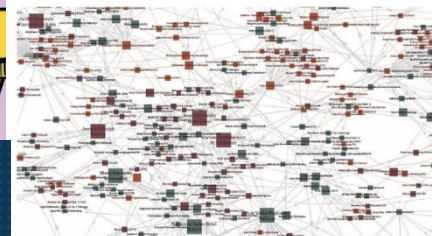




# GURT RESOURCE CENTER

## Annual Report 2020



Як відкриті дані можуть допомогти створити  
безпечне середовище у громаді

21 травня  
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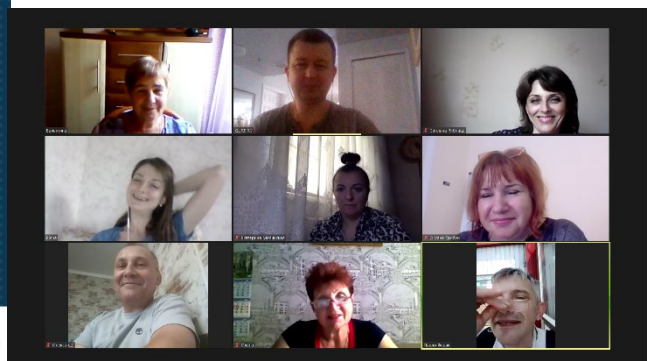
Павло Худ  
Український католицький  
університет



Яків Роголін  
Донецький міський благодійний  
фонд «Доброта»

### MAPPING CHANGEMAKERS

Building Everyone A Changemaker societies.



Фізичне дистанцювання. Соціальна згуртованість!



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# ABOUT GURT

**GURT Resource Center** is an innovative accelerator of democratic transformations. Since 1995, we have been committed to better Ukraine developing and utilizing the potential of changemakers. GURT operates as a social business reinvesting its income into improvements of products and services (for our valued customers).

## OUR VISION

GURT strives for conscious and successful Ukraine where civil society, business, and government collaboratively ensure dignity, confidence, and trust among citizens at local and national levels.

## OUR MISSION

GURT accelerates the Euro-Atlantic integration of Ukraine being an effective implementing agency of innovative projects and serving changemakers to develop their capacity and maximize their impact.

***GURT's entrepreneurial spirit and can-do attitude are why we able to produce outstanding results disregarding different obstacles.***

## STRATEGIC PRIORITIES

- **Re-Forming Ukraine** through facilitation and implementation of collaborative initiatives of civil society, business, and government
- **Building Capacity of Reform Actors** through digitalization, cutting edge training programs, and customized services
- **Strengthening the Foundation for Civil Society** through small business development, empowerment of local communities, and volunteerism promotion

## CROSSCUTTING ISSUES

- Making civil society voice sound
- Networking
- Human rights based approach and gender mainstreaming

## OUR KEY COMPETITIVE ADVANTAGES

- 50,000+ registered users of GURT's online services
- 30,000+ Facebook community
- Experienced technical assistance projects implementer
- Public private development partnership projects management
- Team of internationally recognized experts

**More information about GURT:** [global.gurt.org.ua](http://global.gurt.org.ua)

## SUMMARY OF RESULTS

### The results of 2020 we are proud of:

- In 2020, 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 overall market value of software donations provided to Ukrainian CSOs by TechSoup Ukraine is more than \$1,250,000.
- The constituency of GURT web-portal remains the largest information and communication network of CSO managers and community leaders, which consisted of more than 52K registered users from all oblasts of Ukraine. GURT's Facebook page has more than 32K followers that is the largest information platform for civil society and community leaders in the Ukrainian segment of Facebook.
- In cooperation with International Labour Organization, we have built capacity of more than 500 potential and active entrepreneurs providing "Start Your Business" trainings in F2F and online format.
- Upon request of Ashoka Foundation GURT has prepared the Report on Mapping Changemakers in Ukraine. The report showed that an insecure political situation, economic decline, armed conflict in eastern Ukraine together with intensive internal migration slow down the development of all sectors, including social entrepreneurship. In this situation, social enterprises are mostly focusing on providing jobs to vulnerable groups or fulfilling gaps in the social infrastructure rather than their own development.
- In June 2020, Ukraine National CSO Network (UACSN) was officially established. By the end of 2020 UACSN included about 50 full members. In cooperation with BBE – German Network for Civil Society, GURT has organized action planning conference that assisted UACSN members in forming five working groups to advance civil society agenda in Ukraine.
- As a response to COVID-19 pandemic we have designed capacity building program for organizers and facilitators of self-help groups in online format. Hundreds of vulnerable groups representatives from all regions of Ukraine were able to continue getting support during lockdowns when physical meetings did not happen. We also organized a series of webinars with prominent civil society leaders to support Ukrainian CSO community and demonstrate solidarity in the situation of global uncertainty.

