

RESOURCE CENTER FOUNDATION

Resettlement Program

Annual report

2003

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1. Summary

The year 2003 is the fourth year of the Resettlement Program implementation. In 2003 the Program worked on implementing its primary goals, as follows:

- Support the transition and re-integration of redundant military servicemen into the civil society at acceptable levels of social pressure;
- Support the market labor integration of redundant military servicemen and those with notice of release, including their family members.

The primary Program goals were implemented through the activities of the Resettlement Centers:

- Visits to garrisons for informing the military servicemen about the services, offered by the Program;
- Registration of redundant military servicemen and members of their families and data base expansion;
- Information on procedures and necessary documents for participation in motivation and re-qualification courses;
- Organization and conduction of motivation training courses, where the military servicemen and members of their families receive initial advising and skills on finding a proper job and preparing all necessary supporting documents;
- Information on re-qualification organizations and courses;
- Professional orientation – how to choose a new profession and proper re-qualification course;
- Information on the vacant job positions offered by the government and economic structures;
- Individual consultations:
 - Business;
 - Psychosocial;
 - Legal.
- Support to redundant military servicemen intending to set up their own business – consultations on generating successful business ideas, development of business plans, legal consultations.
- Business projects for new job openings;
- Establishment of partnership with Employment services, human resource agencies and employers for vacant job positions announcing;
- Popularization of the Program through the mass media.

1.1. Resettlement Program Structure

The Resettlement Program structure consists of several departments:

Program and Operational Department, including Program Director and Program Coordinators;

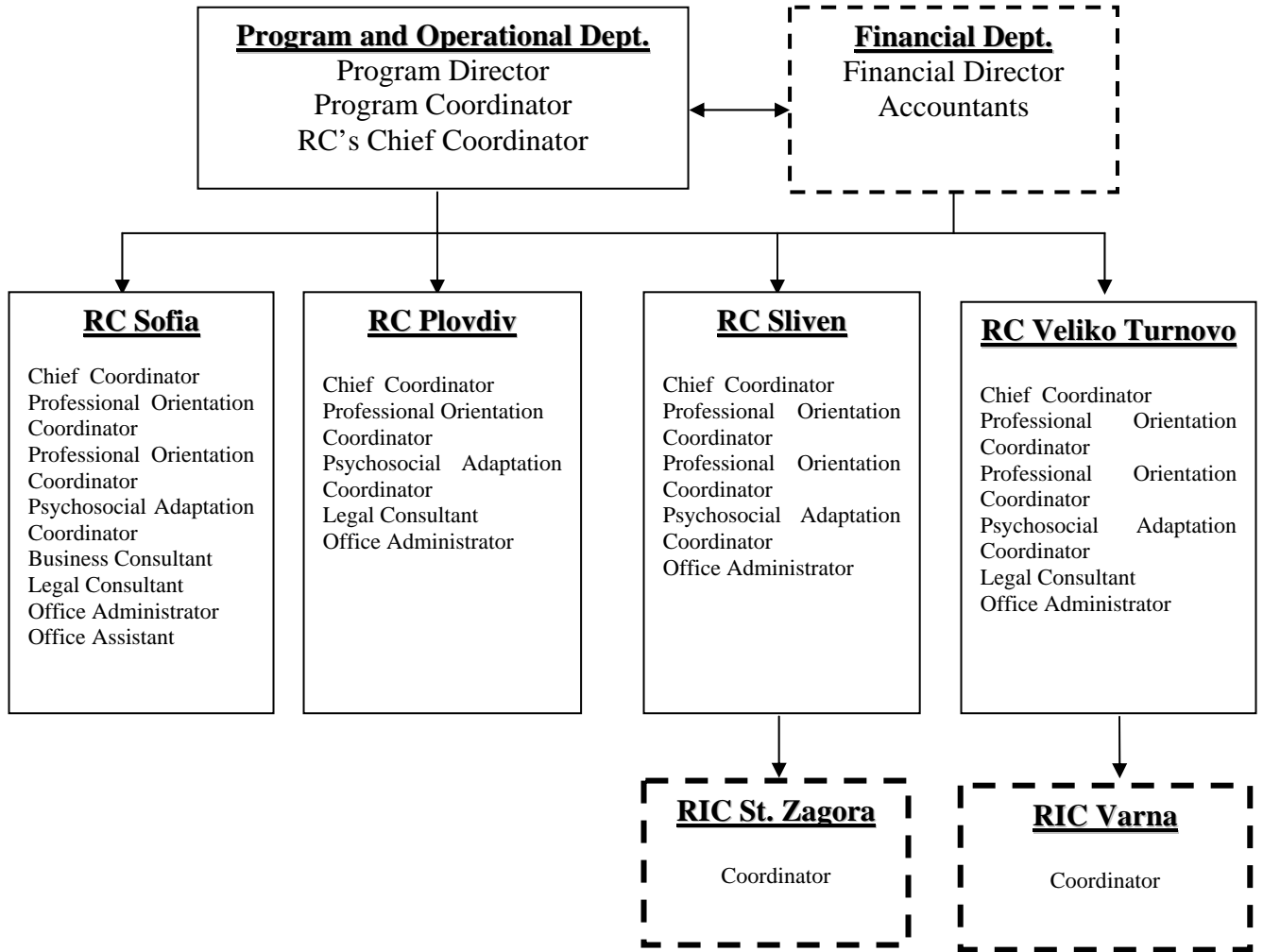
Financial Department, including Financial Director and Accountants;

