## Red Cross social support to vulnerable lone pensioners in Tbilisi

<table>
<thead>
<tr>
<th>Goal and objectives</th>
<th>Indicators</th>
<th>Sources of verification</th>
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</thead>
</table>
| **Programme goal**  | • Capacities of selected communities have strengthened.  
                      • The number of vulnerable people in target communities has reduced  
                      • Morbidity and mortality has reduced.  
                      • Living conditions of people in need have improved. | • Red Cross monitoring reports.  
                                                                 • Feedback from beneficiaries.  
                                                                 • State statistics and reports on humanitarian situation in Georgia.  
                                                                 • UN agencies’ reports and assessments results.  
                                                                 • Other NGO reports. |
| Health of vulnerable people has improved. | | |
| **Programme objective** | The Red Cross Society of Georgia meets the characteristics of a well-functioning national society. It has strong branches delivering sustainable, focused and responsive assistance to vulnerable communities. It is accountable to its beneficiaries and partners, and has active, trained volunteers across the country providing volunteer services and participating in the national society governance. | • National Society programme progress and final reports.  
                                                                 • Self-assessment reports.  
                                                                 • Federation monitoring & evaluation reports  
                                                                 • Data on volunteers.  
                                                                 • Community development reviews.  
                                                                 • Media coverage. |
| Red Cross Society of Georgia has strengthened capacity to improve health of vulnerable people. | | |
| **Project Objective** | By the end of 2005, 1,500 lone elderly pensioners have received regular home care, basic food and non-food items. | • Red Cross project progress and final reports.  
                                                                 • Monitoring and evaluation reports.  
                                                                 • Media coverage. |
| Living conditions of 1,500 lone elderly pensioners in Tbilisi have improved through home care, distribution of basic food and non-food items, social support and advocacy. | | |
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<table>
<thead>
<tr>
<th>Project expected results</th>
<th>Indicators</th>
<th>Sources of verification</th>
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</thead>
<tbody>
<tr>
<td><strong>Project expected result 1</strong>&lt;br&gt;The Red Cross has expanded a network of trained volunteers who provide home care to 1,500 destitute and home bound lone elderly people.</td>
<td>By the end of 2005, the Red Cross has recruited and trained 10 nurses and 100 volunteers to visit homebound elderly people at least once a week and other beneficiaries once every two weeks.</td>
<td>• Red Cross monthly implementation reports.&lt;br&gt;• Record of visits and services offered to project beneficiaries.&lt;br&gt;• Beneficiary feedback.&lt;br&gt;• Federation monitoring reports.</td>
</tr>
<tr>
<td><strong>Project expected result 2</strong>&lt;br&gt;The Red Cross has supplied targeted lone elderly people with basic food and non-food items to improve their diet and hygiene</td>
<td>• A parcel with basic hygiene items has been delivered to 1,500 elderly people every three months to improve their hygiene conditions (a total of 6,000 hygiene parcels have been distributed).&lt;br&gt;• Every month an elderly person received basic food and non-food items of four Georgian Lari (approximately 2.2 US dollars) selected by the elderly himself/herself from a list of 10 to 12 items including sugar, cooking oil, beans, electric bulb, matches, candles and basic medicines.</td>
<td>• Red Cross project progress and final reports.&lt;br&gt;• Monitoring and evaluation reports.&lt;br&gt;• Feedback from beneficiaries.&lt;br&gt;• Media coverage.</td>
</tr>
<tr>
<td><strong>Project expected result 3</strong>&lt;br&gt;The Red Cross has expanded the number of social centres in Tbilisi for elderly people, Red Cross staff/volunteers and youth to meet each other, initiate discussions on common issues, plan activities and organise different social events.</td>
<td>• By the end of 2005, Red Cross has established five social centres in various districts of Tbilisi.&lt;br&gt;• Number of volunteers recruited through the centres.&lt;br&gt;• Number of various social events/activities organised at the centre with the participation of elderly and young people.</td>
<td>• Red Cross project progress and monitoring reports.&lt;br&gt;• Records of the centres’ activities.&lt;br&gt;• Feedback from beneficiaries.</td>
</tr>
<tr>
<td><strong>Project expected result 4</strong>&lt;br&gt;The Red Cross has established good cooperation with local government authorities, NGOs and business communities to ensure the sustainability of the project.</td>
<td>• A Memorandum of Understanding (MoU) has been signed between the Red Cross and local authorities/NGOs or business communities.&lt;br&gt;• Regular trilateral meetings have been held between the Red Cross, local authorities and business or NGO representatives to discuss the Red Cross exit policy and substitution of Red Cross material assistance to elderly people.</td>
<td>• Minutes of the meetings between the Red Cross and local authorities/NGOs or business community representatives.&lt;br&gt;• Reports from the Federation and ICRC</td>
</tr>
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</table>
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<table>
<thead>
<tr>
<th>Activities to achieve expected result 1</th>
<th>Resources</th>
<th>Sources</th>
</tr>
</thead>
</table>
| 1.1. Recruit and train 10 nurses and mobilise up to 100 volunteers to deliver home care to project beneficiaries. | • Red Cross staff and volunteers.  
• Office equipment.  
• Vehicles.  
• Stationery  
• General administration support. (see budget attached) | • Federation appeal.  
• ICRC.  
• Partner national societies.  
• USAID, who expressed interest for renewed programming with the Red Cross.  
• Other international agencies, present in the country.  
• Government. |
| 1.2. Visit home-bound elderly people twice a week. Home care nurses and volunteers will visit other elderly people at least once in two weeks. Home visits will include: medical consultations, provision with basic medicines (such as pain killers, anti-fever and anti-flue drugs), injections, simple treatment, bed sore prevention, personal and domestic hygiene, cooking and shopping. | • Hygiene items.  
• Food and non-food items.  
• Red Cross staff and volunteers.  
• Office equipment.  
• Vehicles.  
• Stationery.  
• General administration support (see budget attached) | |
| 1.3. Encourage Red Cross project staff and volunteers to participate in training/workshops on project management and social services organised by other agencies in the country. | | |