# PROGRESS IN ACHIEVING STRATEGIC OBJECTIVES

## Strategic Objective 1. Strengthening the Foundation for Civil Society

### ***Strategic Task 1.1 Promote professional volunteer management among CSOs***

Volunteerism is an essential component of the well-developed and mature civil society. Considering this, we systematically promote volunteering in its broad sense as a fundamental source of community strength, resilience, solidarity, and social cohesion.

In cooperation with Daryna Zholdak Foundation and Association of Amalgamed Communities of Ukraine we have implemented all-Ukrainian competition of success stories of local community development [“Books for Communities”](#) sharing best practices of volunteers involvement in the implementation of social initiatives. GURT presented Volunteer Management manual copies to 50 participating communities allowing local CSO activists access to the methodology of the professional volunteer program management.

Throughout 2020, there were nearly 2,500 unique users of the Toolkit on Volunteer Management which was published on GURT web-portal. This toolkit allowed CSO managers to learn how to manage volunteer programs. Unfortunately, this toolkit is no longer available because Adobe Flash Player is not supported since January 2021. GURT plans to use this toolkit as a prototype of new online course on Volunteer Management.

Also, GURT promotes volunteering through supporting volunteer initiatives and making their voice sound. As a result, about 400 posts with opportunities for Ukrainian volunteers were published at the GURT web-portal and social media in 2020.

### ***Strategic Task 1.2 Stimulate local community giving initiatives among small business***

In 2020, GURT continued to stimulate community development through the empowerment of entrepreneurs to become independent and successful community leaders by providing them with knowledge and skills to develop their businesses. In many cases, these local entrepreneurs provide financial and non-financial resources for the implementation of different charitable initiatives in their communities.

In the framework of the International Labour Organization project “Inclusive Labour Markets for Job Creation in Ukraine” funded by Denmark, GURT built capacity of more than 500 potential and active entrepreneurs throughout Ukraine providing “Start Your Business” trainings in F2F and online format.



***Oleksandr Chaban, entrepreneur from Kharkiv:*** “My friend recommended to attend the [“Start Your Business” training](#). I had general understanding and vision of my future business, but I needed a space to present and discuss my business idea and to draft an action plan. Training helped me to revise the strategic vision of my business.”

