# OVERVIEW OF RECENT TRENDS AND DEVELOPMENTS IN SOCIAL PROTECTION (2015)

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## **Regulating employment and active employment measures**

### **➤ Armenia**

During the recent three years, there have been continuous reforms in the regulation of employment in order to shift from a passive policy to a flexible policy depending on an objective situation of the employment market. The final purpose of the state assistance is a stable employment for the defined beneficiaries, in particular, for those who are uncompetitive in the employment market.

For the purpose of state regulation of salaries, the RA Law “On amending the RA law “On Minimum Wage” was adopted, according to which the minimum wage was set 50000 AMD starting July 1, 2014.

The RA law package “On amending and supplementing the RA law “On Remuneration of State Officials” (including 9 laws) was adopted, which provided a complete mechanism for application of a unified remuneration system introduced in state bodies starting July 1, 2014. Eight government resolutions were passed, which guarantee the application of above mentioned laws (the amounts of additions, compensations and additional payments and payment procedures). As a result of the reforms, the wages of about 162 thousand employees of the state sector will be raised on average by 47%.

### **➤ Azerbaijan**

An electronic labour contract service was introduced in the social protection and labour area. In this way the labour relationship in the country can be legalised, the income of the state budget can increase, the change from an informal to a formal economy is ensured, illegal labour can be eliminated and payments of informal wages and tax evasion can be prevented.

### **➤ Turkey**

A new registration process has been put into practice. The main aim of this process is to facilitate registration of domestic workers and to decrease unregistered employment in this sector.

Before the introduction of this new registration process, all persons who employed someone on a regular bases had to establish a working place insurance for his/her employee. This rule created serious bureaucracy and, in most cases, the households who employed domestic workers did not register their employees. However, domestic workers who worked on an irregular or daily bases do not fall under the scope of the social security system.

In the new process, domestic workers are divided into two groups according to the number of working days in a month.

The ones who work less than 10 days with the same employer are covered only by mandatory working accident/occupational disease insurance. These workers can pay their premiums for the other insurance branches voluntarily.

The ones who work more than 10 days with the same employer are covered by a mandatory social security system like the other workers.

According to a simplified registration system, the employer should only make once a declaration via Internet or face to face in the provincial directorate of the Social Security Institution. After this declaration, the premiums will automatically be transferred from a bank account of the employer and this until the job relation comes to an end.

## **Social risks and social benefits (general)**

### ➤ **“The former Yugoslav Republic of Macedonia”**

#### **Widening the range of people covered by the compulsory social insurance**

The coverage of the compulsory social insurance schemes is for the first time extended to the so called “honorarium or free-lance workers”. These are individuals who mainly earn an income (often called honorarium) under temporary non-labour relations contracts (e.g. contracts for services and/or intellectual property contracts or other types of contracts). They will be admitted under the compulsory social insurance, if the total net income earned on that ground is higher than the amount of the minimum salary in the country (9.590 denars). The contributions will be paid on the difference between the income earned during the month on the grounds of a contract for services, an intellectual property contract and/or another contract and the amount of the minimum salary.

This solution should guarantee social security to a large cohort of people, who have worked solely under multiple temporary working arrangements, but could not access the compulsory social insurance system.

However, even employed or self-employed individuals and pensioners who earn additional income under such temporary non-labour relations arrangements are required to pay social security contributions on their additionally earned income. The net additional income earned on that ground should be higher than the average net salary in the country announced in January in the current year (in 2015: 21.828 denars).

A similar obligation has been imposed to workers who earn additional income on the basis of a contract concluded with their employer for carrying out work that is beyond the scope of the

employer's activity (e.g. manufacture or repair of certain things or performance of manual or intellectual work). The remuneration for the completed work under such contracts shall be subject to payment of social insurance contributions.

The rationale behind the latter solution is to enable employees to be socially insured from the total earned income and not solely on what they earned under labour relations contract.

Finally, regarding pensioners, it should be noted that the pension will not be terminated if the pensioner earns an additional income under temporary non-labour relations contracts (e.g. contracts for services and/or intellectual property contracts or other types of contracts).

## **Long-term benefits: pension and disability schemes**

### ➤ **Armenia**

#### **Pension schemes**

With regard to pensions the final testing and evaluation of a number of important changes that started in the years before have been carried out in 2014. In the last year, the “E-pension system” was fully operated. This brought along immense changes in the monthly pension payment process and contributed to a refinement of the pension lists and the elimination of inaccuracies.