<table>
<thead>
<tr>
<th>Activities to achieve expected result 2.</th>
<th>Resources</th>
<th>Sources</th>
</tr>
</thead>
</table>
| 2.1. Arrange for the procurement, storage and distribution of 6,000 parcels of basic hygiene items including washing powder, soap and toilet paper to 1,500 beneficiaries in four rounds. | • Hygiene items.  
• Food and non-food items.  
• Red Cross staff and volunteers.  
• Office equipment.  
• Vehicles.  
• Stationery.  
• General administration support (see budget attached) | • Federation appeal.  
• ICRC.  
• Partner national societies.  
• USAID, who expressed interest for renewed programming with the Red Cross.  
• Other international agencies, present in the country.  
• Government. |
| 2.2. Modify, if necessary, the list of basic food and non-food items developed by the Red Cross in 2004 to offer to project beneficiaries. | | |
| 2.3. Procure and distribute to project beneficiaries once a month basic food and non-food items of 4 Georgian Lari (approximately 2.2 US dollar) selected by the beneficiaries from the Red Cross list. | | |
### Activities to achieve expected result 3.

1. Identify and renovate the premises for the five Red Cross social centres: the centres will be established either in Red Cross branch offices or in a building identified by Red Cross branches (without rent).
2. Equip the centres with basic equipment and furniture such as tables, chairs, shelves, TV, video recorder and computers.
3. Develop and organise together with Red Cross volunteers and project beneficiaries various social activities in the centres. The activities will vary from social gatherings and health promotion and education sessions to computer classes for young people.
4. Mobilise skilled elderly people (two-three people in each centre), such as former barbers, electricians, plumbers and mechanics, and equip them with tool boxes to help other pensioners with minor repair works.
5. Develop and produce badges, banners, brochures and booklets reflecting the work of volunteers and lone elderly people to motivate them and promote the Red Cross work.

### Resources

- Construction materials for rehabilitation of social centres.
- Red Cross staff and volunteers.
- Temporary workmen.
- Office equipment & furniture.
- Vehicles.
- Stationery.
- General administration support

(see budget attached)

### Sources

- Federation appeal.
- ICRC.
- Partner national societies.
- USAID, who expressed interest for renewed programming with the Red Cross.
- Other international agencies, present in the country.
- Government.

