DOST Agency
Innovative Approach to Service Delivery
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Advisor to the Chairman of the Board
DOST Agency

AGENCY FOR SUSTAINABLE AND OPERATIVE SOCIAL PROVISION

- Sustainable
- Operative
- Social
- Provision

- AIR
- Eligible
- Innovative
- Efficient
- Necessary
- Digital
DOST Strategy outlines

**MISSION**
To provide the population with operative and smooth access to labor and social protection services, through a network of DOST Centers and by deploying state-of-the-art IT solutions.

**VALUES**
- Human rights and dignity
- Humanism
- Equality
- Universiality
- Accessibility

**PRINCIPLES**
- Innovativeness
- Efficency
- Professionalism
- Impartiality
- Transparancy and accountability
- Citizens’ satisfaction
- Honesty and responsibility
- Cooperation and efficient communication

**VISION**
To become a state institution delivering state social policy to the citizens in an effective, efficient and transparent way.

**GOALS**
- To organize service delivery in the DOST Centers
- To manage DOST Centers
- To monitor and evaluate the activities of DOST Centers
- To improve and develop services in social sphere
“DOST Agency” established under the Ministry of Labor and Social Protection of Population of the Republic of Azerbaijan to improve the quality of services in the field of employment, labor, social protection, and provision as well as to increase transparency and ensure the application of innovative solutions, acceleration of transition to e-services, prevention of bureaucracy, and enhancement of citizen satisfaction.

Agency for Sustainable and Operative Social Provision was established by the Presidential Decree No. 229, dated 9 August 2018.

Charter and organizational structure of the Agency were approved by the Presidential Decree No. 387, dated 10 December 2018.
International experience

DOST Concept is based on experience of Canada, Chile, Australia, Norway and “ASAN Service” of Azerbaijan
DOST Model

DOST is the Single-Entry Point where citizens can apply for services in social protection and employment

UNDER THE MINISTRY OF LABOR AND SPP

- 154 services in social protection, employment and labor
- Central Coordination Unit (to provide services to Karabakh war veterans)
- Digital (proactive) services and online platforms
- Modern Call Center 142
- Mobile and home care services
- DOST Index (flexible monitoring & evaluation system)
- Comprehensive volunteering program

DOST provides citizens with operative and smooth access to labor and social protection services, through a network of DOST Centers and by deploying state-of-the-art IT solutions.
DOST Agency aims to establish **17** regional DOST Centers and **55** regional Branches by the end of 2025

**Location strategy of DOST Centers**

**DOST Centers’ coverage**

- **More than 2,500,000** citizens
- **More than 25%** citizens
DOST Centers in liberated territories

- DOST services provision through smart self-service points
- Flexibility for easy mobility and use
- Direct video-call connection to the sosial agent
- First launch in the Smart village Aghali of Zangilan district, liberated from the Armenian occupation in 2020
FARID MAMMADOV
Chairman of the Board
DOST services

DOST Agency provides country population with **154** social services in **12** directions including Central Coordination Unit, through DOST Centers and its branches.
DOST services: delivery forms, standard operation procedures

Processes and Procedures

- Service delivery passports;
- Service delivery manuals;
- Citizen reception process requirements;
- Complaint management;
- Call Center 142 Standard operation procedures;
- Citizens’ satisfaction evaluation procedure;
- Monitoring (living conditions assessment) within the Targeted State Social Assistance framework
- 3 policy, 29 procedures, 18 requests, 4 rules, 2 guidelines and 1 context documents according to the ISO policy and procedures standards

Forms of Service Delivery

- On-site through DOST Service Centers
- Mobile Services
- Digital and Online Services
- Call Center 142
- Self-service desks

DOST Centers provide home-care services and on the regular basis conducts monitoring of activities in various directions
Centralized Electronic Information System (CEIS) and subsystems

- Citizen Appeals subsystem
- Laboure and Employment subsystem
- Targeted social assistance subsystem (VEMTAS)
- Pension subsystem (PAS)
- Social Payments subsystem
- Documents Circulation subsystem (ESDAS)
- Monitoring subsystem
- Insurance subsystem
- Adoption and Children Deprived of Parental Care subsystem
- Disability subsystem (TSERAS)

More than 16 programs have been included in CEIS
Smooth access to DOST Services

- Application of unique queue management and analysis system at “DOST” centers
- Sign language translation service provision at the centers for people limited in hearing and speech;
- Continuous improvement of social services provision
- Organization and implementation of mobile services;
- Improving the quality of services in the DOST centers and conducting relevant monitoring;
- Digitalization and remote services provision through application of various tools and projects: Virtual DOST, SMART DOST and Mobil DOST;
DOST services: main statistical indicators

