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MINISTRY OF SUPPORT OF  
MAHALLA AND FAMILY  
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UZBEKISTAN



SOS BOLALAR  
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# THEIR STORIES...

Project: «Enhancement of Vulnerable Children Protection  
Mechanisms in Uzbekistan»



Tashkent - 2020



## *Dear Reader!*

Current booklet represents a collection of “success stories” of families, whose life improved to some degree or another in the frame of the “Enhancement of Vulnerable Children Protection Mechanisms in Uzbekistan” project implementation, funded by the European Union.

Our stories will portrait real people, their emotional struggles, battle with daily problems, about the circumstances at a certain moment in their lives, and of course, about teamwork that led to an improvement in the life situation in these families.

The current work will however, only depict those stories whose “heroes” gave their consent to the publication of their personal data. In addition, as per personal request of some beneficiaries, their names have been changed and photos have not been published.

### **Project Resume**

Our project is running from January 2018 to June 2020 in three regions of Uzbekistan, that is Tashkent, Samarkand and Khorezm regions.

The primary objective of the project is to strengthen cooperation between civil society organizations (makhallas) and public authorities in the field of protection and promotion of the child rights through the introduction of a community-based model of social support.

Namely, residents of communities apply for a support to the “Makhalla” foundation at the place of residence. In their turn educated specialists of makhalla who have been trained by means of seminars and practical exercises along with a “joint team” which has been established in the project – those are the specialists of health centers and internal affairs bodies, Republican Centre for Social Adaptation of Children, Guardianship and Trustees Agencies and SOS Children’s Villages, provide comprehensive psychological, legal, advisory services to vulnerable families.



Our first story tells about the family of Malika from the pilot Makhalla “Gulshan” located in Urgench, Khorezm region.

Malika-mother of five children, first addressed makhalla on February 23, 2019, sharing a problem that has bothered her recently with a specialist working on women issues. It turned out that her husband often abuses alcohol, that's why an unhealthy atmosphere reigns in their house; sometimes her husband even hits Malika. The man was employed as a mechanic at the “Yashnar” company, once they intended to fire him due to unacceptable behavior at the workplace; however, makhalla has petitioned so that the man stayed in his current position, as he was the only breadwinner in the family.

According to H. Allanazarova, deputy chairman of the Makhalla foundation on family, women, and social and spiritual issues:

*“Malika's case is included into the list of disadvantaged families”.*

Makhalla specialist along with the chairman started examining the case by visiting the family. As a result, unsanitary conditions and a lack of places for all 5 children were found, in addition there was also no bath, but there was a shower. Regular conflicts between children and parents in the family have been taking place. After conducting an in-depth analysis of the case, problems related to the employment of Malika have been identified. It turned out, that she graduated from only a high school, woman lacks reading and writing skills, which is why she faces with various legal problems to mention a few. Malika's husband is an abusive, conflicted person and has been put on police list as well. Children do not attend school on a regular basis. Parents lack parenting skills, and children lack personal hygiene skills. State of the house is unsatisfactory, it requires renovation.

After conducting a family needs assessment, specialist has elaborated family development plan (FDP) with specific actions to be taken. Firstly, it was necessary to direct the whole family for a physical examination in the clinic. Some children were diagnosed with helminthiasis and pediculosis. Malika was diagnosed with hypertension, obesity; the doctor prescribed her appropriate treatment and following a strict diet. After treatment, she lost weight a bit, which has positively affected her health.

A month later, specialist of the makhalla filed an application with the labor office of Urgench city, and Malika was hired for temporary community work in March 2019 in the makhalla. In addition, she has been trained on sewing courses in Shavat.

Together with the inspector of internal affairs, mitigation actions (interviews) with the husband were conducted, and the inspector has conducted regular monitoring and observations for 3 months. Then the spouse of Malika drank alcohol less and spent more time at home.

In cooperation with school psychologist and class teacher, the makhalla specialist had psychological sessions with the eldest daughter of the family. Makhalla allocated an amount of 600 thousand sum monthly for 6 months as to a low-income family.