### Activities to achieve expected result 4.

1. Hold negotiations with local authorities to secure Government support to Red Cross services.
2. Negotiate with NGOs and business communities the replacement of Red Cross material assistance after its withdrawal.

### Resources

- Red Cross senior staff and programme coordinator
- Office equipment
- Stationery
- General administration support

(see budget attached)

### Sources

- Local state authorities.
- NGOs or business authorities
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1. Background

1.1. Context
Georgia is a demographically aged country. One fifth of the population is over 60 years old. The life expectancy is 69 years among men and 77 among women (Humanitarian situation and strategy 2004, UNOCHA, 2003). Elderly people are the worst affected by the ongoing socio-economic crises and accompanying structural reforms. They are less able to recover psychologically and materially from the effects. The monthly state pension amounting to average 20 Georgian Lari (approximately 10 US dollars) is very low in comparison to the subsistence level and is often over three months late. Pensioners are the most food insecure group, yet they are not targeted by Food-for-Work or other such programmes. Even though good health is vital to their ability to care for themselves, health care is frequently inaccessible due to economic and institutional barriers. Elderly people face significant challenges in meeting their daily needs without external support, though, with minimal care older people can maintain their independence.

Since 1960, the Red Cross Society of Georgia, supported by the Federation and partners, has been helping lone elderly people through its Visiting Nurses Programme. Over this period of time, the Red Cross developed an extensive network of medical doctors and nurses working at out-patient clinics throughout Georgia, excluding the breakaway region of Abkhazia, providing basic medical and social services to the most vulnerable groups of the population, including 12,000 home-bound pensioners. 300 nurses, social workers and Red Cross volunteers were engaged in the service.

Initially the programme included only a social care component. At a later stage, medical services were added to offer the elderly a free medication, which they could not afford, as well as 5 kg food parcels delivered by visiting nurses to help those abandoned people sustain a healthy diet. The Red Cross was also assisting another 50,000 lone elderly people with 20 kg food parcels.

In 2001, however, the Red Cross visiting nurses programme stopped receiving international support due to uncertainty over the leadership of the national society. As a result, lone elderly people were left without any means of support, basic food, medicines and social services exposed to social isolation, diseases and death.

The Red Cross in Georgia is slowly recovering from the organisational crisis and is keen to help the most needed people. Reflecting on the limited capacities the organisation currently has, as well as the analysis of the needs in the country, the Red Cross has prioritized reviving its traditional homecare service. There are genuine needs and this is something the national society knows how to do - it can mobilize people who worked as nurses for the Red Cross in the past.

The project will reconnect the Red Cross with the community it springs from. It will also create a simple, clear and visible opportunity to boost the image of the organisation, wounded by the events of the last two years. Last but not the least: the project does not require huge financial support. With minimum funds the Red Cross can make a significant difference.

The focus will be on 1,500 of the most vulnerable, home-bound lone pensioners living in Tbilisi because the Red Cross believes they are the most vulnerable to food insecurity. People living in rural areas have access to land and small vegetable gardens to sustain themselves. There are operational reasons too: considering the capacity of the national society, it will be easier for the Red Cross logistically to manage the project and monitor the implementation in the capital.

Beneficiaries will be selected by the Tbilisi district branch of the Red Cross in co-operation with the local authorities.

The project will pilot a participatory humanitarian relief approach to make the assistance more focused and relevant. Beneficiaries will be offered a list of relief items to choose according to their needs. The approach

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1 According to the Georgian State Department for Statistics, Georgia's population shrank by 1.1 million people: from 5.5 million in 1989 to 4.4 million at the beginning of 2002. Generally, the decline, almost 20 per cent, has been caused by an outflow of workers to other countries. Most emigrants now live in the Russian Federation, and increasingly in Ukraine, Western Europe and the USA.
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has been included after reflecting on the lessons learned from the past operations. Previously, the Red Cross was delivering a standard package of relief items, such as wheat flour, rice, sugar, cooking oil, soap and washing powder, although these might not have been the needs of all beneficiaries. As a result, some were selling the items provided by the Red Cross to buy things, which they thought were more important for them, such as electric bulbs, medicines, matches and candles.