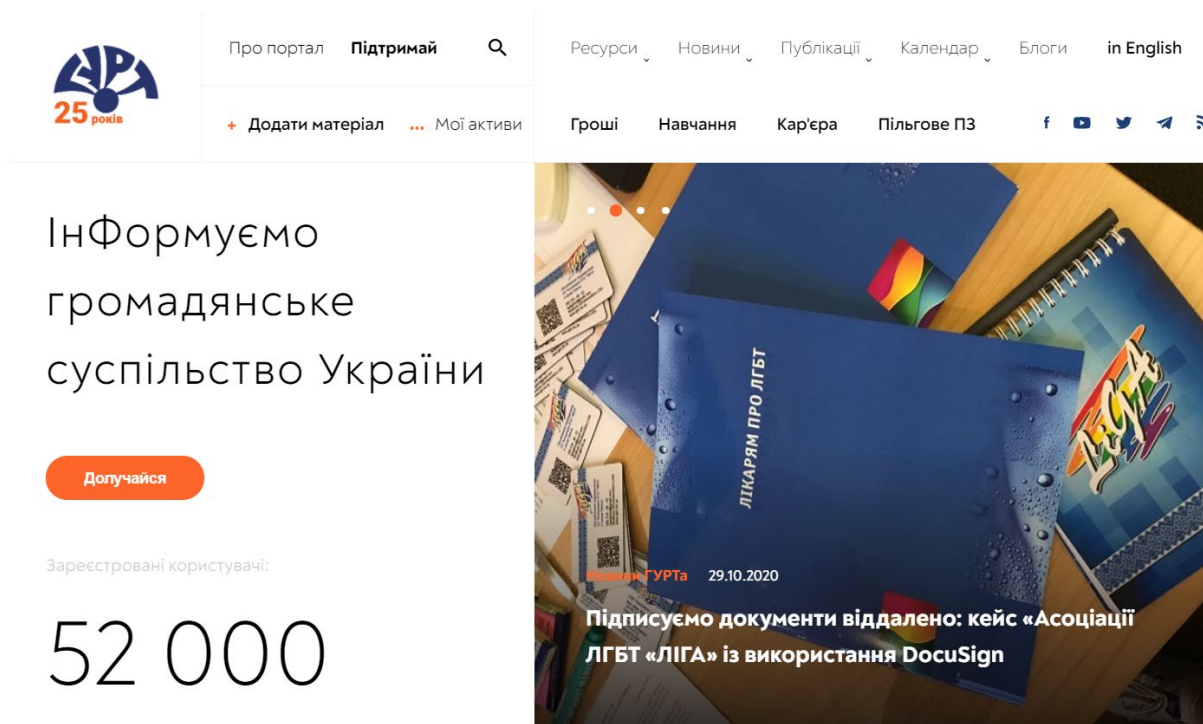


## Strategic Objective 2. Making Civil Society Voice Sound in the Re-Forming Ukraine

### Strategic Task 2.1 Become Civil Society Media Portal

In 2020, the [GURT web-portal](#) remained 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.

We continued to analyze the needs of our core audience emphasizing grants, vacancies, and training opportunities. Although we consciously reduced the number of unique materials prepared by the editorial staff and our volunteers, we carried on several informational information campaigns related to the important issues of civil society development such as digital transformation, networking, leadership, open data, etc.



The GURT web-portal unites the largest civil society constituency in Ukraine of more than 52K CSO managers and community leaders.

At the same time, our weekly newsletters and internal mail-outs are the most powerful tool for reaching the audience. Their reach rate is about 35%, which is three times high than average in Ukraine.

In addition, we continued to work with the GURT's [page](#) on Facebook having more than 32K followers and remaining the largest information platform for civil society and community leaders in the Ukrainian segment of Facebook.

In 2020, GURT became an official information partner of many development initiatives. Among them, there is long-standing cooperation with the [National Contest "Charitable Ukraine / Blagodijna Ukraina"](#) founded by Association of Philanthropists of Ukraine.

In March 2020, we started the campaign “Physical Distancing. Social Unity” to support Ukrainian CSOs in finding better response to the global pandemic challenges. In the frame of this campaign we have organized four [anti-crisis webinars](#), collected and distributed best practices of Ukrainian CSOs that successfully responded to the COVID-19 crisis. We also informed and consulted CSOs on effective usage of ICT including cloud solutions to organize remote work, manage teams, and communicate online.

### **Strategic Task 2.2 Increase the legitimacy of Ukrainian CSOs**

It is important for CSOs to do good things in a right way. Many Ukrainian CSOs still use illegal software that often threatens the quality of their results and brings cyber security issues. We address this challenge through TechSoup Ukraine initiative that GURT implements since 2016.

In 2020, 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 Ukrainian CSOs to use legal software that is donated to them or offered with discounted price.