Resettlement Centers (RCs) – four in number located in Sofia, Plovdiv, Sliven and Veliko Turnovo.

The RCs are locally managed by Chief Regional Coordinators. In the RCs work also Psychosocial Adaptation Coordinators, Professional Orientation Coordinators, Business Consultants, Legal Consultants and Office Administrators. All of them are Resource Center Foundation employees.

Regional Informational Centers (RICs) – in the beginning of the year 2003, RC Veliko Tarnovo had two RICs in the towns of Shoumen and Varna and RC Sliven had one in the town of Stara Zagora. In July 2003 the RC in Shoumen was closed. So by the end of 2003 two RICs in Varna and Stara Zagora continued to function under the Resettlement Program.

RESETTLEMENT PROGRAM STRUCTURE



1.2. Resettlement Centers Features

In 2003 the RCs continued to function on the territory of the entire country. The division of regions by centers kept the same proportion:

- RC Sofia coordinates 8 administrative regions - Sofia, Sofia district, Blagoevgrad, Kyustendil, Pernik, Vratsa, Montana, Vidin;
- RC Veliko Turnovo coordinates 11 administrative regions – Veliko Turnovo, Varna, Dobrich, Pleven, Lovech, Razgrad, Targovishte, Rousse, Silistra, Shoumen, Gabrovo;
- RC Plovdiv coordinates 6 administrative regions – Plovdiv, Pazardjik, Stara Zagora, Haskovo, Kardjali, Smolian;
- RC Sliven coordinates 3 administrative regions - Sliven, Yambol, Bourgas and partially Stara Zagora.

Although RCs coordinate different territory regions, the percent of registered redundant military servicemen and their family members by centers was almost the same – in RC Sliven 29 % out of total number are registered, in RC Sofia – 28 %, in RC Veliko Turnovo – 24 %, in RC Plovdiv – 19 %.

The RC Sliven region would be assessed as the region with the hardest dismissals of Third Military Corps under Plan 2004. On the territory of the RC Veliko Turnovo region are located all high military schools, except for the Military Academy which is in Sofia. Consequently the redundant military servicemen from the region of RC Veliko Turnovo have the best educational background – former lecturers from the higher military schools. One of the lowest economically developed region in Bulgaria (Northwestern Bulgaria) is on the territory of the RC Sofia. There the process of job placement is much more difficultly implemented in comparison with the other regions in the country. A positive feature of the RC Sofia is that it is located in the capital where there are a significant number of free job positions, which compensates to a certain degree the abovementioned external factor. Also it has to be mentioned that the direct collaboration with Ministry of Defense, such as Program reporting, contracting of common initiatives and others, is implemented by the RC Sofia. The RC Plovdiv region covers the territory of South Central Region which has a high level of unemployment and continuing decrease of economic development. The RC Plovdiv works mainly with redundant military servicemen from the army and the air forces.