Quite often elderly people feel isolated and abandoned, yet they have immense knowledge, experience, skills and wisdom to contribute to the development of the communities they live in. The current project will attempt to influence the thinking, attitude and behaviour of people, particularly youth, towards the elderly. It will support the creation of social centres in the capital city and initiate various activities to bring young and old generations together so that they learn to appreciate each others’ role as valued members of the society.

To assure self-sufficiency and sustainability of the services offered within the operation, the project would encourage volunteerism by advocating humanitarian values and the Fundamental Principles of the Movement that guide its work. The Red Cross will mobilise two-three skilled elderly, such as former barbers, electricians, plumbers and mechanics, in each centre and equip them with tool boxes to help other pensioners with minor repair works. This will end isolation and make elderly feel needed in their communities.

At the same time, the Red Cross will be encouraging the Government to prioritise help to lone pensioners. Experience shows this group is among the first affected when the authorities cut the national budget. There is also a need to create a legal environment in the country for alternative systems to help the elderly.

The project is in line with recommendations of the Regional Health Strategy for 2001-2006 adopted by the National Red Cross and Red Crescent Societies in Southern Caucasus. The main recommendations of the strategy are to improve coordination and cooperation with the local health and social welfare services and strengthen community involvement through empowering them to formulate and undertake appropriate actions.

The project also echoes the United Nation’s Humanitarian Strategy 2004 for Georgia, which recommends instigating special programmes to reach isolated destitute older people; promoting healthy lifestyle; mainstreaming older people’s needs and participation into all development interventions, and reorganising and encouraging older people’s contributions.

1.2. Problems and needs

Main problem: extreme vulnerability of lone elderly pensioners to poor health, food-insecurity and isolation: lone pensioners are deprived of basic necessities. They do not have access to health and social services. They need food and medicines. The prevailing economic difficulties in country have weakened traditional support mechanisms. They suffer with growing psycho-social problems caused by isolation and lack of occupation.

Many international and national organisations are voicing their concern of the worsening situation lone elderly people live in. However, few address their needs.

Causes:

• Prolonged transition to market economy.
• Disintegrated social welfare and health systems.
• Widespread poverty.
• Limited capacity of the Government.
• Slow progress in development efforts.
• Low pensions.
• Lack of development opportunities.
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**Effects:** lone pensioners suffer from isolation, destitution, multiple chronic diseases and mental health disorders. The Red Cross, as an auxiliary to the local authorities, has a moral obligation to help these people, who continue to live in inhumane and undignified conditions.
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1.3. Stakeholders