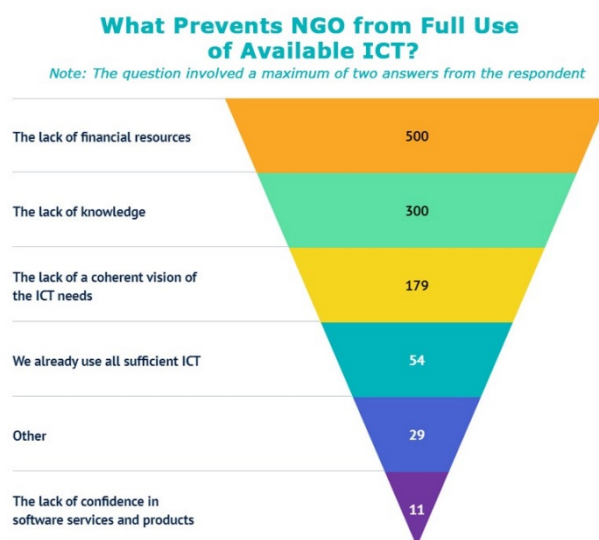
TechSoup focuses on supporting the growth and stability of CSOs through the intelligent use of information and communication technologies. The market value of donations provided by TechSoup Ukraine for Ukrainian non-profit organizations is more than \$1M.

This year, we continued developing “[The Home of Digital Transformation](#)” web resource. In particular, we regularly publish the latest news on digital transformation issues and articles on products available through TechSoup Ukraine.

Within TechSoup Ukraine, we conducted [a series of educational webinars](#) dedicated to such topics as cybersecurity, cloud services, tools for data visualization, e-tools for project management, etc.

For the third time already, GURT Resource Center [studied the needs of Ukrainian non-governmental organizations \(NGOs\) and public libraries in information and communication technologies \(ICT\)](#). The study, which lasted from 7 to 29 September 2020, involved 1,000 organizations, including 685 NGOs and 315 public libraries. The vast majority of organizations surveyed in 2020 (61%) noted that the organization’s ICT only partly meet the organization’s current needs. Simultaneously, 27% indicated that attention to the compliance of

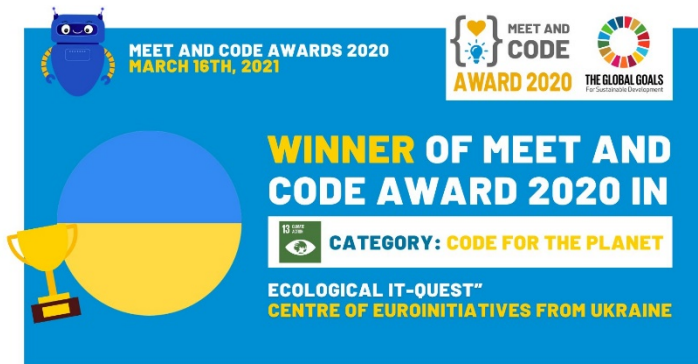
existing ICT with the NGO’s current needs is not paid. Among the main reasons that prevent non-governmental organizations from using available ICT, the vast majority of respondents indicated a lack of financial resources (73%) and a lack of knowledge



**about ICT innovation (44%).** At the same time, *8% of respondents* are convinced that they **already use all available ICT.**

Most of the respondent organizations **already use (53%)** or **plan to use (35%)** cloud services. Nevertheless, *7% of respondents* still **do not know what “cloud services” are** – compared to the study conducted in 2016, this figure decreased by 11%. **Organizations that already use cloud services (53% of the total number of respondents)** were able to answer an optional question. As a result, *49% of respondents* use cloud services for **collaborative work with documents.** At the same time, **cloud e-mail services (40%)** and **registration forms implemented through the “cloud” (36%)** remain popular functions. The least respondents who joined the survey use cloud services to implement **CRM (4%)** and **accounting (7%).**

In 2020, an initiative **Meet and Code** was held in Ukraine for the fourth time already. Nearly 50 CSOs through different online events in various formats introduced children and young people between the ages of 8 and 24 to the world of technology and coding. Traditionally,



the Meet and Code initiative was implemented by GURT Resource Center in cooperation with TechSoup Europe and Haus des Stiftens gGmbH and funded by SAP. Two Ukrainian NGOs selected by GURT for support in the frame of Meet and Code initiative became the finalists of European competition. The “Environmental IT-Quest” event organized by the Center of Euroinitiatives won the first place in the nomination “Code for the Planet”.

### ***Strategic Task 2.3 Increase the influence of Ukrainian CSO on the national and regional reform agenda***

Since 2016, GURT is facilitating the establishment of the [Ukrainian CSO Network](#), which 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 June 2020, Ukraine Civil Society Network was officially founded. More than 720 CSOs that previously joined a [Memorandum](#) of the initiative to create the Ukrainian CSO Network are now able to become full members of the network.