Parents took part in the trainings (organized previously by Womens' Committee) aimed to improving parenting skills. Children attended a personal hygiene training, which was conducted by the district nurse, she has explained them a need to maintain personal hygiene and educated them on. Children began expressing interest in sports, and even started to attending them. Makhalla involved sponsors who provided hygiene products (detergents, towels, etc.) for free. In addition, they have submitted an application to the trade union for house renovation. Trade union, in turn, allocated 10 million soums, that were spent on the renovation of the house, building a bathroom and a toilet.

*“We purchased a stove, a meat grinder, and mixer on credit. Together with my daughters we are now engaged in baking. They (makhalla) helped me with home repairs, installed water heater, shower accessories. I am engaged in social activities, receive a salary of 600 thousand sum in the makhalla. It really helped my family”.*

-M.Matkarimova- project beneficiary



Photo by: N. Pak, June 2019.

Father was deregistered from the list of the internal affairs in May 2019. Currently, the situation in the family has been improved, everyone is busy, children go to school, and parents have their jobs. Many conflicts that have been in the family are now in the past. This story is also available in a video format, which can be found on our Facebook page- SOS. Childrens. Villages. Uzbekistan.

Our next story took place in May 2019, when Dilorom asked for support of “Asavey Makhalla” committee in Shavat district, Khorezm region. The reason for Dilorom’s appeal was related to housing issues. After the death of the parents of her husband, there arose disagreements on the division of the living space between brothers. The specialist of makhalla “Asavey” Taganova Zulkhomor decided to conduct family needs assessment.

*“It was crucial for me to talk to the members of the family, neighbors, as well as with the family relatives, in order to obtain reliable information about the needs and opportunities of the family”, says Z. Taganova – deputy chairman of the Makhalla foundation on family, women, and social and spiritual issues.*

Carrying out an in-depth analysis, the specialist determined that the parents shared the same room with their younger daughter; there was a need for a separate room for their daughter. The husband was a disabled person of group I, who received a monthly disability pension; the family did not have other sources of income. **Due to a lack of funds, the family did not have nutritious food and eat rationally, basic needs of the children for hot, high-calorie food, and seasonal clothes were not met.** The girl lacked development in communication and leadership skills, had problems with communication with her peers, was shy and introverted.

**The family was in need of not only legal, but also psychological, social, material, educational support.**

Dilorom herself was in a depressed, sick state, doubted herself, while her relatives who lived with her family only complicated the situation and did not support them. The makhalla committee specialist decided first to help Dilorom get over depressive situation. She was redirected towards the psychologist in SOS Children’s Village Urgench to receive psychological support and work on the correction of her emotional state.

It was necessary to solve the housing problems of the family with the support of makhalla employees, taking into account the rights of all family members. In addition, it was required to improve the family revenue, thereby employing Dilorom. It was decided to provide financial aid to the family and provide grocery packages during the search for work.

An additional task was to redirect Dilorom’s daughter to SOS Children’s Village Urgench to participate in-group and individual classes and program activities **in order to broaden her horizons, increase self-esteem, gain self-confidence, and eliminate shyness and isolation.**

*“Mother and daughter received psychological and social services from the SOS Children’s Villages Urgench program. With an assistance of a psychologist, Dilorom was able to work through her injuries, find a way out of a protracted conflict with relatives, learned how to interact with her child, increased self-esteem and gained self-confidence as a mother. She attended classes led by a psychologist, individually and with her daughter, in order to reduce the level of anxiety of the child, to establish relations between them.”*

-M. Mamedova- social worker, SOS children’s villages, Shavat, Khorezm region.

With the support of the chairman of the makhalla, the living space was divided between the brothers, and another room was allocated for Dilorom’s family, and more particularly a room for her daughter. Makhalla, with the support of sponsors (residents of the makhalla, entrepreneurs) provided financial support to the family, as well as the necessary food package for nutritious food and rational eating. Dilorom proved to be an honest, accurate and hardworking person, thanks to these qualities she was hired to work in the makhalla, which helped the family to increase their income.



