GURT RESOURCE CENTER
ANNUAL REPORT 2018

CONTENT

ABOUT GURT

GURT Resource Center is the leading Ukrainian civil society information and capacity development institution. Since 1995, we have been committed to better Ukraine through strengthening civil society.

Contributing to democratic societal transformations by using and developing the potential of civil society organizations, GURT exists for the conscious and successful Ukraine where civil society ensures dignity, confidence, and trust among citizens at local and national levels.

Mission 2020
GURT becomes an action platform of Ukrainian civil society organizations to mobilize active citizens and to implement societal changes based on European values: dignity, responsibility and respect.

Strategic priorities
- Strengthening the foundation for civil society through volunteerism promotion and small business development
- Making civil society voice sound through an action platform of Ukrainian CSOs and civil society media portal
- Developing local communities through best practice production and transfer
- Re-Forming Ukraine through policy making projects implementation

Strategic tools
GURT uses three strategic tools to achieve its objectives:
- Providing access to civil society related information
- Capacity developing
- Networking

GURT's key competences
- Production of unique civil society related content
- Distribution and promotion of user generated content
- Facilitation of public communication between the experts, civil society and community leaders in Ukraine
- Development and introduction of capacity development programs and on-line
- Facilitation of changes
- Management of innovative projects
- Event management

More: gurt.org.ua, global.gurt.org.ua

SUMMARY OF RESULTS

The results of 2018 we are proud of:

- After successful implementation of the first phase, GURT Resource Center launched the second phase of the four-year Swiss-Ukrainian project "Public Private Development Partnership to Improve Plumbing Education in Ukraine" funded by the Swiss Agency for Development and Cooperation in partnership with Geberit. Further development of a public private partnership model assumes even deeper involvement of the leading business companies working in the plumbing sector.

- In 2018, GURT in cooperation with TechSoup continued to implement the Technology Assistance Program for Ukrainian Non-Profit Organizations (TechSoup Ukraine) creating opportunities for CSOs modernization. The market value of donations provided by TechSoup Ukraine is nearly 550,000 USD.

- GURT and World Jewish Relief provided grants to four Ukrainian startups as of 216,000 UAH. Particular attention was paid to the support of ATO veterans, their family members, internally displaced people, and other vulnerable groups.

- The constituency of GURT web-portal is still the largest information network of CSO managers and community leaders which consists of 45,000 registered users from all oblasts of Ukraine. GURT's Facebook page has reached 27,000 followers and is the largest information platform for civil society and community leaders in the Ukrainian segment of Facebook.

- On November 29, 2018, GURT Resource Center, for the second time already, was voted The Best Capacity Building Provider by the participants of the 7th Civil Society Capacity Building Forum. This year, the Forum hosted over 2,000 representatives of Ukrainian CSOs.

PROGRESS IN ACHIEVING STRATEGIC OBJECTIVES

Strategic Objective 1. Strengthening the Foundation for Civil Society

Strategic Task 1.1. Promote volunteer activities through involving 10% of adult Ukrainian citizens to volunteering and introducing professionally managed volunteer programs in CSOs

Since its foundation, GURT Resource Center recognizes the importance of volunteers' contribution to the development of civil society in Ukraine and intends to systematically promote volunteering in its broad sense. In 2018, our volunteer team consisted of 10 motivated and skilled civic journalists, translators, illustrators, and video editors from different oblasts of Ukraine.

"Being a volunteer in GURT Resource Center is a significant part of my life. This activity gives me much inspiration, motivation and new ideas. Besides, I am constantly developing my professional skills. When I translate articles or reports, I improve my English level, discover new and interesting information and get a good social experience. But the most important thing that I receive from volunteering is that I can contribute my knowledge in such a big sphere and help other people," **Valeriia Gura, English teacher and copywriter, Lviv.**

At the same time, throughout 2018 there were 1,200 unique users of the Toolkit on Volunteer Management which is published on GURT web-portal. We assume that they learned on how to manage volunteer programs and now implement gained knowledge in the everyday practice of their organizations.