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Lone elderly pensioners</th>
<th>The Federation</th>
<th>UN</th>
<th>Government</th>
<th>Red Cross branches</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Problems</strong></td>
<td>Extreme vulnerability of lone elderly pensioners to poor health, food-insecurity and isolation.</td>
<td>Low capacity of the national society to meet the needs of vulnerable people and implement community-based activities.</td>
<td>Vulnerability of lone elderly people to poor health, social isolation and food insecurity.</td>
<td>Lack of resources to meet basic social and health needs of elderly people.</td>
<td>Lack of trained volunteers to deliver social services.</td>
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<td></td>
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<td>Weak volunteer recruitment system in the Red Cross.</td>
<td>Fragile social security system.</td>
<td>Fragile social security system.</td>
<td>Lack of local resources.</td>
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<td></td>
<td></td>
<td>Lack of resources: dependency of the Red Cross on external support.</td>
<td>Dependency on external assistance to support the most vulnerable.</td>
<td>Lack of local resources.</td>
<td>Weak links with the communities, as well as the headquarters and other branches.</td>
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<td>Lack of national society expertise in developmental relief work.</td>
<td>Lack of national society expertise in developmental relief work.</td>
<td>Lack of national society expertise in developmental relief work.</td>
<td>Lack of mechanisms/systems to mobilise volunteers and community resources.</td>
</tr>
<tr>
<td><strong>Interests</strong></td>
<td>Improve living conditions</td>
<td>Access vulnerable and protect their human dignity through strengthened national society network.</td>
<td>Help isolated destitute old people through the Red Cross network.</td>
<td>Improve living conditions of lone elderly pensioners.</td>
<td>Expand the network of trained volunteers.</td>
</tr>
<tr>
<td></td>
<td>Have a better access to social and health care</td>
<td>Promote participatory relief services for lone elderly people by and through the Red Cross Society of Georgia.</td>
<td>Improve their health and living conditions.</td>
<td>Mobilise and strengthen existing coping mechanisms through NGO network, particularly through Red Cross work and volunteer network.</td>
<td>Improve the image of the branches within the community.</td>
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<td></td>
<td>Break isolation through participation in programme implementation.</td>
<td>Reorganise and encourage older people’s contribution to the community life and challenge condescending attitudes/beaviour of young people towards elderly people.</td>
<td>Reorganise and encourage older people’s contribution to the community life and challenge condescending attitudes/beaviour of young people towards elderly people.</td>
<td>Reorganise and encourage older people’s contribution to the community life and challenge condescending attitudes/beaviour of young people towards elderly people.</td>
<td>Establish appropriate facilities (social centres) to encourage wider-range activities through youth and volunteers.</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Potential</th>
<th>Lone elderly pensioners will:</th>
<th>The Federation will:</th>
<th>The UN will:</th>
<th>The government’s relevant offices will:</th>
<th>The Red Cross branches are the key stakeholders of the project. They will:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Knowledge, skills, wisdom and experience to contribute to the communities and help themselves.</td>
<td>• participate in relief assistance planning and implementation.</td>
<td>• Represent the national society on the international arena and mobilise resources.</td>
<td>• advocate the Red Cross role in social care.</td>
<td>• provide the Red Cross with necessary information and data on targeted beneficiaries.</td>
<td>• participate in programme planning;</td>
</tr>
<tr>
<td>• Global network.</td>
<td>• receive social support through Red Cross staff and volunteers.</td>
<td>• Through the country delegation in Tbilisi and the regional delegation in Ankara, provide technical support to the national society: help the Red Cross in strengthening organisational capacity and professionalism of its staff and volunteers, particularly, in social care and community work.</td>
<td>• Organise workshops/coordination meetings on the issues related to lone elderly people. These meetings/workshops will offer the Red Cross an opportunity to meet other agencies/organisations, strengthen partnerships, share experience/knowledge, tell about the Red Cross work and improve the national society’s image.</td>
<td>• The project will promote the Red Cross’ auxiliary role to the government through cooperation with the relevant government bodies in the planning and implementation of the current project.</td>
<td>• identify beneficiaries in cooperation with the relevant Government authorities.</td>
</tr>
<tr>
<td>• Access to international resources.</td>
<td>• participate in the work of the social centres to strengthen links with the youth.</td>
<td>• Advocate for the support to the Red Cross at all levels – with the government, international agencies, NGOs and the UN.</td>
<td>• issue information bulletins/reports that would reflect and promote the Red Cross work.</td>
<td>• mobilise volunteers;</td>
<td>• implement the project in their respective communities;</td>
</tr>
<tr>
<td>• Presence in the country/region.</td>
<td></td>
<td>• Monitor the project implementation to help the national society meet the set objectives.</td>
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<td>• ensure reporting requirements are met.</td>
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<td>• Knowledge of the needs.</td>
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<td>• Help the Red Cross protect its integrity.</td>
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<td>• Technical expertise particularly in social &amp; health care as well as community based work and volunteer management.</td>
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<td>• Credibility/image.</td>
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<td>• Access to larger international and national agencies and governments to advocate Red Cross work.</td>
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<td>• Mandate/ coordination role.</td>
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<td>• Expertise in social care.</td>
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<td>• Common interest to improve health and living conditions of people in need.</td>
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<tr>
<td>• Technical expertise.</td>
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<tr>
<td>• Improved co-operation and coordination with the Red Cross.</td>
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<tr>
<td>• Access to the state social/health programmes.</td>
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<td>• Motivation and willingness to be a part of the coordinated humanitarian efforts.</td>
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<tr>
<td>• Experience in home care, data collection and working with the communities.</td>
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1.4. Internal analysis of the Red Cross Society of Georgia