2. Resource Center Foundation and Ministry of Defense Partnership

For the year 2003 the collaboration between Resource Center Foundation and the Ministry of Defense was based on correct partnership relations. Since the beginning of 2003 the month activity reports, as well as the quarterly analyses of the Resettlement Centers and the Program are provided for information to “Social Adaptation” Department in “ Personnel Policy and Social Activity” Directorate of Ministry of Defense. In 2003 the Program was also supported by the President of Republic of Bulgaria (See Attachment 1). On July 31st, 2003 the Agreement between the Foundation and Ministry of Defense concerning the Resettlement Program implementation was re-signed. In Article 8 of the Agreement, it is stipulated that the counterparts agree, if possible, to organize and conduct labor market events in order to make contacts between employers and military servicemen to be released from the army. In this connection, in the fall of 2003, Executive Agency “Military Clubs and Information” jointly with the Resettlement Centers organized labor market events in the towns of Sliven, Sofia, Plovdiv, Shoumen and Pleven under the motto *“Military Talent – Civil Profession”*. Resource Center Foundation took participation into these events through the Resettlement Centers.

2.1. Joint Initiatives

The first event was held on November 13, 2003 in Sliven. The Resource Center Foundation coordinators at RC Sliven participated directly in its organization by inviting employers and informing the target group, as well as other partner organizations as Employment Service, re-qualification organizations and media about the coming event. 14 employers took participation in it and it was visited by 70 redundant military servicemen.

On November 20-21, 2003 the event in Sofia was opened in the Central Military Club. Resource Center Foundation was presented by the Resettlement Center Sofia. The interest shown by the redundant military servicemen towards the Foundation activity and the Resettlement Program was great. Almost all coordinators of RC Sofia provided consultations to the visitors, business and media representatives. The results were, as follows:

- 19 redundant military servicemen were forwarded to job positions, announced in the RC Sofia. ;
- 8 redundant military servicemen were registered in RC Sofia;
- 8 redundant military servicemen were invited for job interview;
- contacts with 2 new employers were established;
- 10 legal consultations were provided.

Articles, concerning the Resource Center Foundation participation were published by several newspapers as “Trud”, “24 hours”, “Standard”, “Bulgarian Army”, as well as the event was presented by DIEMA 2 TV channel together with an interview with Mr. Kaloyan Pargov – Chief Coordinator of the RC’s.

On November 20, 2003 the event in the town of Plovdiv was opened, where the RC Plovdiv staff participated. Resource Center Foundation was presented by the Psychosocial Adaptation and Professional Orientation Coordinators. Advertising materials and brochures were provided to the employers.

The concrete results from the participation in the event were, as follows:

- contacts with 10 new employers were established. The Resettlement Program was presented to the employers, as well as the opportunities for bilateral cooperation for job placement of the target group. The companies were provided advertising brochures.

- 70 redundant military servicemen visited the stand and they were offered free job positions;
- 6 free job positions were announced by employers;
- coordinators received actual information about the target group for the data base update;

RC Veliko Tarnovo took participation in the events in the Regional Military Clubs in Shoumen and Pleven on November 25 and December 11, 2003. Resource Center Foundation was presented by the Psychosocial Adaptation and Professional Orientation Coordinators. The results from the exhibition in Shoumen consisted in:

- number of visits of the Foundation stand – 79;
- consultations on services offered by RC’s – 6;
- number of consulted for job interview – 4;
- data base updates– 23;
- newly registered redundant military servicemen – 2;
- number of informed for free job positions – 79;
- number of forwarded to free job positions – 48.

According to the report of the coordinators from RC Veliko Tarnovo, apparently the event in Pleven was conducted at a higher level of organization, which explained the better results:

- number of forwarded to free job positions – 110;
- number of visitations of the Foundation stand – 151;
- consultations on the services offered by RC’s – 13;
- number of consulted for job interview – 7;
- data base updates – 31;
- newly registered redundant military servicemen – 2;

- number of informed for free job positions – 83.

In 2003 the experts from Executive Agency “Military Clubs and Information” who worked in the Resettlement Centers provided the necessary assistance to the Resource Center Foundation coordinators for organizing visits to the units, affected by the reform in the year 2003 – initially to present the Program and subsequently to conduct motivation training courses.

Conclusions of Ministry of Defense concerning the joint Resettlement Program with Resource Center Foundation are, as follows:

-the established Resettlement Centers have a significant role for the motivation training courses conducting and supporting the redundant military servicemen for job placement;

-the Resettlement Centers coordinators have a rich practical experience. They have proved their high professionalism and are necessary for the Program;

-the Resource Center Foundation activity under the Resettlement Program is important and necessary;

-the collaboration between Ministry of Defense and Resource Center Foundation is a prerequisite for NATO membership;

-the Resettlement Program model is of interest for the NATO member countries and those in process of accession.