Photo by: M.Mamedova, June 2019.

By common efforts, part of issues in Dilorom’s family were resolved and most importantly, it was possible to expand the living space, thereby creating a personal corner for Gulzoda (Dilorom’s daughter). Now, the girl has a space in the house where she can study. Currently, the family of Dilorom and Kuvondik are happy that they were able to resolve the accumulated problems without conflict. They maintain friendly relations with their relatives and know that there are people willing to help them in difficult times!

In this story, Dilfuza applied for the help of makhalla in April 2019. She came with the following problem, all the members of her family were unemployed, and they were in need of financial aid.

After an in-depth analysis by a makhalla specialist, the following issues have been identified: the family of seven people had five children, three of them were not employed, and had secondary education. The children who studied in school had not enough stationery, they had no shoes and school wear, the family had debts for communal services, there was not enough money for food, hot food was not prepared on time at home, the sanitary and hygienic condition was unsatisfactory, and the clothes of the children were not clear. Children lacked personal hygiene skills, one of the children had a chronic disease. The parents quarreled almost every day. The woman only occasionally went to temporary work.

**The plan** developed by our specialist was as follows: to direct the family to the policlinic and perform a medical checkup of all the members of the family, consider their case at the Social Support Commission and provide financial aid, to send Dilfuza for a consultation with a psychologist, and bring both parents to seminars and trainings on parental skills organized in the makhalla. In addition, it was also decided to apply to the labor exchange for finding a decent job for the parents. Together with the employees of the sanitary-epidemiological service (SES), conduct discussions on personal hygiene and maintaining cleanliness of the house, and be sure to conduct disinfection of the house.

**From plan to action!** A medical checkup of all the family members has been carried out. The eldest son was diagnosed with varicose veins, the other has been diagnosed with enuresis. Appropriate treatment was prescribed. The rest of the children were diagnosed with no diseases. With the help of sponsors, the children got school stationery.

Makhalla has allocated allowance as to the low-income family of 460,000 soums from May 2019 on a monthly basis for 6 months. The family took a soft loan, which helped Dilorom to acquire the necessary kitchen utensils and she is now baking at home for further sale.

Both the parent and the elder son were employed in the makhalla to perform community services. After an increase of the family income, they began to pay for the communal services on a regular basis.

A family psychologist conducted a couple therapy for parents in order to improve relations between spouses, as well as to correct the relationship of Dilfuza with her mother-in-law. After a course of treatment, the quarrels between the spouses stopped, Dilfuza began to communicate with her mother-in-law more often.



Photo by B. Bobojanov, February 2020.

Two sons of Dilfuza are fond of music and attend music school. They took part in the musical and poetic folklore of folk art, in the city of Urgench (see photo)

SES employees and district nurses brought the family to trainings on personal hygiene; as a result, they were able to achieve cleanliness in the kitchen and bathroom. With the help of SES employees, the house was also disinfected.

The mother of the family attended a training on parenting skills at SOS Children's Villages Urgench.

*"We are pleased with our current situation, we have received help, our family's income has increased, and our family relationships have improved", says Dilfuza N., project beneficiary.*



Photo by: B. Bobojanov, February 2020.

Further, we move to our Samarkand location, where the project works in four pilot makhallas, two of them are urban and two are rural.

In October 2018, a single mother raising two under-aged children appealed to the “Ilmobod” makhalla, Samarkand city. Looking sadly at the makhalla specialist, the woman said: *“Unfortunately, I can’t get a job, moreover, I can’t help my elder daughter go to school and my younger son to kindergarten, can you help?”*

*“How can I not help here,” thought Nodira Halimova, a specialist in the makhalla, after which she immediately began to conduct an assessment of the family. According to the results of the assessment, it turned out that the family lacks documents proving their identity, which is why the woman faced problems related to informal employment, which meant that she was mostly having a temporary job and was in a constant search for income. The specialist understood what she should start with in order to assist the family.*

Seeking assistance from the **“joint team”**, the head of the registry office No. 3 of Samarkand assisted with the issuance of birth certificates to the children. With the appropriate documents, the elder daughter managed to go in for school #14.