In December 2020, in cooperation with Bundesnetzwerk Bürgerschaftliches Engagement (BEE) with the financial support of Federal Foreign Office of the Federal Republic of Germany we have organized the network conference in

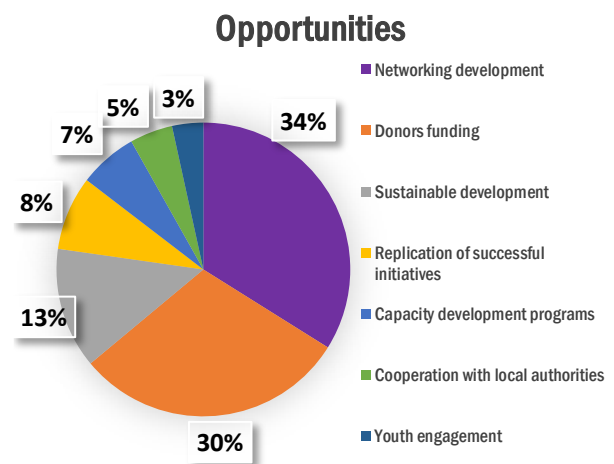


the mixed F2F and online format to identify key challenges that Ukrainian CSOs were facing and form working groups around these issues.

Upon request of Ashoka Foundation GURT has prepared the Report on Mapping Changemakers in Ukraine. Analyzing problems named by survey respondents, we defined seven broader groups of challenges changemakers are facing in Ukraine. Based on changemakers' responses, the two most important challenges mentioned by respondents are lack of financial resources (23%), lack of cooperation/ partnership between changemakers (21%), and lack of public awareness and engagement (21%). At the same time, the smallest number of changemakers indicated a lack of competencies (11%) and weak infrastructure for SE development (8%) as the main challenges.

These challenges are not just descriptions of the problem. Rather, they are specific and moveable parts of the problem that the social entrepreneur could tackle. To understand them deeper and to determine root causes where it is possible, we conducted 10 in-depth interviews with chosen changemakers who due to Changemakers Map have a peculiar impact on the ecosystem of social entrepreneurship in Ukraine. Despite the low position of the lack of competencies as a challenge for social entrepreneurs on the Map, most of the changemakers participating in in-depth interviews defined it as a root cause for many of the indicated challenges.

Ukrainian changemakers also see a variety of opportunities for the further development of the social entrepreneurship ecosystem in the country. Based on changemakers' responses, all collected ideas about existing opportunities were categorized into seven groups: networking development (34%), donors funding (30%), sustainable development (13%), replication of successful initiatives (8%), capacity development programs (6%), cooperation with local authorities (5%), and youth engagement (3%).



According to the Changemakers Map in Ukraine, networking development and donors funding are the most interrelated opportunities and play a critical role in the development within all thematic areas.

## Strategic Objective 3: Developing Local Communities in Ukraine

### ***Strategic Task 3.1. Strengthen community coherence in Ukraine***

Covid-19 global pandemic has badly affected communities in different parts of Ukraine. National government and local authorities were not able to provide adequate response and help community members to address their critical needs in proper manner. Vulnerable groups appeared at the riskiest situation. Quarantine measures dramatically decreased the number of opportunities to provide support to people in need. CSOs and CBOs across the country were inventing ways how to provide at least the most critical services. Self-help technology is based on human ability to unite around the common issue and practice mutual support. Self-help magic is normally happening in the physical circle of people. Covid-19 has damaged these circles all around the world. With the financial support of Black Sea Trust for Regional Cooperation GURT was able to adapt self-help group facilitators training program to the new normal. More than fifty self-help group facilitators were trained to organize and run self-help groups in online format. As a result more than one hundred fifty self-help groups started their operation in the online format continuing their work disregarding the quarantine measures.

***Oleksandr Starovoitenko, psychologist at Borodianka Center of Social and Psychological Rehabilitation***, said: “Self-help practitioners were completely frustrated when physical events became impossible to organize. Training program on self-help group facilitation online met critical needs of the community of practitioners. When facilitators learned on how to organize and facilitate self-help groups in the online format, they immediately offered new format to vulnerable populations. Effective tool of community rehabilitation was restored.”