2.2. The Reform of the Bulgarian Army for the Year 2003

At the beginning of June 2003 **about 5 000 military servicemen** were released from the Bulgarian Armed Forces. Unlike the preceding years, the majority of military servicemen with order of release fell into age group of up to 45 year, including those with a military service of less than a year. Due to insufficient work experience in the army, majority of redundant military servicemen for 2003 had no right to pension after their release.

In relation to personnel redundancy according to Plan 2004, the RCs carried out visits to the units aiming to present the Program that were followed by conduction of motivation training courses. The Ministry of Defense experts, working in the RCs provided assistance in the preparation of the schedule. In 2003 the Foundation team completed 289 visits to 218 units. As a result of staff reduction in 2003 the Resettlement Centers registered 4 232 new redundant military servicemen and members of their families. This number also included redundant military servicemen from previous years, the percentage of which was relatively low.

Most affected region by the reform was this one of **RC Sliven**, due to the massive release of military servicemen in the towns of Stara Zagora, Aitos, Sozopol, Elhovo, Yambol, Attia, Sliven, Bourgas and other

small villages. The RC Sliven team carried out 84 visits to 82 military units and garrisons. The reform consequence is 1 276 registered redundant military servicemen in RC Sliven for 2003.

According to Plan 2004 in the region of **RC Veliko Tarnovo** 8 military units were closed in the garrisons of Telish, Lovech, Butovo, Dobrich, Balchik, Rousse, Pleven and Silistra. 22 military units were reorganized, 11 of which were military districts. The military reform affected nearly 1 250 military servicemen. The RC team carried out 54 visits to 38 military units. The number of registered military servicemen and members of their families in the center has increased by 819 persons.

The reform in region of **RC Plovdiv** covered 49 military units. All units were visited by the RC Plovdiv team from the end of February to April 14, 2003. 2 military units were closed in Plovdiv and Harmanli and in many garrisons the number of military servicemen was reduced. Plovdiv /highest number of military units/, Pazardzhik, Haskovo, Harmanli, Momchilgrad, Kardzhali, Karlovo, Kazanlak, Kalofer, Assenovgrad and other towns, located in the region were affected by the reform. For the past year the team of RC Plovdiv carried out 79 visits to 49 military units. As a result of this 799 persons were registered.

The total number of redundant military servicemen in 2003 in the region of **RC Sofia** is 1 216. As a result of amendments in Regulation N 4, the data base of RC Sofia was expanded with conscripts who were invalided out of the army. In 2003 the team of RC Sofia carried out 72 visits to 49 units. The number of registered increased with 1 338 persons.

3. Program Activities

3.1. Re-qualification

Although the re-qualification of the redundant military servicemen is not carried out by Resource Center Foundation, in 2003 the RCs played an important role in this process. The Foundation coordinators continuously updated the data base of organizations providing re-qualification courses to redundant military servicemen in all centers. During the visits of RCs' teams to the units, the coordinators explained to the military servicemen to be made redundant their rights according to Article 223 of Defense and Armed Forces Law that gives them the right to free re-qualification course. They also provided information on certified educational organizations. The majority of the new-released military servicemen took advantage of this right. Most preferred re-qualification courses in 2003 were in the field of foreign languages /predominantly the English language/, Computer Literacy, Small and Medium-Sized Business Management, Drivers' License

Course for a higher category, as well as re-qualification courses for gaining the practical skills of a cook, welder, technical layer, security guards and other.

The main problem concerning the re-qualification courses is that the educational organizations do not link training with a follow-up professional realization on the labor market. Signed contracts with the Ministry of Defense lack such legal clause. The cases in which the educational organization undertakes professional orientation of its trainees are very few.

