



# 2024 IV QUARTER NEWSLETTER



 **Livelihoods and Economic Development**

---

**Migrant Reintegration Program**

---

**Entrepreneur Empowerment Program**

---

 **Social Protection Programme**

---

**Day Center for Children with Disabilities**

**24-hour Care Center for the Elderly**

---

 **Community Development and Advocacy**

---

**Training Series for CSOs and Homeowners' Associations**

---

 **Peace and Confidence Building**

---

**Summary of data - Social Services, Support and Consultation Hotline**

---

## Migrant Reintegration Program

The Charity Humanitarian Center "Abkhazeti" (CHCA) with the support of the Swiss Office of International Social Services (SSI) has been implementing the project "Support for the Economic Empowerment of Migrants Returning from Switzerland to Georgia" for more than ten years.

The process is as follows - CHCA assesses the professional skills of the beneficiary, as well as the sustainability and compatibility of their business plan with the Georgian market model. After they receives a high scores according to all the evaluation criteria, the beneficiary's business plan is presented to the Swiss partners and, if approved, the idea is financed with a grant of 4,700 Swiss francs.

It is noteworthy that CHCA not only assists beneficiaries with process support and equipment procurement, but also participates in successfully resolving tax and business registration issues.



Nata Gvasalia returned to Georgia from Switzerland in 2023 and had the opportunity to benefit from the grant program. Nata is a stylist and hair care specialist. After successfully completing the selection process and business plan evaluation stages, Nata received a grant to bring her idea to life.

With the grant money, the CHCA team purchased the necessary equipment, tools, and consumables for Nata's hair care and beauty salon.

Nata Gvasalia opened a hair care and beauty salon in her commercial space in Chkhorotsku Municipality, where she offers a full range of services to her customers.

Within a year of starting operations, Nata has employed 2 people in her salon, who offer nail care services, as well as hair care services for women, men, and children.

"While I was in Switzerland, I had information about the grant opportunity, but until I received the grant, I did not believe that it was really possible to receive support. I can say that this grant gave me the opportunity to settle in my hometown, create a business, and never think about leaving the country again," says Nata, whose entrepreneurial activity is developing successfully.

Anna, who returned to Georgia from Switzerland in 2022, went through a similar path. With the money from this grant, CHCA team purchased the equipment, tools, and consumables necessary for her small business.

Anna opened a nail salon in her own home in Tbilisi and offers a full service package to her customers.

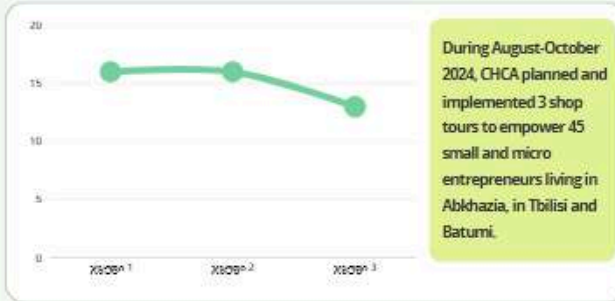
"For me, the support provided by SSI to CHCA was a kind of springboard, after which I was able to solve my financial problems and successfully resocialize in Georgia with my family," says Anna. The entrepreneurial activity she initiated is developing successfully day by day.



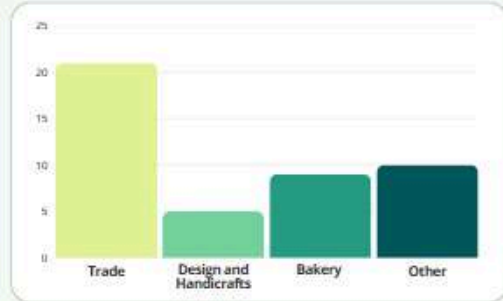
# Small and Micro Entrepreneurs' Support Program

2024

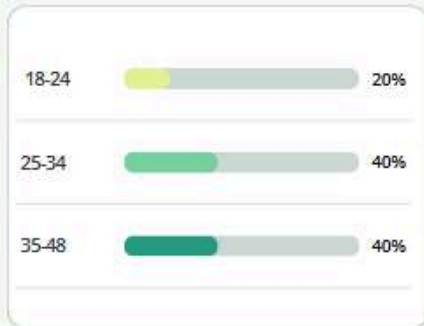
## Number of supported beneficiaries based on groups



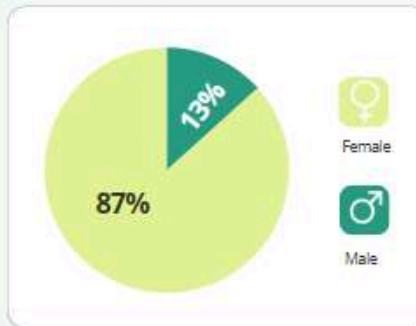
## Sphere of entrepreneurship



## Age distribution



## Gender Distribution



## Cultural Activities



In December 2024, CHCA completed the empowerment of 45 small and micro entrepreneurs living in Abkhazia, affected by the conflict.