Speaking about the financial situation of the family- it was precarious, since the family lacked regular income. This problem was temporarily solved by allocating financial aid of 376 000 soums from the Makhalla public fund, which the family received for the period of 6 months. Since the woman complained of feeling ill,



Photo by: A.Rasulov, October 2019.

makhalla has sent her for a medical checkup. She was hospitalized and underwent a complete medical examination. Few months later, they have assisted the woman to get a permanent job in the department of “Obodonlashtirish”.

The chairman of the “Ilmobod” Makhalla committee involved a plumbing service company, which has provided their services for the family.

*“Currently, a regular monitoring of the family is being conducted. As a specialist, I would like to note that the family now lives a normal life; I see the smile for the first time in Ilmiya's face” N. Halimova (deputy chairman of the gathering of citizens on family, women and social and spiritual issues) shares her opinion.*

The Family Strengthening Service (FSS) of SOS Children's Villages of the Samarkand branch sent the following family to the project in October 2018.

A woman named Nigora came to the makhalla in a depressed state, saying: *“The relationship between me and my spouse has worsened, we have financial problems, I don't know how I should be...”*

After a conversation with Nigora, a makhalla specialist assessed the family and found out that she had two under-aged children and was not employed anywhere. Her husband abused alcohol and regularly ran into conflicts with his family members. The marriage between husband and wife was not legalized, their financial situation worsened, because both spouses had not any permanent job. Due to constant family quarrels, relations with the neighbors also deteriorated.

**The following action plan** that included registration of marriage in the registry office; employment of both spouses; formalization of the documents for the allocation of financial aid from the makhalla was developed for the family. Due to poor health, it was necessary to hospitalize the woman and her son, as well as place the spouse in a drug treatment clinic for further treatment; to initiate talks with the family to restore relations with neighbors.

**The implementation of the plan** was immediate. Nigora and her son have undergone treatment at the Samarkand City hospital and are currently feeling well. The marriage of the spouses was officially registered in the registry office No. 3 of Samarkand. In addition, the secretary of the makhalla committee did the necessary paperwork to provide financial aid to the family. The inspector of the internal affairs bodies dealt with the issue of treating a spouse in a narcological dispensary. After a while, with the help provided by specialists, the man was able to recover. To ensure



Photo by: A.Rasulov, August 2019.

the financial well-being of the family, the spouses were employed at the “Dakatex” company. The Reconciliation Commission has contributed to improvement in relations with neighbors through regular discussions with the family. To date, all conflicts have been resolved.

This story also tells of a mother raising two children on her own. In the fall of 2018, she applied to a specialist of the same makhalla and said that she no longer lived with her husband and that at that time she was unemployed.



After conducting a family analysis, a social worker at SOS children's villages also found out that the woman was experiencing financial difficulties, was at depressed state and required a medical examination.

Photo by: A.Oblokulov, August 2019.

According to the plan of the makhalla specialist, it was decided to involve a psychologist to provide the woman with psychological assistance in overcoming the state of depression. As a result of sessions with the psychologist, where the methods of art and sand therapy were used, the woman managed to gain confidence, worked through childhood injuries, and got out of the state of depression. She was also aided in setting goals, the most necessary and the first step to be taken was to find a job.

However, prior to starting the search for a job, the woman was assisted in getting necessary training at the vocational training center KOICA (Korean Agency for International Cooperation). As a result of acquired computer literacy skills, she was employed as an operator in a well-known payment system company in Samarkand.

Prior to employment, the family was also provided with financial aid from the Makhalla Public Fund. The family received allowance in the amount of 376 thousand soums for 6 months. After some time, the woman underwent a complete medical examination at the Samarkand city hospital.