3.2. Professional Orientation

The professional orientation activities in 2003 were directed to the establishment of relations mainly with employers, private human resource agencies and labor bureaus of the National Employment Agency. A positive trend was the fact that for the past year the number of announced job positions outside the sphere of security increased. The free selection of personnel performed by the RCs and the rich data base were the strengths of this Program activity and consequently the RCs were preferred partners among the employers. The main problem in the field of professional orientation was linked to the reception of quick and on time feedback with the target group concerning their realization. This feedback was mainly obtained by telephone calls when informing them on open job positions. In the regions where there were not RCs' offices the contacts with the target group representatives were less frequent. Another encountered problem in the work with employers was the incomplete or incorrect presenting of the job position, such as work time and payment, as well as the lack of feedback on actuality of announced job position – were they occupied and by whom. The practice also showed that the forwarding of a large number of candidates to an open job position was not effective. The precision in preliminary selection was required to increase the number of successful recruitment, towards which the efforts of the professional orientation and psychosocial coordinators' will be directed in 2004. The massive advertising campaign for the Resettlement Centers activity initiated by the Ministry of Defense in the period of April – June, 2003 produced good results and led to better activeness of the employers that sought the RCs services themselves. In relation to this in 2004 the Program will make efforts for more active policies concerning the advertising of its services. There is a necessity for updating and printing new advertising brochures for employers. For this reason, a set up of an Internet Job Portal /See pt.4.2/ was initiated in order to meet interests of employers and job hunters. It is also necessary to upgrade the Program software by introducing the option “Unemployed redundant military servicemen” and thus facilitate the coordinators in their work.

Despite the abovementioned problems the results from this activity in 2003 were good. 1 250 contacts with 827 various employers were established. As a result 2 291 vacant job positions were announced in all RCs for 2003. 1 979 of the registered were forwarded to specific vacancies for 2003. 774 of them started work with the direct assistance of Resource Center Foundation. 27 of total number of registered started their own business. The announced job positions were more than those occupied, which was the result of high demands of employers on the one hand and impossibility of part of the target group to cover these criteria or unwillingness of the redundant military servicemen to begin work that did not correspond to their expectations, on the other.

3.3.Psychosocial Activity

The psychosocial activities for the past year were the following:

- presentations of the Resettlement Program in the units affected by the reform;
- organization and presentation of motivation training courses to the military personnel;
- provision of psychosocial consultations;
- implementation of psychological selection of personnel for announced job positions throughout the country;
- consultations on preparing documents and contracts for re-qualification courses;
- individual consultations to the representatives of the target group for their successful applications for work, as well as preparation of the required document package.

In 2003 2 561 military servicemen participated in motivation training courses organized by Resource Center Foundation. During the preliminary visits to the units for presenting the Program, the Foundation team determined that most of the military servicemen did not know what they would do after the expiration of their notice of release. Their most frequent inquiries at that time were of legal nature, which had a logical explanation in connection with their coming dismissals. However, the discussions with them gave us the opportunity to analyze their behavior and adjustments and later, during the conduction of the motivation training courses, to accent on these moments which were of their highest interest. The military servicemen shared that the motivation training course passed over their expectations. The motivation training courses were a source of lots of information necessary for the future professional realization of the military servicemen. They were the basis for our further work and during these courses we got acquainted with the desires and potentials of the target group. It was important for us to note that at the very beginning a big number of the military servicemen perceived the course with pessimism and skepticism. During the lectures

we discovered the cause of this mistrust – the name ‘motivation’ was unacceptable for most of them. Later they understood that the course stressed on their future career planning and that it was entirely educational in nature. Thus, they changed their attitude towards it. Of course, there was what to be improved in the conducting of a motivation training course. The recommendations of the military servicemen were the following:

- to use multimedia;
- to be longer;
- to be more practical;
- to prepare a brochure with most valuable advices;
- to improve the visual information and other.

The results from the individual work with the target group for 2003 were the following - 684 individual consultations were provided by RC Plovdiv, as 127 went through preliminary selection and have been forwarded to free job positions. The psychosocial presentations provided by RC Veliko Turnovo were 237; by RC Sofia – 102 and by RC Sliven - 54 individual and 11 group consultations.

In 2003 a selection for the Program’s greatest employer order from the company “VIPlus” Ltd was organized /See pt. 4.3/. This selection was organized with relation to the “EcoPetroleum” request for 700 job positions for taxi drivers. The preliminary selection, the interviews with the potential candidates (71 persons), the tests (39 selected) and the partial processing of test results were conducted in RC Sofia.

In 2004 Resource Center Foundation will improve the methodology for conducting motivation training courses on the basis of acquired experience. The modules of the motivation training course will include techniques for stress management, preparation of strategy to find work, inclusion of business and legal consultations, more practical exercises. It will be stressed on the self-presenting skills and these important qualities that might be applicable to every job position – communication skills; technical skill (work with documents); team work.