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<tr>
<th>Internal</th>
<th>External</th>
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<tbody>
<tr>
<td><strong>Strengths</strong></td>
<td><strong>Opportunities</strong></td>
</tr>
<tr>
<td>• Intimate knowledge of their communities, needs and beneficiaries.</td>
<td>• Federation’s commitment to re-engage more active programming in the country.</td>
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<tr>
<td>• Experience of working with the communities: though varied in their level of capabilities and resources, the Red Cross Society of Georgia still remains the only indigenous, community-based and nationwide humanitarian organisation regarded by many people in the country as a partner that can help solve their problems.</td>
<td>• ICRC support.</td>
</tr>
<tr>
<td>• Institutional memory and experience in home care nursing services.</td>
<td>• New Government with interest of closer ties with the Red Cross.</td>
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<tr>
<td>• Motivation and commitment of the branches having long-term experience in implementing internationally supported projects.</td>
<td>• Clear understanding by international/national agencies that humanitarian assistance is vital with particular concern for the elderly.</td>
</tr>
<tr>
<td>• Young and energetic new secretary general, with previous experience as a Federation national staff and delegate, who is committed to the change process.</td>
<td>• Interest of partners/potential donors to support participatory and developmental approaches.</td>
</tr>
<tr>
<td>• Commitment of the national society to complete the separation of governance and management functions to ensure effective national society development and service delivery to vulnerable people.</td>
<td>• International and national training opportunities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Weaknesses</strong></th>
<th><strong>Threats</strong></th>
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</thead>
<tbody>
<tr>
<td>• Lack of trained volunteers, particularly in social services.</td>
<td>• Lack of government policy on lone elderly and their role in building of the civil society.</td>
</tr>
<tr>
<td>• Weak volunteer management system.</td>
<td>• Condescending attitude of the communities, particularly, youth towards elderly people and their role in the society.</td>
</tr>
<tr>
<td>• Limited material and financial resource base to maintain strong presence in the communities.</td>
<td>• Lack of funding and dependency on external support.</td>
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<tr>
<td>• Lack of clear distinction between governance and management, although there is a confidence in the secretary general.</td>
<td>• Unstable political situation.</td>
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<td></td>
<td>• Continuing poor image of the Red Cross in the public eye: even successes may be questioned and unfairly scrutinised.</td>
</tr>
</tbody>
</table>

2. Programme goal: Health of vulnerable people has improved.

**Indicators:**
• Capacities of local communities have strengthened.
• The number of vulnerable people in targeted communities has reduced.
• Morbidity and mortality has reduced.
• Living conditions of people in need have improved.

**Verification sources:**
• Red Cross monitoring reports.
• Feedback from beneficiaries.
• State statistics and reports on humanitarian situation in Georgia.
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- UN agencies’ reports and assessments results.
- Other NGO reports.

3. Programme objective: The Red Cross Society of Georgia has strengthened capacity to improve health of vulnerable people.

Indicators: The Red Cross Society of Georgia meets the characteristics of a well-functioning national society\(^2\). It has strong branches that are delivering sustainable, focused and responsive assistance to vulnerable communities. It is accountable to its beneficiaries and partners, and has active, trained volunteers across the country providing volunteer services and participating in the national society governance.

Verification sources:
- National Society programme progress and final reports.
- Self-assessment reports.
- Federation monitoring & evaluation reports.
- Database of volunteers.
- Community development reviews.
- Media coverage.

4. Project objective: Living conditions of 1,500 lone elderly pensioners in Tbilisi have improved through home care, distribution of basic food and non-food items, social support and advocacy.

Indicators: By the end of 2005 1,500 lone elderly pensioners have received regular home care, basic food and non-food items.

Verification sources:
- Red Cross project progress and final reports.
- Monitoring and evaluation reports.
- Media coverage.

5. Project expected results

5.1. Project expected result 1. The Red Cross has expanded a network of trained volunteers who provide home care to 1,500 destitute and home bound lone elderly people.

Indicators: By the end of 2005, the Red Cross has recruited and trained 10 nurses and 100 volunteers to visit homebound elderly people at least once a week and other beneficiaries once every two weeks.