*"Currently, I feel myself much better"*, says Ch. Rakhmatillaeva, the project's beneficiary.

The heroine of this story sought assistance from our project herself.

The spouse of Dildora passed away. She was left alone to raise two children. After the death of her husband, she had disagreements with her husband's relatives. Financial condition got worse.

Basing on a discussion and the family's assessment, the specialist of the "Kuyi Turkman" makhalla helped to provide financial aid to the family. The sponsors, who were the residents of the same pilot mahalla, as well as entrepreneurs, provided support in the form of "food packages" with necessary food on a monthly basis.



Photo: G.Mamaradjabova, December 2019.

However, Dildora was not able to receive such kind of aid on a regular basis, she needed permanent work. One of her advantages was the presence of secondary specialized education- she graduated from a medical college, therefore specialists hoped to find a suitable job for her, redirecting her to the labor exchange. After some time, the woman was employed in the sanitary-epidemiological service in a role of junior medical officer, where she was sent to continuing education courses.

In addition, the family managed to get a soft loan, for which they later purchased a sewing machine. Ever since school, Dildora was able to sew well, and if sewing was her hobby before, now it also brings additional income. At present, Dildora is glad that she can work at home, doing what she loves and at the same time devote her time to children.

One cannot ignore the legal advice, with the help of which the family was able to collect all the necessary documents for obtaining supported housing. After collecting documents, the family waited in line at the district administration, and in December 2019, the district hokimiyat provided them with a 2-bedroom house with a soft initial contribution.

In September 2018, a woman named Yulduz turned to the “Kuyi Turkman” pilot mahalla, saying that the family was in need of a living space.

After carrying out an assessment, it turned out that the marriage between the spouses was not registered in the registry office. Her husband is a disabled person of group II since childhood. The spouses live together with the parents of the husband, the couple has one child. Yulduz is unemployed, the family lacks financial resources, and they survive only at the cost of her husband's disability pension. Due to the financial hardships in the family, Yulduz got depressed.

Taking into consideration the financial circumstances of the family, it was decided to provide financial assistance from the commission for social support of the Mahalla public foundation. In addition, it was necessary to provide the woman with psychological support, to employ her. It was also important to legalize a marriage between her and her husband, and finally, help in the preparation of documents for supported housing in the district administration.



As a result of the work, the family received financial assistance from the Mahalla Foundation. Psychological assistance was provided to the woman by a psychologist at school No 1. Regular individual lessons were held with her, during which Yulduz was taught to use her own internal resources, helping her overcome life's difficulties through games.

Photo: G.Mamaradjabova, March 2019.

After applying to the registry office, the marriage between the husband and wife was registered. Documents for housing were submitted to the district administration, and in March 2019, the family was provided with housing.

This family was accepted into the project and was supervised together with the SOS Children's Villages Samarkand branch coordinator. In the fall of 2018, Dilrabo applied to the “Kuyi Huja Sahat” mahalla with the request to provide her financial aid.

Following a social worker assessment, it appeared that having a higher education, Dilrabo was not employed, and she had two under-aged children. Her spouse was not able to be employed at heavy work due to health problems; also, he required a medical examination. The woman wanted to place her children in a kindergarten, but could not because of financial hardships.

Based on the conducted assessment, a plan was developed for employing the spouses, which embraced the preparation of the necessary documents for the allocation of financial aid from the mahalla, carrying out a medical examination of the family, as well as placing the children in a kindergarten.

After a full medical examination of the family, the mother and children were found lacking any serious illnesses; however, the father of the family was diagnosed with kidney inflammation. Mahalla requested assistance from the sponsors, who in turn helped to purchase medicines for the father of the family. The mahalla committee and sponsors also provided financial support in the form of grocery packages. An important aspect in stabilization of the financial state of the family was the employment of both spouses. Over time, Dilrabo was employed as a speech therapist in a kindergarten and her husband was a gardener in the same pre-school institution. Dilrabo's children were admitted to kindergarten free of charge on the recommendation of the mahalla.