3.4. Business Consulting

In 2003 the business activities under the Program were the following:

- provision of consultations for candidates who intend to set up a private business – a total of 170;
- actualization of information on credit resource provision for small and medium-sized enterprises in the country;
- identification of business niches;

- initiation of projects to provide open job positions and stimulation of enterprising among target group representatives;
- organization of training seminars.

The Resettlement Centers' business consultants worked in close cooperation with the legal consultants for the legal registration of the business activities. Last year practice showed that the activeness of the redundant military servicemen for setting up their own business was rather low. Hardly 27 persons set up private business in 2003. The most frequently realized ideas were in the sphere of services such as – opening shops, small public resorts, internet cafes, gas stations, transportation services and other. The redundant military servicemen from the country tended to set up their business in the sphere of agriculture – culturing herbs, raspberries, stock breeding. In country regions with conditions for developing agricultural and cultural tourism, the redundant military servicemen showed interest in business set-up in the above mentioned field. Consequently during the third quarter of 2003 in RC Veliko Turnovo a seminar on “Tourism – a family business” was organized, in which the former military servicemen wishing to develop private business participated. The seminar was organized in cooperation with the Regional Bureau for Agriculture Advices in Veliko Turnovo. It presented: activities subject to financing, requirements for candidates, deadlines for project proposals, required documents and legal framework. There was a follow-up proposal to include new villages from Veliko Turnovo Municipality by measures of Program SAPARD “Development of Country Tourism”, which were accepted on at a Municipal Council session. Other educational seminars organized by RC Veliko Turnovo for the past year were related to herb production and taxation, social insurance and accountancy of small and medium sized agrarian farms.

The project “Stimulation of enterprising and crediting unemployed women” financed by the PHARE Access Program was implemented in RC Plovdiv region. The project framework included the education of 25 unemployed wives of military servicemen from the regions of Plovdiv and Haskovo. It was completed by the development of individual business plans. Two of these business plans were applied for crediting by MICROFUND Sofia, while other two were directed to bank institutions due to exceeding subsidies required. There was also an initiation of a project proposal “Career Development and Business Opportunities for Unemployed Youth”. The project cost was estimated at about 10 000 GBP. All application documents for the Program of International Development of the British Embassy were completed and have been put on the waiting list for financing.

In 2003 RC Sofia initiated a joint project of Resource Center Foundation, MICROFUND JSC and “Vellmar Broker” Ltd. The project is open for execution during 2004. The project goal is provision of secure financing of redundant military servicemen and members of their families via long-term life insurance

contracting of investment type producing a 10% annual income. The long-term life insurances are used as financial security upon reception of a MICROFUND JSC loans. The credits may be used for setting up private companies working in agriculture. Upon set-up of company activities, the project provides contacts with leading producers from the food and perfume industries that can conduct training “Good production and technology practices”. This way the companies will measure up to conditions on the competitive market and will fit into the trade niches.

Project priorities are the following:

- redundant military servicemen will be able to invest the financial security funds that receive upon leaving the army and thus they are assured with additional income in a decade;
- use of these resources as secure funds will lead to a receiving of an effective credit for the set-up of individual business activities;
- market provision – there is a preliminary marketing research on raw materials bought up by the large production companies and the redundant military servicemen are directed to the most effective production;
- use of received resources leads to reception of additional income and investment for a coming time-period.

In the process of project work a contract was signed with “Vellmar Broker” Ltd. In cooperation with this partner the economic factors of the long-term life insurance and the percentage of additional annual incomes of 10% that will be received upon implementation of this design were elaborated. There was a specific design developed with MICROFUND JSC for the credit provision of newly registered companies by using the financial security funds from the long-term life insurance of investment type. Relations with large educational companies for “Good Production and Technological Practices” were established and contracts for product buy up were signed.

The credit granting conditions by this design, contracted with MICROFUND JSC are the following:

START-CREDIT FOR SET-UP BUSINESS*

AIM- turnover resources, investment

AMOUNT- up to 10 000 BGN.

INTEREST- starting at 15%

MANAGEMENT TAX- annual tax determined with respect to credit deadline.

REDEMPTION DEADLINE - up to 24 months.

FREE INTEREST PERIOD - up to 3 months- only interest due is paid off during the free interest period.