KEY CHALLENGES

Due to changes in editorial policy of GURT web-portal, we decided to reduce our volunteer program temporarily. In 2018, we did not announce the recruitment process of new volunteers, but continued cooperation with those who joined us earlier.

Strategic Task 1.2. Stimulate local community giving initiatives among small business

In 2018, GURT Resource Center continued stimulating Ukrainian communities through empowerment of entrepreneurs. We sincerely believe that entrepreneurial activities are an engine of economic growth and local development.

This year, GURT Resource Center successfully implemented the project "Productive communities" funded by World Jewish Relief. The project was aimed at increasing income-generation of representatives of three local communities from Kyiv oblast – Borodianka, Boyarka, Vasylkiv – through the development of entrepreneurial skills and providing support for their small businesses. Within the project, we provided grants to four Ukrainian startups as of 216,000 UAH. Particular attention was paid to the support of ATO veterans, their family members, internally displaced people, and other vulnerable groups. You can watch a video with success stories of entrepreneurs supported within the project here.

Success story

Vitaliy Rybachenko from Borodianka, Kyiv Oblast, 36-year-old, ran his micro business and actively participated in the life of his community. He was thrilled to scale-up his business and bring it to the next level. This required proper knowledge, skills, and resources. Vitaliy was interested in developing a business idea, which would address a real local need. After the project activities, he received a start-up grant for purchasing new equipment. Keeping his business in Borodianka, Vitaliy has opened a brand-new barbershop in Bucha – rapidly growing satellite to Kyiv city community, in June 2018. In this barbershop, he created 5 new jobs hiring also an internally displaced woman from Donetsk. His barbershop in Borodianka serves pensioners on the free of charge base and provides apprenticeship opportunities for those who are interested in becoming hairdresser professional.

On June 22, 2018, GURT organized learning exchange conference "How to increase the effectiveness of small business development programs?" held in the open space format. The event united the representatives of small businesses, state institutions, national and international donors, and CSOs. 42 participants attended the conference and discussed important issues developing ideas on how to support small business in local communities.

Simultaneously GURT has updated an Entrepreneur's Guide and a mobile application GURT.Biz (available through Google Play and AppStore), which help entrepreneurs to navigate better in the ocean of business.

KEY CHALLENGES

A poor state of the local economy, utility costs increasing, expectations of simplified tax system abolishment for small businesses (that is regularly announced by Ukrainian government as the fight against corruption) created unfavorable conditions for small business development in Ukraine. This led to the situation that one out of four supported entrepreneurs met their financial projections by at least 85% after 6 months. However, the fact that entrepreneurs continued to work, pay their taxes, and earn some profit should be admitted as a very good result itself.

Being aware of these challenges, we focused on finding aspiring entrepreneurs who had the idea of creating/rolling out services needed by their communities. We supported those who demonstrated entrepreneurial spirit and motivation even if they lacked some knowledge and skills.

Strategic Objective 2. Making Civil Society Voice Sound

Strategic Task 2.1. Become Civil Society Media Portal

In 2018, GURT web-portal was still the most prominent civil society media and the communication platform for CSO and community leaders, which offers deep insight into civil society development in Ukraine.

This year, due to the careful analysis of our constituency needs, which is mostly interested in grants, vacancies, and training opportunities published on GURT web-portal, we consciously reduced the number of unique materials prepared by the editorial staff and our volunteers.

However, in 2018, we published 8 analytical interviews promoting the values of civil society. In this way, such topics as CSO networking, leadership, governance, decentralization, participatory budgeting, and active citizenship have become more significant to our users.

"GURT web-portal is the best informational resource about the third sector in Ukraine! Using it, I learn not only about grant and training opportunities but also about the activities of other CSOs throughout Ukraine. This has helped me to realize that it is very important to involve civic activists, journalists, and social entrepreneurs from different parts of Ukraine to our projects. There is integration, not a localization. I checked the effectiveness of GURT in disseminating information personally. I had to find 20 volunteers as project participants. After publishing the announcement, I received 105 applications from women throughout Ukraine for five days!" **Olga Shalayska, Center of Social Initiatives ATOM, executive director, Kyiv**.