Photo: S. Kosimova, June 2019.

The project coordinator for the Samarkand region, S. Primov, says: *“The family is aware how to use the assistance provided and appreciates it. Dilrabo's higher education is her strength that she can take advantage of for the good of her family. She truly loves her family. This family is interesting to work with because their desire is strong itself”.*



In this story, a woman also sought assistance of the project on her own. In the winter of 2018, she approached the makhalla and asked for financial aid for her family.

After conducting a family assessment, the specialist revealed that it was Zarina's second marriage, the family still possesses a Shariah marriage. She and her husband shared the same living space together with her spouse's brothers. Due to the fact that her husband abused alcohol her husband's brothers moved the family out. To this day, the family lives in a rental housing and is in constant need for permanent home. In addition, due to the absence of an official marriage between the spouses, their children lack birth certificates, and as a result of it they are not able to go in for school.

A makhalla specialist developed a family development plan, which had the following steps in it: registering a marriage between the spouses in the district registry office, obtaining child birth certificates for the children, as having the identity papers it would be possible to enroll them in a school. It was also decided to provide financial aid to the family, and assist Zarina with job placement. The family also required legal advices on collecting documents for supported housing.

In cooperation with the registry office, the marriage between the husband and wife was registered and the family received children birth certificates. In the presence of



the documents, both children were able to enter school. The family is constantly supported by the community and partner organizations, they are provided with material support as necessary. Since one of the family members was a disabled person of the first degree, the family was entitled to housing. A corresponding application was submitted to the administration of the city of Samarkand. After that, the city administration provided the family with a three-room house. A sewing machine was purchased for a soft loan so that a woman could do sewing at home and earn income. The sponsors organized a "Sunnat Tuy" for one of the sons.

Photo by Sharapova G. March 2019.

Another beneficiary of the project, Malika turned to the makhalla, saying that her husband was in turmoil for several days, and their marriage was on the rocks. The head of the family, had no work, abused alcohol and conflicted with his spouse. It was found that the youngest daughter came into conflict with her father, which subsequently affected their relationship in a negative way as did not seem to understand each other and even communicate.

After conducting an in-depth analysis, it also became clear that the man was dismissed from his job because of his alcohol addiction. Malika believed that their children had hatred their father, as her husband regularly abused alcohol, quarreled with his family, and treated Malika badly. The performance of both children at school worsened and the school teacher started to complain on them.

*"The situation in this family was deplorable"*, recalls G. Sharapova, the specialist of the pilot makhalla. It was crucial to act quickly and decisively, it was necessary to ensure the employment of the father, deal with the education and upbringing of children, to provide material support to the family, and improve relations between the spouses and the children.

The family was provided by financial aid from makhalla. In cooperation with the inspector of the internal affairs bodies, the husband was placed in a narcological clinic for further treatment, and explanatory work was carried out with him. Having returned from the clinic, a number of talks was carried out by a social worker of our center with the man to restore the relations with his wife.

In addition, the family was given recommendations on the efficient use of eight hectares of land, which they owned. Subsequently, the couple began to plant



Photo by: D.Akhmatov, March 2020.

greenery and flowers on their land. This activity helped them to unite and become one team; they began to spend more time engaged in agricultural activities. The eldest son was involved in a club and took part in the district competition "Young reader" at his school. To help to restore the relationship between the little girl and her father private sessions were also held with the child. Finally, the relations between family members were restored, and they began to live together.

*"Seeing a smile on the face of a successful family, I forgot about all my worries and wanted to help as many families as possible"*, says Sharapova Gulandon, a specialist at the "Yukori Turkman" makhalla.

In this section, we will introduce you to the beneficiaries of the city of Tashkent, where our project undertakes its activities in two pilot makhallas: “Bahor” and “Humoyun”.

In the spring of 2019, an application for assistance was received from Fatima (the name has been changed at the request of the beneficiary), she was directed by the civil appeals judge of the Mirabad district. Of the words of the woman herself, she wanted to divorce her husband.