In the line of various ongoing projects to reduce poverty among the pensioners, a new procedure (formula) for calculating work pensions was introduced. As a result, it became possible to ensure a significant growth in the pension of persons receiving low pensions compared to the pension of persons receiving a relatively high pension. In this way, the quantity of persons receiving a pension below the extreme poverty line will be reduced by about 32000 persons, and the average pension will increase by about 15%.

In order to raise the social security level of pensioners for certain groups (service men and the family members), premiums were increased by 5000 AMD starting from August 1, 2014.

In 2014, the funded pension system was introduced after being developed for about a decade. The new RA Law “On Funded Pensions” (effective since July 1, 2014) finally resolved the issue of certain clauses contradicting to the RA Constitution.

### Disability schemes

The RA draft “On Protection of Rights and Social Integration of Disabled Persons” was finalized and submitted to the RA government in order to bring the current legislation into compliance with the Convention on the Rights of Persons with Disabilities and also to protect their rights and ensure their social integration.

At present, the criteria for defining disability are revised. It is envisaged to introduce a new model based on the multisided evaluation of a person’s needs and abilities, which will also take into account all the factors affecting the interrelations between the person and the environment.

For the implementation of the new employment model defined by the RA Law “On Employment” (effective since January 1, 2014), a complete set of executive acts has been established in the current year (21 resolutions approved by the RA government decrees). For example, the new law has introduced a normative standard for mandatory provisions in workplaces for persons with disabilities. This normative standard will be applied for state organizations having 100 and more employees (starting January 1, 2015) and for non-state agencies (starting January 1, 2016).

#### ➤ Georgia

The gradual increase in pensions largely contributes to the poverty reduction. As indicated in UNICEF’s research a raise in pensions reduces the extreme poverty of children from 9.4% to 7.7% as well as children’s poverty from 25% to 23%.

Since 2004 pensions have increased ten times. Since September 2013 old age pensions and social packages for disabled persons of I-st (severe) Group have increased from 100 Gel up to GEL 150 and have almost reached the existing subsistence level. The social package for disabled children and disabled persons of II-nd (significant) group- has increased from GEL-70 up to GEL-100.

It is important to stress that, deinstitutionalization and development of community based services concerns not only children, but disabled and elder as well. 180 persons of this category received community living service in 2014, against 140 in 2013. 956 disabled persons and 586 children of families living below poverty were beneficiaries in a day care centers. 380 children and their families in 2014 are included in early intervention programs against 250 in 2013 and 150 in 2012.

On December 26, 2013, the Parliament of Georgia ratified the UN Convention of the Rights of People with Disabilities. A significant fact is also the development of an approval of the State Action Plan (2014-2016) on social inclusion of Persons with Disabilities.

In order to implement the provisions of the Convention on the Right of the Persons with Disabilities (CRPD), the Georgian Government together with non-governmental organizations and other stakeholders, based on the decision of the coordination council of people with disabilities, elaborated and adopted the “Governmental Action Plan for 2014-2016 - Providing Equal Opportunities for Persons with Disabilities”. This plan is elaborated according to the convention principles and implements complex measures to realize also the rights of the PWD in recent years. The coordination council of people with disabilities was established by the Government of Georgia and is led by the Prime Minister of Georgia.

➤ **“The former Yugoslav Republic of Macedonia”**

The most recent changes to the Law on Pension and Disability Insurance (June 2015) provide for the possibility for the retroactive purchase of insurance periods up to 31 December 2008. This option is open to individuals who were employed and registered in the compulsory social insurance, but for whom the employer did not pay contributions for the pension and disability insurance due to various reasons such as bankruptcy, liquidation, closure as a result of restructuring, etc.

Insured persons who were registered in the compulsory social insurance as of 31 December 2008 are allowed to pay for the insurance periods during which their employers failed to pay contributions. These retroactively purchased insurance periods will be taken into account for opening an entitlement to the pension and may influence the calculation of the pension benefit. Contributions will be paid in 12 monthly instalments. The reference wage for contributions to the pension and disability insurance is 50% of the average wage. The survivors (family members) of the insured person who would be entitled to a family pension can apply for this retroactive purchase as well.