We continued to focus our content and to structure it as the "Issue of the Month". In 2018, we covered the issues of participatory budgeting and CSO personnel management.

Civil Society Platform

56 000 subscribers of GURT's weekly newsletter	45 000 registered users	27 000 followers of Facebook page

Civil Society Media

35 000 publications

10 000 supported initiatives

800 000 unique visitors per year

Grants

Trainings

Vacancies

In 2018, the number of GURT's registered users in comparison with the previous year increased by 22%. GURT web-portal united the largest civil society constituency in Ukraine that was 45,000 community leaders and CSO managers. GURT web-portal pages were viewed more than 5,700,000 times.

Following the global trend of different messengers use for better communication with the client community, GURT launched the Telegram channel.

Besides, we continued to work with GURT fan-page on Facebook. Thus, the number of members and their activity at the fan-page grew nearly by 21%. In December 2018, it has reached 27,000 followers being the largest information platform for civil society and community leaders in the Ukrainian segment of Facebook.

Supporting nearly 10,000 socially useful initiatives annually, in 2018, for the fourth time, GURT became the information partner of the NATO Radio Marathon, implemented by Human Rights Foundation with the support of the Embassy of the Republic of Lithuania in Ukraine and NATO Information and Documentation Center in Ukraine. Every Friday representatives of different NATO member states embassies told the audience interesting facts and asked questions related to the history, culture, and membership in the Alliance of their countries.

This year, GURT also became an informational partner of the competition within the Participatory budgeting of Kyiv. The total amount of funding the winners could receive was 150,000,000 hryvnas. Promoting the concept of the participatory budgeting among Ukrainian NGOs and civil society activists, GURT got a diploma from the Record Book of Ukraine in the category "Mass events" as a part of the densest timetable for conducting an information campaign.

KEY CHALLENGES
In 2018, we started to formulate the conceptual vision of the new GURT web-portal, which will become the basis for the further development of GURT's strategic tasks on the way to self-sufficiency. The biggest challenge here is to change the consumer attitude and patterns of CSO managers who are not used to pay even for high-quality and unique informational services. To be more precise in building the strategy, in November 2018, we organized the strategic session on the vision of new GURT web-portal inviting external experts from tangent fields.

Strategic Task 2.2. Increase legitimacy of Ukrainian CSOs'

In 2018, GURT Resource Center in cooperation with TechSoup continued to implement the Technology Assistance Program for Ukrainian Non-Profit Organizations (TechSoup Ukraine), which creates the opportunity for CSO modernization. TechSoup focuses on supporting the growth and stability of CSOs through the intelligent use of information and communication technologies. The market value of donations provided by TechSoup Ukraine for Ukrainian non-profit organizations is nearly 550,000 USD.
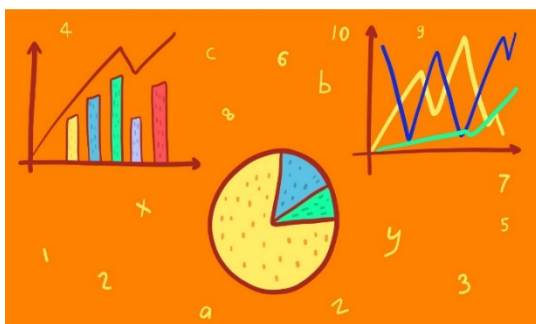
"Our organization ordered software through TechSoup Ukraine, as it is a great opportunity for CSO representatives to obtain a high-quality and licensed product at relatively low cost.

We are very pleased that such an option appeared in Ukraine several years ago. In our opinion, licensed software issues are important for any modern organization at least in the context of digital security and the transparency of organizational processes," **Katerina Zhemchuzhnikova, Civil Network OPORA, communication manager, Kyiv**.

In November, GURT also introduced a new TechSoup Ukraine landing page called "The Home of Digital Transformation". Besides links to the TechSoup donation programs, it offers additional TechSoup Ukraine services, such as digital security audits, ICT training, cloud solutions, etc. Together with the new landing page, we also started another TechSoup Ukraine marketing product – the Digital Transformation Newsletter, which is sent monthly to the GURT database.