During an in-depth analysis of the family, a makhalla specialist revealed that Fatima got married in 2014 and lived in Yashnabad district prior to the application. Her husband's parents, his brother with his family also lived with them. The second child of Fatima was born with a genetic predisposition for allergy, and later this predisposition grew into persistent asthma. Due to the illness of her daughter, the woman was forced to constantly stay with her child, for this reason she did not always have time to do housework; in that regard there began to arise conflicts between the spouses, which turned to domestic abuse by the spouse. Constant conflicts led to the fact that in 2018 Fatima was forced to move with her children to her parent's home. After moving, she started to actively deal with the health of the youngest child. She needed funds to treat the child, since every 6 months it was recommended to hold in the mountainous regions of the Republic so that her daughter's health would not deteriorate. Fatima was in a desperate need for financial support and psychological assistance. Her husband did not always help, which subsequently led to conflicts with Fatima's parents. The woman could not get a job, since the children were of pre-school age: 4 and 2 years, respectively, she did not have the opportunity and the means to enroll her son in a pre-school educational facility.

In accordance with the case of the family, it was decided to involve a specialist from the local clinic to attach a doctor on duty to carry out constant monitoring of the child's health. By sending an official letter to the district Department of Education of the Mirzo-Ulugbek region, to help enroll the child in a pre-school facility, improve the psycho-emotional state of a woman through the involvement of a psychologist of FSS, and improve relationships with parents, reconcile the spouses, and finally, employ Fatima.

On behalf of the makhalla specialist, a written appeal was prepared to the head of the district Department of Education with a request for assistance in the placement of Fatima's son in a pre-school educational facility. As a result, her son was placed in a kindergarten at the place of residence, on soft terms of payment. The specialist also took part in the court session, where she proposed to extend the time of the divorce proceedings and give the couple time for reconciliation. The court approved an extension of 6 months.. An explanatory work was carried out with the families of the spouses on the reconciliation of the family, as a result of the interviews the parents provided the spouses with the opportunity to live separately, but at the same time the father visited the children in his free time and on weekends, they spent time together.

Through the involvement of the chief medical officer of the clinic a free medical examination and treatment was provided every 6 months for 1 year for the daughter of Fatima.

Together with the specialists of the FSS, the spouses were provided by psychological counselling services and a consultation of a social worker in reconciling the spouses and improving the relationship between Fatima and her mother-in-law. As a result of working with a psychologist, the woman improved her emotional state and almost stopped taking it out on the children; she stopped quarrelling with the family, and managed to establish relations with her husband and mother-in-law. In collaboration with the specialist of the “Ikbol Makhalla” of the Yashnabad district, preventive conversations were held with the spouses' families on reconciliation and **prevention of the divorce process**. As a result of the conversations, it was possible to reconcile the parents of the spouses and improve their relationship. In February 2020, the couple began to live together again.

In the history of this family, an “alarm” came from the school's parent committee. The chairman of the committee asked the pilot makhalla for help in obtaining a passport of one of the students.

After the appeal, the specialist assessed the family and found out that the mother often did not let her daughter go to school under the reason of looking after her younger brother. If the daughter refused, then the mother punished her, using physical force, the girl was often bruised. The girl would frequently just escape from home and spend the night at her friend's house.

It was necessary to act quickly and effectively in order to help the girl. A makhalla specialist sent a letter to the head of the police department with a request to assist in obtaining a girl's passport, taking into account the child's family status and cancellation of the fine for late processing of documents. The specialist conducted an individual interview with the girl's mother, the services of specialists from the social center of the SOS-children's village in Tashkent were offered, but the mother of the child refused. The woman was also advised to change her work from a night shift to a day shift, but she again refused.

*“However, in the process of a long search for a new job, the woman nevertheless changed the field of activity and now she works as a fitness instructor in a sports club, thereby she can devote more time to her children,”* says S. Tulyaganova, a specialist of the pilot makhalla.