Finally, the amendment to the Law on Pension and Disability Insurance provides for the legal grounds for adjustment of the pensions in 2015. Namely, the adjustments will be made by increasing the individuals’ pensions by a fix sum. This fix sum will be calculated by dividing the total amount of funds for pensions increased by 5% by the total number of pension beneficiaries in September 2015.

**Social protection – long-term care benefits and minimum support**

Long-term care benefits are being provided in the frame of the social protection system of the country. These are the following cash benefits targeted at people with disabilities who cannot perform basic living functions without orthopedic devices or assistance:

- Financial reimbursement for assistance and care, which is the biggest cash benefit in terms of number of beneficiaries,
- Allowance for Blindness,
- Allowance for Mobility and
- Allowance for Deafness.

The amendment to the Law on Social Protection in 2014 aimed at changing the conditions for claiming long-term care benefits.

Unlike before the long-term care benefits became means-tested. They will be granted if the annual net income earned by the individual on all grounds is lower than the total of average net salaries paid every month in the past year.

The amounts and calculation methods for the benefits remained the same.

The level of need (for care) will be evaluated according to the *Barthel index* of activities of daily living, before a decision is taken on the entitlement.

The control mechanisms for granting the above mentioned benefits have been strengthened. The social work center will pay a visit at the applicant's home and the social worker will consider the findings from this visit when adopting the decision on entitlement. Moreover, the Medical Expert Committees that assess the degree of disability/level of dependency/incapacity to work must consider the opinion of medical councils at clinic hospitals in addition to the opinion of the personal doctor and the examination of the applicant/beneficiary.

The findings and opinion of the need for the respective benefits may be randomly audited. The benefit will be suspended if the audit opinion is contrary to the findings, assessment and opinion of the Medical Expert Committees.

Furthermore, a new right was introduced for the people with 80% disability of the lower limbs, people with moderate, severe and profound intellectual disability, completely blind persons and completely deaf person. These individuals can apply for a refunding of customs duties, value added tax and excise duty paid for purchase of vehicle, to be used by the applicant or his/her family member(s) for transport and easier social integration in the community. The application for refunding may be submitted once in five years for the purchase of a vehicle worth up to 10,000 euros.

There were no fundamental changes in the minimum support system, apart from an indexation of the benefits rates. The amendments to the Law on Social Protection ensured the increase of the amount of social financial assistance and permanent financial assistance by 10%; the payment of the increased amount of these benefits started on 1 June 2015.



➤ **Russia**

In 2015 there have been changes in the Russian pension system that affected all participants of mandatory pension insurance: the current and future retired persons, as well as Russian employers

From the 1<sup>st</sup> of January 2015 a new procedure for the formation of the pension rights of citizens and the calculation of the pension system of mandatory pension insurance had been introduced. The labour pension was transformed into two kinds of pensions: insured and accumulated pensions.

For the first time the concept of "individual pension coefficient" (pension points) had been introduced. Now each year of service of the citizen is assessed in the calculation of pensions. In order to gain a right for the appointment of old age pension, a person must have 30 or more pension points. However, this rule will be fully applied from 2025. The minimum number of points required for a pension in 2015 is 6.6. Each year, this figure will rise by 2.4 to reach 30 in 2025.

It is worth mentioning that in the current pension legislation, in addition to periods of employment, points will be awarded for socially significant periods of life, such as military service, childcare leave etc.

➤ **Serbia**

The new Government (formed in April 2014) immediately launched the fiscal consolidation program, which included measures towards continuation of the reform of the mandatory pension insurance. The first amendments of the Law on Mandatory Pension and Disability Insurance were adopted in July. They all came into force in January 2015 and include:

- Pensionable age for women to be gradually increased by 6 months per calendar year to reach 63 in 2020. From 2021 onwards, the pensionable age will be gradually increased by 2 months per calendar year to reach 65 in 2032 (which is the pensionable age for men);
- The new early old-age pension. The criteria are:
  - Men aged 55 (in 2015) with 40 years of insurance. The age limit is gradually being increased to reach 60 in 2023;
  - Women aged 54 years and 4 months with 36 years and 4 months of insurance (in 2015). The limit is being gradually increased to reach age of 60 in 2024 and 40 years of insurance in 2023;

The amount of the early old-age pension is permanently reduced by 0, 34% per month short of pensionable age (4, 08% per year, maximum to 20, 4%).