Moreover, GURT moved ahead with introducing for local CSOs the possibilities and prospects which TechSoup Ukraine opens for them. During October-November 2018, GURT in partnership with Digital Security Lab conducted five trainings "ICT for NGOs" in Volynska, Dnipropetrovska, Kharkivska, Kirovogradska, and Poltavska oblasts. 2-day trainings covered such topics as digital security, cloud services, CSO digitalization, ICT for improving organizational management, and available software for NGOs through TechSoup Ukraine.

In November 2018, GURT studied the needs of the Ukrainian NGOs and public libraries in ICT. The study was attended by 876 organizations, including 642 NGOs and 234 public libraries. Due to its results, most of the surveyed NGOs (68%) noted that the existing ICT only partially met the organization's current needs. At the same time, 24% noticed that they did not pay attention to what extent the existing ICT meet the organization's current needs. More than half of respondents (53%) are sure: the information system of their organization is protected to a certain extent. In contrast, 27% believe that it is not secure at all.

This year, for the second time in Ukraine, within EU Code Week, an initiative Meet and Code was held. More than 80 organizations through different events in various formats (seminars, lectures, trainings, workshops, hackathons, movie screening, competitions, etc.) have shown how interesting the digital world could be. Meet and Code initiative was implemented by GURT Resource Center in cooperation with TechSoup Europe and Haus des Stiftens gGmbH and funded by SAP. The EU Code Week took place on 6-21 October 2018. In general, there were 90 events which covered almost 7,000 participants from all oblasts of Ukraine aged 8 to 24 years.

In 2018, GURT became a member of the Erasmus+ project "DLNGO – Digital Literacy Education Frameworks for Social Sector" funded by the Agence Erasmus+ France/Education Formation. Together with other partners from France, Austria, Bosnia and Herzegovina, Spain, and Italy, GURT works on improvement of the digital literacy skills of the non-profit entities staff their volunteers, as well as the marginalized communities they serve. The first face-to-face meeting of the consortium took place in Paris on the 30th and 31st of October 2018.

KEY CHALLENGES

According to the Digital Agenda for Europe 2020, strengthening trust, including information security, digital security, privacy protection of personal information and rights of ICT users are among the main pillars of the digital transformation. However, the Technology Assistance Program for Ukrainian Non-Profit Organizations is facing several challenges. The most widespread among them are a high level of unlicensed software usage among Ukrainian CSOs and the lack of knowledge on technological solutions, which slow down CSO development. According to our study, in 2017-2018 less than a third of respondents (26%) conducted technological modernization or software updates. Despite this and small budgets, only 36% of organizations are aware of opportunities to receive software and/or cloud services donations.

Strategic Objective 3: Developing Local Communities

Strategic Task 3.1. Strengthen local democracy in Ukraine by promoting the usage of on-line and off-line toolkits

The Self-help methodology is the tool, which GURT has been promoting during the last few years. Post-war rehabilitation and integration of soldiers, losses in the families, injured people, preparation of the documents for social security payments and guarantees to war veterans, alcohol and drug abuse, work with the people with disabilities are effectively approached using self-help methodology.

In 2018, GURT continued to train self-help animators and organized the 7th All-Ukrainian Self-Help School. Due to a large number of people wishing to participate in the Self-Help School, we had to form two parallel training groups. The graduates of the School were certified and now apply self-help technology to solve problems in their communities.

"It is important to me that I can speak out in the group. Here you can always find a solution to even those problems that are deeply hidden. Some of them were inside even before ATO and remained unresolved. When you come back from the war, the problem is superimposed on the problem. During self-help groups, a person can get out those issues that he/she tried to drown out. In my opinion, ATO/OSS veterans concentrate on war, but in fact, the problems are deeper. Most of them seek to solve only urgent and visible ones. Contrary to this, self-help groups help to understand your own feelings", – **Oleksii Zinchenko, ATO veteran participating in the self-help group organized by the graduates of the School.**

In 2018, GURT started the implementation of the project "Boyarka Community Boost Hub" funded by World Jewish Relief. The project is aimed at enabling new opportunities for different community groups contributing to a foundation for "Productive Community" – a community which is self-sustainable and financially secure and where people are thriving, whilst sharing a common sense of purpose and prosperity. During community gathering and community open space, we managed to invite the most active community representatives interested in creating Boyarka Community Boost Hub and to receive from them 17 project concepts. The most prospective ones will get financial support for their further development in 2019.