Verification sources:
- Red Cross monthly implementation reports.
- Record of visits and services offered to project beneficiaries.
- Beneficiary feedback.
- Federation monitoring reports.

5.2. Project expected result 2: The Red Cross has supplied targeted lone elderly people with basic food and non-food items to improve their diet and hygiene.

Indicators:
- A parcel with basic hygiene items has been delivered to 1,500 elderly people every three months to improve their hygiene conditions (a total of 6,000 hygiene parcels have been distributed).

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\(^2\) A set of indicators established by the Federation to help National Societies plan and measure their progress in capacity building. These ‘customised assessment and performance indicators’ list 120 checkpoints towards achieving the defined characteristics of a well-functioning National Society.
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- Every month an elderly person received basic food and non-food items of four Georgian Lari (approximately 2.2 US dollars) selected by the elderly himself/herself from a list of 10 to 12 items including sugar, cooking oil, beans, electric bulb, matches, candles and basic medicines.

Verification sources:
- Red Cross project progress and final reports.
- Monitoring and evaluation reports.
- Feedback from beneficiaries.
- Media coverage.

5.3. Project expected result 3: The Red Cross has expanded the number of social centres in Tbilisi for elderly people, Red Cross staff/volunteers and youth to meet each other, initiate discussions on common issues, plan activities and organise different social events.

Indicators:
- Red Cross has ten social centres in various districts of Tbilisi: five centres established in 2004 and additional five by the end of 2005.
- Number of volunteers recruited through the centres.
- Number of various social events/activities organised at the centre with the participation of elderly and young people.

Verification sources:
- Red Cross project progress and monitoring reports.
- Records of the centres’ activities.
- Feedback from beneficiaries.

5.4. Project expected result 4: The Red Cross has established good cooperation with local government authorities, NGOs and business communities to ensure the sustainability of the project.

Indicators:
- A Memorandum of Understanding (MoU) has been signed between the Red Cross and local authorities/NGOs or business communities.
- Regular trilateral meetings have been held between the Red Cross, local authorities and business or NGO representatives to discuss the Red Cross exit policy and substitution of Red Cross material assistance to elderly people.

Verification sources:
- Minutes of the meetings between the Red Cross and local authorities/NGOs or business community representatives.
- Reports from the Federation and the ICRC.

6. Activities:

6.1. Activities to achieve project expected result 1.
1.1. Recruit and train 10 nurses and mobilise up to 100 volunteers to deliver home care to project beneficiaries.
1.2. Visit home-bound elderly people twice a week. Home care nurses and volunteers will visit other elderly people at least once in two weeks. Home visits will include: medical consultations, provision with basic medicines (such as pain killers, anti-fever and anti-flue bugs), injections, simple treatment, bed sore prevention, personal and domestic hygiene, cooking and shopping.
1.3. Encourage Red Cross project staff and volunteers to participate in training/workshops on project management and social services organised by other agencies in the country.
Red Cross Social support to vulnerable lone pensioners in Tbilisi

6.2. Activities to achieve project expected result 2.
2.1. Arrange for the procurement, storage and distribution of 6,000 parcels of basic hygiene items including washing powder, soap and toilet paper to 1,500 beneficiaries in four rounds.
2.2. Modify, if necessary, the list of basic food and non-food items developed by the Red Cross in 2004 to offer to project beneficiaries.
2.3. Procure and distribute to project beneficiaries once a month basic food and non-food items of 4 Georgian Lari (approximately 2.2 US dollar) selected by the beneficiaries from the Red Cross list.

6.3. Activities to achieve project expected result 3.
3.1. Identify and renovate the premises for the five Red Cross social centres: the centres will be established either in Red Cross branch offices or in a building identified by Red Cross branches (without rent).
3.2. Equip the centres with basic equipment and furniture such as tables, chairs, shelves, TV, video recorder and computers.
3.3. Develop and organise together with Red Cross volunteers and project beneficiaries various social activities in the centres. The activities will vary from social gatherings and health promotion and education sessions to computer classes for young people.
3.4. Mobilise skilled elderly people (two-three people in each centre), such as former barbers, electricians, plumbers and mechanics, and equip them with tool boxes to help other pensioners with minor repair works.
3.5. Develop and produce badges, banners, brochures and booklets reflecting the work of volunteers and lone elderly people to motivate them and promote the Red Cross work.