- Early pensions for hazardous working situation: Employees working in dangerous and unhealthy occupations should work at such working places for at least 2/3<sup>rd</sup> of a total insurance period (newly introduced rule) in order to have 12 months of work counted as 14, 15, 16 or 18 months (depending on type of occupation) when calculating their pensionable age, insurance period and pension amount.
- Changes in the management structure of the Pension and Invalidity Insurance Fund: there are now only seven members of the Management Board (previously 21), of whom the Government nominates four. The Supervisory Board has been abolished.

All pensions exceeding 25.000 RSD (some 39% of all beneficiaries affected) have been decreased after The Law on Temporary Arrangement of the Pensions Payment Model was adopted in October. The part of a single pension amount exceeding 25.000 RSD has been cut by 22%, while the part of the amount over 40.000 RSD has been additionally cut by 25%. It has been noted that the measure is temporary but there is no fix date when the pensions will be returned to the previous level.

Finally, according to the Budget System Law and the Law on Mandatory Pension and Disability Insurance amendments, adopted in December 2014, the pensions are going to be increased only when pension expenditures/GDP ratio falls below 11% (actual value in 2014 - 13.1%). The actual percentage of the adjustment is going to be determined by the government.

## **Modernising health care**

### ➤ **Armenia**

According to the amendments and supplements made to RA government decrees N1691 (of December 27, 2012) and N375 (of March 23, 2014), a profound regulation of the social package services has been implemented in which the circle of beneficiaries was amended. Starting from January 1, 2015, the social package beneficiaries will undergo mandatory preventive medical examination.

### ➤ **Albania**

As a first important step, we can determine the institutional reform of the responsible entity for organizing and providing mandatory health insurance: now named the Compulsory Health Care Insurance Fund. Strengthening and increasing of the autonomy on decision making, are seen as

essential elements that ensure the efficient operation and the necessary flexibility of financial management in the insurance scheme.

The method of calculating the measure of the contribution to be paid by the state budget for not active population, self-employed and voluntary insured persons, has also changed.

For the first time the purchase of health services by the Fund is applied and this according to health service packages. Five health care packages with related costs were approved. These packages will be offered in the public health system and in case of not fulfilling the needs that are requested, it will be contracted to the private sector. The price of the packages will be financed by the Fund to the same extent, in public health institutions as well as in the private ones. Insured persons benefiting from these packages are exempted from mutual payments. A register of beneficiaries of health packages will be also created. Its administration will be done in collaboration with university services.

For the first time we will have a registry that is going to provide the registration of insured persons, with their identification, equipping them with the number of identification. Health insurance cards are going to replace the booklet, which will facilitate the identification of the health beneficiaries by their respective category.

A very important element of the reform is the adoption of a national control base program (check-up). All citizens aged 40-65 years old, with a permanent residence in the Republic of Albania, will benefit free of charge the basic control package, which includes the visit to the family doctor and the pursuing of life style factors, physiological parameters and laboratory examinations.

➤ **Bosnia and Herzegovina**

During the reporting period (1st January 2014 - 1st January 2015) the Ministry of Health of the Federation of Bosnia and Herzegovina undertook continued activities with the aim to enact the missing regulations, in accordance with reform directions in the health sector, as well as with the obligations arising out of the European integration (i.e. the obligation to harmonize national regulations with EU regulations).

It should be noted that these laws are partially harmonized with EU regulations and international conventions in the field of chemicals, biocides, infectious diseases, or regulations on standards of quality and safety for the donation procedures, procurement, testing, processing, preservation,

storage and distribution of tissues and cells of human origin, as well as regulations on the application of patients' rights in cross-border health insurance.

➤ **Georgia**

In 2013 a new universal healthcare program has been launched. During the period of February-April, 2014, the WHO, USAID and the World Bank experts performed the evaluation and analysis of the past one year of the UCH Program implementation. The survey shows that the introduction of the UHC Program increased access, affordability and quality of healthcare services. As of May 5, 2014 2.3 million people without a health insurance prior to February 2013 were registered at primary healthcare centers. Since the launch of the UHC a total of 383 707 cases were supported. An absolute majority of beneficiaries (96.4%) are satisfied or very satisfied with in-patient and/or emergency out-patient services; 80.3% of the beneficiaries are satisfied or very satisfied with planned out-patient services.