**Call Center 142**
Total number of calls (2019-2022)

- **2 470 000**
  - **686 000**
    - Number of calls in 2022

**DOST centres**
Total number of requests (2019-2022)

- **920 000**
  - **269 000**
    - Number of requests in 2022

**DOST centers:**
Average number of services/day in 2022 more than

- **2 600**

**Call centers:**
Average number of calls/day in 2022 more than

- **7 400**

**Duration of service**

- **8'31”**
  - Waiting time

- **3'24”**
  - Duration of service

**Duration of service**

- **3’07”**
  - Waiting time

- **0'40”**
  - Duration of service

Citizen satisfaction

- **98,02 %**

by DOST services

DOST services procession dynamics

- **650 000**
- **131,14 %**
- **269 000**

AGENCY FOR SUSTAINABLE AND OPERATIVE SOCIAL PROVISION

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# Crisis management: response to COVID-19

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<thead>
<tr>
<th>Pandemic-related issues</th>
<th>DOST Agency’s operative agile adjustments</th>
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<tr>
<td>✅ Practice shortage on distant, mobile and digital services provision</td>
<td>✅ E-platform to cover population with the services: Call Center 142, e-sosial.az portal, dost.gov.az and other e-services.</td>
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<td>✅ Infection risk: DOST employees and citizens visiting DOST centers</td>
<td>✅ 80% of Agency staff switched to remote work mode in 2020.</td>
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<tr>
<td>✅ Complexity of Targeted social assistance provision &amp; monitoring on site</td>
<td>✅ e-Assignment of targeted social assistance</td>
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<td>✅ A sharp increase of calls to the Call Center 142 and e-mails received</td>
<td>✅ Call Center 142 staff and working schedule increased by two shifts; Capacity improvement trainings held.</td>
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<tr>
<td>✅ Limited access to social services for the lonely, people with disabilities and people aged 65+</td>
<td>✅ Door to door food aid delivery; Mobile social services with volunteers’ involvement; Home care services for lonely people and aged 65+.</td>
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International recognitions and awards

**ISSA “Best Practice Award for Europe - 2022”**

- Competition certificates of merit with the projects:
  - “Citizen Satisfaction Monitoring System”
  - “DOST Agency: for Dignity and Equal Rights”
  - “DOST: Social Protection of Persons Over 65”

The Agency was awarded an honorary diploma of the International Association of Pension and Social Funds

**ESN European Social Services Awards – 2021**

- Category “Technology Tool” – DOST Model, Winner.
- Category “Outstanding team” – DOST Volunteers program, finalist

According to "EU-Azerbaijan Business Environment Report 2021" DOST centers were assessed in **TOP 3 improved reforms** implemented in the country. Report is based on 139 online survey and 27 onsite interviews from the companies operating in Azerbaijan and representing 24 European countries.
**DOST: long-term priorities**

- **DOST services digitalization**
  *Citizens short-circuit access to services*

- **DOST regional coverage expansion**
  *including Eastern Zangazur and Kharabakh DOST program*

- **DOST services optimization and improvement**
  *Existing services improvement New services development*

- **Socially important projects implementation**
  *Reintegration of aged people Integration of people with disabilities*

- **Emphasize the inclusiveness and universality of services.**
  *Maintain accessibility of DOST center (the sign language interpretation services, etc.)*

- **Sustain the service quality improvement**
  *Customer-centric services provision based on continuous citizen satisfaction and citizen complaints evaluation*

- **DOST concept international promotion**
DOST Volunteer
unique approach to social services

SUBPROGRAMS
- Young DOST
- Silver DOST
- Distant DOST
- Corporative DOST
- Inclusive DOST

RANGE
- 16-29
- 55+
- 14+
- -
- 16-29

FOCUS AREAS
- Engaging youth
- Reintegration & bridging generations
- Digitalization & Inclusivity
- Interagency communication & CSR
- Equality & Accessibility
DOST Volunteer: current statistics

- Total applications and participants
- 1st quarter 2022

- Received applications: 54,633
- Participants at the programs: 2,005
- Volunteer alumni: 1,811
- Applications received 1st quarter 2022: 7,020
- Participants, 1st quarter 2022: 298
Volunteers in the provision of services

- Queue management
- E-systems usage support
- Awareness and communication
- Assist in filling out applications
- Involvement to monitoring process
- Inclusivity promotion
Projects and events

Scope
- Vulnerable groups (autism, Down syndrome, people with disabilities, retirees, the elderly and etc.)

Volunteers participation
- organizers
- projects and programs beneficiary

Special projects
- "DOST Talks" motivational event
- SMM support to paralympic athletes
- Supporting elderlies during a Pandemic;
- UNFPA - Active aging

Awards
- ESSA 2021 finalist;
- DOST Talks 2019: The best project of the year for the Caspian Sea Region
- Other local awards
Productive involvement

1. Volunteer clubs
2. Teambuilding
3. Sport events
4. Internship
Volunteers evaluation and graduation

- Performance appraisal: 30%
- Attendance assessment: 10%
- Group project evaluation: 20%
- Individual project evaluation: 20%
- Test/examination: 20%

Total Volunteer Evaluation Score: 100%
Thank you!