In the frame of the project “Engaging an NGO/CSO as Responsible Party for managing small grants programme (SGP) on the issues of community security, social cohesion, community policing and access to justice and supporting self-help groups micro-projects (including implementation of the self-help groups methodology within the framework of community mobilization) in the target hromadas of Donetsk, Dnipropetrovsk, Luhansk, Zaporizhia and Zhytomyr oblasts” funded by the European Union within the UN Recovery and Peacebuilding Programme we promote self-help groups methodology in three oblasts: Donetsk, Luhansk, and Zaporizhia. Over one hundred self-help groups were created contributing to decreasing the social tension and to strengthening community coherence in the targeted regions.

### ***Strategic Task 3.2. Strengthen the capacity of the communities in the eastern part of Ukraine***

In the first quarter of 2020, GURT has been implementing the project “Self-help groups as a catalyst of societal changes for the community cohesion” funded by the European Union within the UN Recovery and Peacebuilding Programme. The goal of the project was to support social cohesion, response and mitigation of the causes, and consequences of the conflict in 10 selected communities of Donetsk and Luhansk oblasts through the promotion and support of the self-help groups. We provided trainings for staff of local social services providers and NGOs on working with vulnerable groups. In-kind grants focused on

development of local social services infrastructure were distributed to 16 institutions from 10 target communities.

With support of GURT experts, local activists created two self-help groups in Milove, Luhansk oblast. The first self-help group “We create our lives” unites elderly people, the second self-help group “The Hope” is established by people with disabilities.



*Self-help group “We create our lives”*

In June 2020, GURT Resource Center started the implementation of project “Engaging an NGO/CSO as Responsible Party for managing small grants programme (SGP) on the issues of community security, social cohesion, community policing and access to justice and supporting self-help groups micro-projects (including implementation of the self-help groups methodology within the framework of community mobilization) in the target hromadas of Donetsk, Dnipropetrovsk, Luhansk, Zaporizhzhia and Zhytomyr oblasts” funded by the European Union within the UN Recovery and Peacebuilding Programme. We were administrating 47 grant contracts for the total amount of over \$1M in different thematic areas including community security, social cohesion, community policing, conflict transformation, access to justice, and involvement of ATO/JFO veterans’ NGOs.

# 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 Firm "LEO AUDIT CENTRE LLC" carried out the audit of GURT Resource Center for the year 2020.

## Statement of Cash Flows (in thousands of Ukrainian Hryvnias)

<b>Cash donations received in 2020</b>	
UNDP (EU funding)	4,889
International Labour Organization (DANIDA funding)	3,502
TechSoup Foundation (SAP funding)	1,305
National Endowment for Democracy	1,001
BBE - German Network for Civil Society (MFA of Germany funding)	978
The Technology Assistance Program to Ukrainian Nonprofits	703
Black Sea Trust for Regional Cooperation (EU funding)	674
SIDA	625
US Embassy in Ukraine	450
Erasmus + (EU funding)	210
TechSoup Foundation (NED funding)	170
Ashoka Foundation	89
Network of Estonian Nonprofit Organizations (MFA of Estonia funding)	67
Other	16
<b>Total cash donations received</b>	<b>14,679</b>
Interest on deposit	0
<b>Total cash receipts</b>	<b>14,679</b>
<b>Cash spent in 2020</b>	
Project management	(3,889)
Conferences, workshops, meetings, events	(2,055)
Information activities	(948)
Subgrants	(2,688)
Administrative and fundraising expenses	(2,323)
<b>Total cash spent</b>	<b>(11,903)</b>
Foreign exchange and translation differences	436
<b>Net increase in cash and cash equivalents</b>	<b>3,112</b>
<b>Cash and cash equivalents at the beginning of the year</b>	<b>2,788</b>
<b>Cash and cash equivalents at the end of the year</b>	<b>6,000</b>

## PARTNERS AND DONORS



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EUROPEAN COMMUNITY DEVELOPMENT NETWORK

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