➤ **Serbia**

The management structure of the Health insurance Fund has also been changed. There are now only seven members of the Management Board (previously 21), of whom the Government nominates four. The Supervisory Board now has five members (previously seven) of whom the Government nominates three.

## **Maternity and sickness schemes**

➤ **Armenia**

As a result of legislative changes, new mechanisms were introduced with regard to the case of temporary work incapacity (including pregnancy and maternity). Taking into account the recommendations suggested during public discussions, the existing issues were resolved by establishing the maximal and minimal thresholds of average monthly salary taken as a base for calculating the amount of the allowance, at the same time preserving the amount of allowance for pregnancy and maternity and the order of calculating the average monthly salary. These thresholds are respecting 50% of the average salary with a maximum of 15-fold of the average lowest salary.

In other cases, the temporary incapacity benefits are calculated from 80% of the average monthly salary (maximal threshold is 10-fold of the monthly lowest salary). In addition, the pregnancy and maternity allowance is renamed maternity allowance and it is envisaged to provide state support

also to non-employed women. As a result, the targeting of state funds distribution increased and additionally 30000 non-employed women were addressed, this was not done at the expense of reducing the allowances provided to working women.

➤ **Georgia**

Significant changes have been made in “Labour Code”. Since 1 January 2014, in the case of normal pregnancies, mothers can take leave for 730 calendar days (instead of 140), out of which 183 days (instead of 126) are payable. In the case of complicated or multiple births or premature childbirth (before the 26th week of pregnancy): 200 calendar days, (instead of 140) are payable. The amount of the basic cash benefit for pregnancy and childbirth has increased from 600 GEL up to 1000 GEL.

## **Need and Family burden**

➤ **Albania**

Legal improvements have extended the involvement of groups/individuals in the Economic Assistance Scheme (victims of trafficking after leaving the institutions , victims of domestic violence, orphans ) , economic support for cases where children do not have parents or one of them, or when the wife is the family head. So the range of services for children is extended, for example guaranteeing a custody service.

Work is done also towards the identification and additional support of Roma families.

In the context of reforms in the system of social services a number of measures have been taken too: by ensuring a sustainable and qualitative network of social care service for vulnerable categories; by introducing grants and expertise in national and decentralised level support; by developing standards for social care services as well as by increasing the collaboration with civil society and private operators.

➤ **Armenia**

The changes that took place in 2014 in the area of state allowances were aimed at increasing the targeting of the projects by preserving the principles of social assistance. Also, activities were continued in order to widen the circle of state allowances and to collect online data in the families’ insecurity assessment system.

The RA decree N275 (of March 6, 2014), starting the 1<sup>st</sup> of January 2015, introduced a program of state assistance provided to the third and every other child. It aims at the encouragement of natality and the improvement of living conditions for families with many children. Within the frames of this project, the allowance for the 3<sup>rd</sup> and the 4<sup>th</sup> child amounts to 1 million AMD, and for the 5<sup>th</sup> and every other child – to 1.5 million AMD. In both cases, 500 000 AMD is provided in cash, the rest of the amount will be non-cash, which is administered by the parent of the child by making non-cash payments for the improvement of living conditions, for the educational and health services. The child can administer this sum without any limitations after turning eighteen.

➤ **Azerbaijan**

Another important step in reforming the social protection system in Azerbaijan is the Decree of the President of the Republic of Azerbaijan on improving the system of targeted state social assistance from 23 December, 2015. This Decree envisages the automatization of the TSA program in order to strengthen the social protection of families with low incomes, to provide quick, easy and transparent access to social services, to organize the targeted state social assistance with use of innovative technologies in accordance with international best practice

➤ **Georgia**

The efficient provision and targeted distribution of social assistance to the most vulnerable groups of population is one of the main objectives of the social protection system. Targeted Social Assistance (TSA), pensions and universal health care are considered as three main tools in achieving these goals.

The system of targeted social assistance is a universal instrument for the administration of targeted social benefits and programs provided by MoLHSA (Ministry of Labour, Health and Social Affairs) and other state bodies. Significant changes took place in the system in 2015. A new methodology of evaluation of socio-economic conditions of vulnerable households has been worked out. In the new methodology, more emphasis is set on income of a household or sources of it, rather than on property. The social agent's subjective evaluation will not be taken into the consideration anymore. Data on revenues of the applicant's household is taken from an information database (of LEPL-revenue service agency) and from the databases of social benefits (administrated by the SSA Social Services Agency). It significantly increases the targeting (TSA). The methodology considers more precisely the family needs and the family members' status (disabled person, person suffering with chronic disease, teenagers, pensioners etc.)