KEY CHALLENGES

Since the beginning of anti-terroristic operation, more than 320 thousand people received the status of ATO participants. Majority of people taken part in ATO are men. Many of ATO veterans and participants after returning home from their missions suffer from posttraumatic stress disorder (PTSD). Ukraine just started facing this problem, and there is no evidence-based data available neither on the level of PTSD, not the number of cases of domestic violence in ATO participants' families. However, using the self-help methodology tools, we try to show to the communities alternative ways to overcome these issues.

As most community activists work full time in Kyiv, it was challenging to agree on the dates of community events in Boyarka. After consultations with the participants, we decided to organize the events during the weekends. We also faced the passiveness of vulnerable groups' representatives. GURT's reputation and previous experience in implementing WJR-supported project contributed to overcoming this challenge.

Strategic Task 3.2. Strengthen the capacity of the communities on East

[Yedyna Hromada/United Community (YH) project](#) was being implemented by IREX and GURT with the support of the US Agency for International Development (USAID). It aimed at fostering community cohesion in conflict-affected regions of Ukraine. 12 target communities in Kharkiv, Dnipro, Zaporizhzhia, Donetsk and Luhansk oblasts were developing a common inclusive vision for their future and work to achieve it.

The main driving source of the project was the network of 60 active citizen representing local civil society organizations, local governments, internally displaced persons, community activists. After organizing "United Community" training on communication, active listening, conflict mitigation, work with the stereotypes, "Do not Harm Approach" for the participants from their local communities, they have also developed small community cohesion projects and successfully implemented them.

On February 23-24, 2018, the Collaborative Learning Event within Yedyna Hromada/United Community project was held. It aimed at strengthening the capacity of communities at the stage of project implementation, sharing experiences, establishing cooperation between participants, increasing knowledge and enhancing the skills, which supposed to be useful in organizing their further work in the communities. The Conference gathered together 59 representatives from the community initiative groups.

"Thanks to the participation in the project, I understood how to behave in conflict situations in order to resolve them in a civilized way, clear up the questions, create the plan of actions and basis for cooperation. After the project, other participants of the trainings in our town made the same conclusions.

Some of them got rid of the stereotypes, learned effective communication, and most of our citizens unite into the COMMUNITY of Starobilsk. I run the non-governmental organization, which works with the internally displaced persons. All of us want to be a part of the community of Starobilsk, even more Euro-community, in order to develop our city and arrange the cooperation between people,'' **Oksana Ochkurova, NGO "Centre of the Common Development "Active Community", head, Starobilsk, Luhanska oblast**.

Strategic Objective 4: Re-Forming Ukraine

Strategic Task 4.1. Pilot policy making projects in Ukraine and promote best practices

In 2018, GURT successfully implemented the project "Public private partnership to improve sanitary education in Ukraine" funded by the Swiss Agency for Development and Cooperation in partnership with Geberit. This is the sound example of GURT project results that changed the whole system of vocational education in Ukraine and which were rolled out by the Ministry of Education and Science of Ukraine, which funded the creation of 19 Training and Resource Centers in vocational schools investing 12 million UAH from the state budget.

On April 26, 2018, the final part of All-Ukrainian skills contest in the profession "Installer of the sanitary and technical systems and equipment" was conducted during the Professional Festival "Install Fest" in Kyiv. The contests contributed to building the positive image and reputation of modern plumber, who is equipped with modern technologies and is able to generate sufficient income as an employee or self-employed entrepreneur. Students and graduates of 10 vocational schools where modern interregional Training and Resource Centers were created, participated in the contest. You can watch a video here.

"This project is a vivid example of what the Ministry of Education and Science seeks. Due to the results of it, the Ukrainian government allocates funds for the development of vocational schools to improve their quality. This is a partnership that we want to develop within the reform of vocational education.

