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USAID DS RO Office Director

Dear [redacted]

Action taken: We were requested by [redacted] to provide USAID with details of areas where the Ministry of Labor and Social Issues will require technical assistance after the Armenia Social Transition Program concludes.

We first wish to express our sincere appreciation for SAID technical assistance provided under the ASTP program. Over the past four years this assistance has been invaluable in helping the Ministry of Labor and Social Issues to implement reforms and improve the social situation for the most vulnerable citizens in Armenia. With USAID assistance the Ministry has been in a position to train staff to work more efficiently and effectively, to improve our internal systems of management, to improve customer service to the citizen, to improve the state pension system, to improve targeting and most specifically to implement the Social Security Card. The implementation of the Social Security Card is the single most far reaching social sector reform introduced in Armenia since independence. The effect of the Social Security Card introduction will be to form the solid basis to continuously improve the social sector.

We attach a workplan which outlines the areas where the Ministry of Labor and Social Issues seeks technical assistance from USAID. The Ministry has a broad strategy for the next three years which is focused on improving management and administration, improving service to the public, improving targeting of resources and creating a sustainable, modern social protection system. We believe that with USAID assistance we can build on the reforms made over the past four years and achieve our objectives.

Each activity in the workplan attached is related to the following core objectives where we require your assistance:

1. Improved Management Systems at the Ministry of Labor and Social Issues with a high emphasis on improved management of human resources towards providing the best service to the citizen
2. Extension of the use of the Social Security Cards to all areas of governance making it the key for the citizen to improved secure government services
3. Improved social insurance system to create a solid basis for a sustainable pension system providing adequate pensions to citizens based on their contributions
4. Improved management of all Agencies of the Ministry of Labor and Social Issues, Social Medical Expertise Commission, Elderly Homes, Orphanages, State Labor Inspectorate, Republican Employment and Labor Agency and the Stress Center

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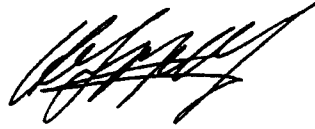
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5. Improved Access to Social Rights for Citizens through improved public education, collaboration with NGOs and public outreach

The ministry staff will be glad to discuss all aspects of this workplan with a view to clarifying all issues.

Yours



A. Vardanyan