FINANCIAL SECURITY - Life Insurance - co-product of “Vellmar Broker ”Ltd., “MICROFUND”LTD. and IC ”Orel Zhivot”JSC.

MICROCREDITS *

AIM- turnover resources

AMOUNT- up to 3 000 Lv.

INTEREST- starting at 15 %

REDEMPTION DEADLINE – up to 24 months

CREDIT PAYMENT- equal monthly payments

FINANCIAL SECURITY - 2 warrantees or Life Insurance - co-product of “Vellmar Broker ”Ltd., “MICROFUND”LTD. and IC ”Orel Zhivot”JSC.

*** Conditions apply to 12 – month credits.**

The Resource Center Foundation coordinators developed many project proposals in partnership with other organizations, related to additional fund acquisition as well as to increase the services provided by the Program. The following projects were prepared:

- Women Mayors Link Program of the Stability Pact – lead candidate Lyaskovetzh Municipality \$ 30 350;
- Small Grants Program of World Bank, \$ 10 261.19;
- PHARE Program «Economic and Social Cohesion», Development of Cultural Tourism in Bulgaria – project development and promotion of a cultural route “Following the Legends about Medieval Monasteries”, € 207 402. The project goal is development of an integrated tourist product that includes a network of five medieval monasteries and their relevant promotion. This project provides training for 30 persons (former military servicemen) in “Hospitality and Leisure Management”. After the end of the course they will be able to continue working in the field of cultural tourism. Furthermore a public debate on the project was organized at which ex-militaries were invited to set up their own business in the sphere of tourism if the project ends successfully.
- PHARE Program «Economic and Social Cohesion», “Development of High Technology Business Incubators ” – project «Development of High Technology Incubator», € 477 880;
- PHARE Program «Economic and Social Cohesion», Labor Market Initiatives – project «Private Business – second chance for realization», that is to be implemented in 2004 on the territory of Dobrich municipality;

- PHARE Program «Economic and Social Cohesion», Labor Market Initiatives – project “Tourist Micro-destinations in Ten Regions in Bulgaria”;
- International Development Program, British Embassy – project “Career and Business Development Opportunities for Unemployed Youth”, 10 000 GBP.

Conclusions to be drawn from the business activities are the following:

- activeness of the redundant military servicemen to set up a small business is weak. There was a tendency for self-employment due to the difficulties in finding appropriate work because of the high unemployment percentage. This was due to the fact that in 2003 predominantly young military servicemen were released. This fact supposed a bigger initiative by them;

- main target group problem was the lack of any knowledge for the set-up of private business. Therefore they needed long-term education. In 2004 the Foundation coordinators will actively continue to direct newly released military servicemen to re-qualification courses for small and medium-sized business management;

- usually the process of business set-up is slow, related to many bureaucratic impediments, delay in credit granting decision-making by the institutions and permit issuing etc.;

- many of the redundant military servicemen after thorough analysis of their business ideas gave up implementing it and preferred employment;

- the redundant military servicemen showed interest in the possibility to receive credit on preferential terms in view of the economic situation in the country;

- consultations were related primarily to the finding of partners in the market, opportunities to identify appropriate business niches;

- the redundant military servicemen needed **high level of the RCs protectionism** to set up their own business.

3.5. Legal Consultations

The legal consultations provided in 2003 were 836. They are as follows:

RC Plovdiv – 449 /54 %/;

RC Sofia – 233 /28 %/;

RC Veliko Turnovo – 100 /12 %/;

RC Sliven – 54 /6 %/.

The main questions were related to basic dilemmas of the military servicemen with respect to their release from the Bulgarian Army and more precisely: receiving of notifications and orders of release, the termination of notifications, obligations on returning of possessions; pension opportunities in accord with common procedure before and after notification expiry and calculation of secure grants due, purchase of ensured experience, termination of military service contract upon mutual agreement, regular holiday benefits, status alteration of the military servicemen upon closing and reorganizing of military units, re-qualification rights, possibilities for legal defense of breached rights and legal interests related to redundancies in the army. This type of consultations was provided predominantly in the period of receiving the notifications and during the motivation training courses.

Simultaneously with these common problems brought up by many military servicemen, there were various specific problems requiring the provision of specialized consultations. These consultations were mostly related to the set-up of legal trade and private business and the required registration of company. The necessary documents were prepared and provided. Instructions on registration procedures were also provided.

In relation to upcoming new redundancies in 2004 the provision of legal consultations will be necessary and will be a leading trend of the Program again.