Out of 167 applications received within the framework of the activity, the commission selected 45 business projects in accordance with market requirements, prospects and efficiency. Entrepreneurs (39 women and 6 men) were empowered with a business training component - business management and market research training, which included topics such as:

- The essence of entrepreneurship;
- Business management, planning and development;
- Marketing basics;
- Examples of good practices. Presentation and discussion;
- Market research;
- Operations management;
- Financial management basics;
- The principle of "Do no harm"

After the trainings, 45 participants were divided into three groups according to the specifics of their economic activities and 3 shopping tours were conducted (1 in Batumi and 2 in Tbilisi). The participants were given the opportunity to select and purchase the necessary products themselves, in accordance with their business projects, based on a pre-written procurement plan, the cost of which was the equivalent of 500 USD in GEL.

It is noteworthy that the activity included not only strengthening and equipping their business skills, but also cultural-cognitive events, within the framework of which the participants visited various cultural-historical monuments, museums, and the Botanical Garden with a guide.

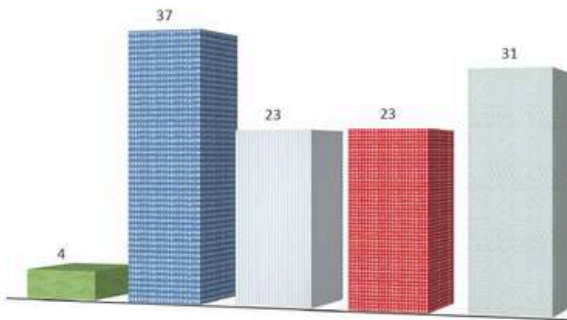
The last stage of the activity was their individual support with a coaching component, according to which they were given recommendations for strengthening and developing their startups.

# The importance of the Hotline



032 2 152 911  
+995 577 960 444

The hotlines for free social services assistance and consultation, based on the initial survey of operators, are qualitatively divided into the following five social categories: 1. Education, 2. Economic empowerment, 3. Legal support, 4. Social assistance and 5. Healthcare.



Different social issues have different priorities for the population of Abkhazia and Samegrelo. For example, while economic empowerment and healthcare are the highest priorities in Abkhazia, in Samegrelo there is more emphasis on social assistance.

The high relevance of economic empowerment issues in Abkhazia may be due to the difficult economic situation of the conflict-affected population. The diagram shows that economic issues are a primary need for the population of Abkhazia, while in Samegrelo, economic empowerment requirements are relatively low (although still a significant share). The percentage of interest in legal support is low in Abkhazia, which may be due to the lower accessibility or relevance of legal services.

In both regions, interest in healthcare and social support services is high, while education-related requirements are noticeably more popular in Samegrelo than in Abkhazia.

The free social services hotline is an important resource for the conflict-affected population and other vulnerable groups.

The number of users is increasing from month to month, which on the one hand indicates the effectiveness and reliability of the service, and on the other hand, the depth of the needs and challenges of society.

The progressive activity of users emphasizes that the hotline is becoming an important resource in the process of supporting, informing and consulting the population, which, in turn, contributes to the reduction of social inequality and the social inclusion of affected groups in a simple and accessible way.

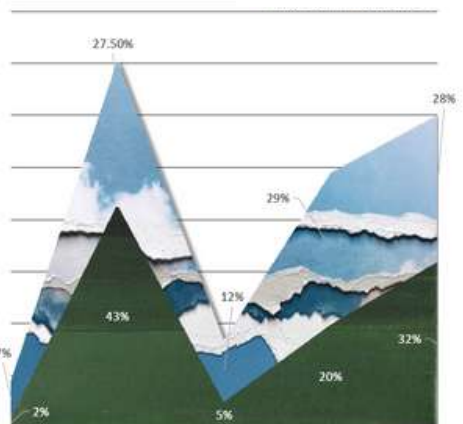
It plays an important role in the long-term perspective, in increasing the well-being of citizens, awareness and trust in welfare systems.

Although the calls made are diverse and reflect a wide range of needs of the population, the requests for economic empowerment and healthcare are particularly prominent, which clearly reflect the basic needs of the population.

The diagram shows the percentage distribution of each category, where, with 37%, economic empowerment issues are the most popular. This category includes requests for financial assistance, employment issues, consultations on vocational training or small business financing opportunities.