6.4. Activities to achieve project expected result 4.
4.3. Hold negotiations with local authorities to secure Government support to Red Cross services.
4.4. Negotiate with NGOs and business communities the replacement of Red Cross material assistance after its withdrawal.

7. Timetable: Year 2005

<table>
<thead>
<tr>
<th>Project expected result 1.</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
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<tbody>
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<td>1.3. Encourage Red Cross project staff and volunteers to participate in training/workshops on project management and social services organised by other agencies in the country</td>
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Red Cross Social support to vulnerable lone pensioners in Tbilisi

<table>
<thead>
<tr>
<th>Activities</th>
<th>January</th>
<th>February</th>
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<td><strong>Project expected result 2.</strong></td>
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<td>2.1. Arrange for the procurement, storage and distribution of 6,000 parcels of basic hygiene items including washing powder, soap and toilet paper to 1,500 beneficiaries in four rounds.</td>
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<td>2.2. Modify, if necessary, the list of basic food and non-food items developed by the Red Cross in 2004 to offer to project beneficiaries.</td>
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<td><strong>Project expected result 3.</strong></td>
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<td>3.2. Equip the centres with basic equipment and furniture such as tables, chairs, shelves, TV, video recorder and computers.</td>
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<td>4.2. Negotiate with NGOs and business communities the replacement of Red Cross material assistance after its withdrawal.</td>
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8. Monitoring and evaluation
A Red Cross Society of Georgia group together with the Federation delegation in Tbilisi will carry out the monitoring of the project. A day-to-day management of the project will be implemented by the Red Cross management team, including various technical departments.
Red Cross Social support to vulnerable lone pensioners in Tbilisi

The Red Cross management staff will:

- Be in regular contact with the targeted 10 district branches in Tbilisi.
- Regularly visit district branches, social centres as well as beneficiaries to ensure effective implementation of the project.
- Carry out a survey among project beneficiaries to measure the impact of the project. Specific monitoring formats will be designed. The questionnaire will include the services provided by nurses and volunteers.
- Establish an independent group of volunteers to monitor the project implementation and report findings to the Red Cross board.

The Federation delegation will:

- Provide guidance, technical support and advice to the national society as and where necessary.
- Facilitate visits of Federation regional technical delegates/staff.
- Through site visits, meetings with the district authorities, analysis of the media coverage and national society programme reports, evaluate the impact of the project on project beneficiaries and share findings with the national society management.

9. Precondition

- The Red Cross has recruited a sufficient number of volunteers.
- The project received at least 60 per cent of the required funding to start work.

10. Assumptions/risks

- Lack of dedicated volunteers.
- Insufficient donor interest and support.
- Elderly pensioners are unwilling to participate in the work of the social centres.
- Unexpected political changes.
- Local state authorities or NGO/business communities are unwilling to replace the Red Cross material assistance after its phasing out.

11. Sustainability.

Elderly people are the worst affected by the socio-economic instability and ongoing changes in the country. Their plight demands international attention. If we do not help them today, it might be too late tomorrow.

At the same time, these people have wisdom, knowledge and experience that can and should be mobilised. It is possible to reduce their dependence on the external aid. To achieve this, however, they need encouragement and change of mindset among the general population, particularly youth, who have condescending attitude towards the role of elderly people in building the civil society.

The current project will attempt to change the behaviour of people and strengthen self-sustainability of elderly people by empowering them and strengthening social networks that should be capable of providing needed support in the medium to long-term period.

Although home care is a traditional activity of the Red Cross, the organisation has limited capacities at the moment to sustain the work. It will need external support to revive its structures and mechanisms. In 2006 and 2007, the Red Cross expects it will have stronger capacities by mobilising local resources and the need for international support will reduce.

In parallel, the Red Cross will be working with the Government of Georgia advocating for strengthening the social networks in the country and increasing the government’s role in elderly care.

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