Moreover, psychosocial counseling was provided to the child. The family received financial aid in the form of the provision of necessary foodstuffs from the "Humoyun" makhalla. The girl practically misses classes at school and her performance is increasing; after some time, she eventually received a passport and got in line for registration. Once a month, the mother receives psychological services, she no longer forces her daughter to look after her younger brother, and there are almost no conflicts among them. The chairman of the makhalla and the inspector of internal affairs took custody of the family, and once a month they conduct preventive interviews with both the mother and the child to maintain a healthy relationship in the family.

At the beginning of 2020, a woman turned to the makhalla, saying that she wanted to divorce her husband. The reason for that appeared to be that her husband was abusing alcohol, as a result of which there were regular conflicts and quarrels in the family, the woman was in constant stress.

After conducting an assessment of the family, the specialist revealed that the man was drinking, heavily yelling at their children. Housing conditions were unsatisfactory; there was also a need for a living space. The children would often leave the house for their relatives who lived nearby, in order not to observe the conflicts in the family. The woman was often depressed; her youngest son was disassociating and did not talk to anyone. According to teachers, the performance of both children was average even though they attended the school on a regular basis. The father of the family did not work; the beneficiary herself worked as a teacher at a university.

From that moment, the makhalla took custody of this family. A school psychologist provided psychological assistance to the whole family. Thanks to the therapy and exercises to increase self-esteem, the adoption of her family and her husband, the woman was gradually able to get out of the depression. The school took part in the life of her son, the boy attends children's clubs, one of which was aimed at improving communication skills, and as a result, he became more sociable. The labor exchange helped in finding a job for their father, a professional CV was compiled. With a category B driver's license, the man managed to become employed as a taxi driver in our city. The local clinic does not stand aside and provides a medical examination of all family members. The makhalla played an important role in the reconciliation of the family, thanks to which it was possible to prevent the spouses from divorcing.

In February 2019, a woman who was born in Ahangaran and brought up in an orphanage in Tashkent, had a husband and child, appealed to the pilot makhalla. The problem was that she did not have a residence permit in Tashkent; she lived with her younger sister and son. The woman turned to the makhalla for help in facilitating her to obtain a temporary residence permit.

During a conversation with a woman, it turned out that her son was not enrolled in school, since none of the family members had a residence permit in Tashkent. The only financial source of the family was the disability pension for her younger sister. The psycho-emotional state of the woman's younger sister was unsatisfactory, she graduated from a specialized college for people with disabilities, and was registered there; the girl lacked social skills and socialization in general. The beneficiary herself was not employed; she graduated from only eight classes of high school.

As in many cases, an immediate action followed. During the period of the woman's appeal to the makhalla, there was started a population census, taking the opportunity, the makhalla specialist applied to the passport office of the Mirzo-Ulugbek region and to the makhalla inspector. The inspector, in turn, advised the family on the documents required for registration. A week later, the woman and her son, as well as her younger sister, **obtained a temporary residence permit for 5 years.**

The makhalla specialist involved a social worker from the SOS children's villages of Tashkent in working with the younger sister. The social worker revealed the borderline state and insularity of the young lady, in her advisory opinion; she emphasized the need for a psychiatrist. There were such specialists who had previously rendered the girl similar services in a specialized center, they resumed their work with her.

After some time, the son of the family was enrolled in a high school at the family's place of residence. The woman's younger sister was registered at the local clinic, where she undergoes medical examinations on a quarterly basis, she also receives comprehensive support at the "Ischonch va Hayet" NGO, Chilanzar District. After working with a psychologist the young lady's social skills have improved, she began to communicate with her inner circle. The woman herself was assisted in finding a job; she found work in a local café through online resources.

To conclude with, the importance of the work of a joint team should be noted. During the implementation of the project, comprehensive services were provided to families and children such as psychological, social, legal advice, financial support, involving sponsors, NGOs, public organizations and much more.

Special thanks to all families for providing information and consent to this publication.



Photo by: N. Pak June 2019.