Creating new training centers helps to meet the modern requirements of employers. Without investment in the modernization of vocational education, we cannot get skilled workers for the labor market," **Iryna Shumik, Directorate of Professional Education of Ministry of Education and Science of Ukraine, general director.**

Thanks to the impressive results of the first project phase, in November 2018, the second phase named "Public Private Development Partnership to Improve Plumbing Education in Ukraine" funded by the Swiss Agency for Development and Cooperation in partnership with Geberit for 2018-2022 was launched. In

the second phase, it is planned to consolidate the collaboration with the six existing school partners and to reach out to additional 19 schools scaling up the impact of the project.

Strategic Task 4.2. Create local change agents Community of Practice

Since 2016, GURT is facilitating the establishment of the National CSO Network in Ukraine. The network aims at increasing the capacity of individual organizations that are part of it, helping to influence the authorities, donors, and society. The network supposes to strengthen each participant and provide opportunities for growth and efficiency gains.

In 2018, GURT implemented the project "Building National CSO Network in Ukraine" funded by the Black Sea Trust for Regional Cooperation and in partnership with the Network of Estonian Nonprofit Organisations (NENO) started to implement the project "Building a membership-based civil society network in Ukraine II" funded by the Ministry of Foreign Affairs in Estonia. To deliver the National CSO Network related information to CSO leaders from all regions of Ukraine, GURT launched the [website](#) specially designed for this purpose.

In March, the members of the Network steering committee participated in the study visit to Bucharest, Romania, where they learned from the experience of Romanian CSO networks. In August, they visited an opinion festival in Paide, Estonia, where they got information about logistics, catering, staging and recreation facilities, inclusive formats, aspects of quality, design and communication for local opinion festivals they are going to organize in their regions in 2019. As a result of study visits, thematic trainings, workshops, webinars, and ongoing mentoring process, in 2018, local CSO networks have been established in six pilot regions.

On December 20-22, 2018, in partnership with NENO and with the support of Sweden, Black Sea Trust for Regional Cooperation, and Ministry of Foreign Affairs in Estonia, GURT organized National CSO conference in action forum format where CSO representatives from all over Ukraine took part. For three days, participants created an action plan to foster setting up the National CSO Network in 2019.

KEY CHALLENGES
Ukrainian CSOs mostly perceived each other as competitors for funding and recognition rather than partners with common interests. The culture of inclusive dialogue, consultations, development, quality standards, and democratic governance is still not well established in Ukraine. CSOs that have joined the process of building National CSO Network want GURT leading the process. We are ready to facilitate this process and to be a part of the Network but do not see the point to build National CSO Network on behalf of GURT.

FINANCIAL REPORT

GURT Resource Center conducts annual audit in accordance with the international standards on auditing issued by The International Auditing and Assurances Standards Board (IAASB). Audit Company "UHY Prostir LTD" carried out the audit of GURT Resource Center for the year 2018.

Statement of Cash Flows (in thousands of Ukrainian Hryvnias)

Cash donations received in 2018	
SIDA	6,117
Swiss Cooperation Office Ukraine	1,971
IREX (USAID funding)	1,787
World Jewish Relief	1,243
Black Sea Trust for Regional Cooperation (USAID funding)	1,146
TechSoup Foundation	1,037
The Technology Assistance Program to Ukrainian Nonprofits	917
Geberit Trading, LLC	900
Network of Estonian Nonprofit Organizations (NENO)	361
Erasmus Program (EU funding)	119
Other	7
Total cash donations received	**15,605**
Interest on deposit	0
Total cash receipts	**15,605**
Cash spent in 2018	
Project management	(5,931)
Conferences, workshops, meetings, events	(3,259)
Information activities	(736)
Subgrants	(1,215)
Administrative and fundraising expenses	(3,567)
Total cash spent	**(14,708)**
Foreign exchange and translation differences	(567)
Net increase in cash and cash equivalents	**330**
Cash and cash equivalents at the beginning of the year	**9,285**
Cash and cash equivalents at the end of the year	**9,615**