The new State program for assistance to the families with children in critical situation has been launched in 2014. The program enables the provision of a material support to each family if needed, like food, clothing, inventory, hygienic materials, home appliances etc..

One of the main objectives of the ongoing reform of social protection system is the deinstitutionalization of large institutions and the development of alternative, community based services for vulnerable groups and for people with special needs. Georgia reached significant achievements in deinstitutionalization of the state childcare system in the recent years. Thus, the number of large institutions has decreased from 45 to 2, number of children in institutional care has decreased from 5000-to 80. The amount of children in foster care reached 1200; more than 2000 children was reintegrated in biological families. 44 small group homes are currently in operation, serving 340 children. On the current stage, the aim is to complete the deinstitutionalization of state childcare system. Development of SGHs and Foster Care for children with profound disabilities remains a significant challenge on this way.

Child care services are regulated according to the Child care standard, which was adopted in January of 2014 by the decree of the government. It is obligatory for all persons (regardless of organizational-legal and ownership form), which carry out 24-hour service for children

Since 2014 the state program aiming at the provision of appropriate services for children working and/or living in the streets has been launched. In order to identify, evaluate and assist children/families living and/or working in streets, three mobile groups were set up and two day care as well as two crisis intervention and two transit centers were established.

➤ **“The former Yugoslav Republic of Macedonia”**

Need

As reflected in the previous report, in the past years, increased attention was paid to requirements for job search, vocational training or subsidized employment in connection with retaining entitlement to social assistance. Latest changes to the Law on Social Protection foresaw that the social assistance will be terminated if the unemployed recipient refuses participation in trainings or is not registered as active job seeker with the Employment Service Agency. At the same time, various subsidised programs have been developed to encourage employment of social assistance beneficiaries. The most recent one offers a five year exemption from payment of social insurance contributions to companies that will employ vulnerable citizens, including social assistance beneficiaries.

### Child benefits

In the child benefit system, regulatory changes were made to the special allowance which is provided to children with physical or mental disabilities or combined developmental difficulties up to 26 years of age (regardless of the family income).

Firstly, the personal scope of the special allowance was extended to include the children with the Down syndrome.

Secondly, the level of benefit was increased by 50% for single parents and by 25% for financially unsecured parents having a child with special needs. The benefit will amount respectively to 6.303 denars and 5.252 denars. The amounts shall be adjusted to the increase of the costs of living for the previous year.

The increase should provide additional support to families in hardship and improve their financial standing.

Additionally, starting as of 2014, children who receive a special allowance at the age of 6-25 years are entitled to a 5-day rehabilitation and recreation. The state covers the expenses related to accommodation and rehabilitation.

#### ➤ **Ukraine**

In order to strengthen social protection of the poor due to rising prices and utility tariffs the Cabinet of Ministers of Ukraine adopted the law № 83 "On strengthening social protection in terms of raising prices and tariffs for public services" (in force from 1 July 2014). It contains provisions about compensation for the additional costs for the services of gas supply, district heating and centralized hot water supply due to the increasing prices and tariffs for services.

As of 01.01.2015 under this law 15,975 families applied for a compensation. 11,146 families have received the entitlement and received such compensation.

#### ➤ **Russia: The new law on Social Security**

From 1 January 2015 the new federal law "On the basis of social services for citizens in the Russian Federation" entered into force.

The law is aimed at the development of social services for citizens in the Russian Federation, increasing their level of quality and efficiency.



The law defines the basic principles of social services, clarifies the content of a number of key concepts used in the field of social services and defines the forms of social services, the types of social services and conditions of their provision, the principles of financial provision of social service organizations.

The law presupposes an individual approach to the establishment of social services for the recipients based on the needs of citizens for social services. Taking into account the grounds on which a person was recognized as in need for social services, local public authority (in the entity of the Russian Federation), authorized to exercise the functions in the field of social security determines the individual need for social services and complies an individual program of social services' submission.

The individual programs of social services are reviewed depending on changes in the citizens' needs for social services at least once in three years.