The second most popular category is healthcare issues. Under this issue, users receive information and advice on medical services, provision of medicines, access to medical institutions or consultations with a doctor.

The need for legal and social support is equally expressed, while education issues stand out as the least popular. Only 4% of hotline users are interested in educational opportunities, education, economic, legal, social, and education financing or training programs.



# BUILDING INCLUSION FOR VULNERABLE COMMUNITIES IN GEORGIA



In October, a presentation of the study “Socially Vulnerable Community Needs, Existing Services, Gaps and Challenges” was held in Ambrolauri and Gori, where the main findings, challenges and recommendations of the study for representatives of the Ambrolauri municipality were discussed.

The presentation was attended by employees of the social services of the municipal offices and interested parties. The study is a kind of auxiliary tool for the municipality to increase the involvement of vulnerable groups in the decision-making process and planning of new programs.

Also, series of LNOB seminars continued in parallel. Following the research presentation, participants were introduced to the main principle of the project “Leaving No One Behind” (LNOB), international practices and various tools for identifying and responding to needs, which are a kind of support for municipality employees to increase the involvement of vulnerable groups.



The project is implemented by the Charity Humanitarian Center Abkhazeti (CHCA); Arbeiter-Samariter-Bund Georgia (ASB Georgia) and Education Development and Employment Center (EDEC), with financial support of the United Nations Democracy Fund (UNDEF).

---

## INTEGRATED TERRITORIAL DEVELOPMENT OF KHONI MUNICIPALITY



In November-December 2024, 2 trainings were held for employees of the Khoni Municipality City Hall and Sakrebulo, civil society and community organizations:

1. Planning, monitoring and evaluation;
2. Needs assessment, data collection and analysis.

When summing up the trainings, the participants noted that the extensive information and skills received would help them to properly and effectively perform their duties, and would simplify the introduction and implementation of new programs.



# STRENGTHENING THE CAPACITY AND RESILIENCE OF CHCA EMPLOYEES

During the 10 training days, the CHCA management team underwent training on the following topics:

- § Stress and emotion management;
- § Time management;
- § Self-esteem and personal development;
- § Goal setting and change management;
- § Modern project management methods;
- § Effective communication and interpersonal relationships;
- § Coaching in management - leadership and constructive feedback;
- § Organizational culture and team development;
- § Personal data protection and adaptation of implemented policies in the work process;
- § Tools for the secure use of IT technologies and infrastructure.



Also, within the framework of the project, the following activities were developed and/or updated:  
Evaluation of CHCA's internal normative acts and regulations - A total of 16 documents were evaluated - 9 of them were updated, 2 new policy documents were developed with 9 additional acts/appendices.

5 types of contracts were updated (labor, service, rent, grant and procurement)

The charter and internal regulations were updated, including the Code of Conduct, the Code of Ethics for Employees and the Code of Conduct for Board Members.

2 new policies were approved in the organization

1. Anti-Fraud and Corruption Policy
2. Personal Data Protection Policy.

On December 20, the updated and prepared documentation within the framework of the project was presented to the members of the Caucasus Care-oriented Organizations Network (CCC Network) at an online conference.

We shared with them the experience of CHCA and introduced existing opportunities and benefits for non-profit organizations to implement in their organizations.



The project was implemented with the financial support of the European Union and the Black Sea Trust for Region Cooperation.

## NEW YEARS IN “CHEMI MORDU”



Children and elderly celebrated the upcoming Christmas and New Year together at the Multifunctional Community Center “My Mordu” in the village of Rukhi.

For the day center for children with disabilities aged 6 to 18, this was the first New Year's event in center and was attended by their parents and elderly from the 24-hour care center.

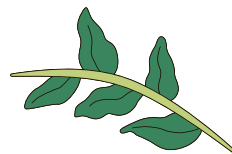
The “Chemi Mordu” team worked hard to provide an unforgettable day for both children and seniors. Such activities increase and strengthen intergenerational ties, promote inclusion, and create unforgettable moments for all beneficiaries!



We would like to express our heartfelt gratitude for the support:

- Mr. Merab, from the elderly center for being our Santa!
- LEPL Shota Meskhia Zugdidi State University for making the children happy and giving them gifts!
- Social enterprise "Hang" for supporting with uniforms!
- Individual Santas of the children for sending them gifts!

## THANK YOU FOR SUPPORT!



Tbilisi

[communications@chca.org.ge](mailto:communications@chca.org.ge)

Zugdidi

[zugdidi@chca.org.ge](mailto:zugdidi@chca.org.ge)

Kutaisi

[igp@chca.org.ge](mailto:igp@chca.org.ge)

Gori

[gori@chca.org.ge](mailto:gori@chca.org.ge)