3.6. Results Achieved for the Period of April 2000 – December 2003

For April 2000 – December 2003 in all Resettlement Centers throughout the country there were a total of 10 310 registered redundant military servicemen and members of their families with a total of 22 528 visits for information and consultations. The ratio of registered and visits was approximately 1:2. However, most active visitors were those representatives of the target group that lived in and nearby the towns, where the Resettlement Centers functioned. The remaining military servicemen established contact with the coordinators primarily by telephone. Ratio of registered officers, non-commissioned officers and members of their families was the following:

- 5 451 officers, or 53 % of total number;
- 4 079 non-commissioned officers, or 40 % of total number;
- 780 family members, or 7 % of total number.

10 073 of all registered had the right to work including militaries from the reserve and members of their families. Remaining 237 persons were military servicemen that were still with notice of release at the end of 2003.

Resource Center Foundation coordinators forwarded to vacant job positions 4 142 persons, or 41 % of those having the right to work. Those that began work with direct support of Resource Center Foundation were 1 908 or 19 %. In 2003 the percentage of forwarded to vacant job positions varied from 55 to 63 % and that of those that began work with Resource Center Foundation assistance – from 25 – 29 %. In December 2003 these percentages dropped radically due to the fact that release notifications of nearly 3 600 persons expired and they went into reserve, i.e. they were subject to professional orientation, which according to methods of calculating these results led to their decrease.

Division of occupied job positions was the following:

- high level of management – 46 persons;
- middle level of management – 169 persons;
- low level of management – 261 persons;
- executive positions – 706 persons;
- security positions – 607 persons;
- private entrepreneurs – 119 persons.

Total number of announced job position in the Resettlement Centers was 4 718 in 97 cities and villages. Announced job positions turned out to be more than those occupied, which was a result of the high requirements of employers and the impossibility of part of the target group to cover these criteria on the one hand and the unwillingness of the militaries to begin work that did not meet their expectations, on the other.

The Resettlement Centers established work relations with 499 various state and private Labor Bureaus and Human Resource Agencies in 114 cities throughout the country.

Resource Center Foundation had a data base of 1 741 various employers of which 898 announced open job positions in the Resettlement Centers.

The Resettlement Centers' teams visited 238 different towns in the country realizing their activities.

The number of those having completed the motivation training courses was 5 780 from the very beginning of the Program. There were 703 units of the Bulgarian army visited during the entire Program implementation period.

Attachment 2 - Resettlement Program Consolidated Activities Report from April 2000 – December 2003

Attachment 3 - RC Sofia Consolidated Activities Report from April 2000 – December 2003

Attachment 4 - RC Plovdiv Consolidated Activities Report from April 2000 – December 2003

Attachment 5 - RC Sliven Consolidated Activities Report from April 2000 – December 2003

Attachment 6 - RC Veliko Turnovo Consolidated Activities Report from April 2000 – December 2003

4. Other Resettlement Program Initiatives

4.1. Days for Successful Start in Civil Society

On November 19-21, 2003 the Regional Information Center – Varna in cooperation with the Varna Business Agency organized “Days for Successful Start in Civic Society” in which 26 redundant military servicemen participated. Redundant military servicemen showed great interest in the professional orientation consultations - CV and motivation letter writing, expected questions at a job interview, appropriate behavior. Redundant military servicemen also received information on services provided by Varna Business Agency and the Regional Coordinator of the Resettlement Program. Legal consultations provided during the event were related to Commercial Law – the legal aspects of setting up a business under various legal types of enterprises registration. Business consultations were related mostly to planning of private business set-up, steps in registration of a company, preliminary consulting on credit and business taxes. The opinion of the redundant military servicemen was investigated by the distribution of inquiry cards, which also contained proposals for Program service provision improvement. The contentment of all investigated was recorded, as 92% of them declared their future participation in other events organized by Resource Center Foundation and Varna Business Agency. There was a proposal to organize a labor market event specifically for redundant military servicemen and to make a more active campaign concerning the Program service provision, as well as feedback on its implementation.

4.2. Internet Job Portal Set Up

This Resettlement Program initiative started in 2003. It aimed at establishing additional conditions for economic re-integration of the redundant military servicemen and their professional orientation. In July 2003 there was a contract signed between Resource Center Foundation and NIT – New Age Technologies Ltd. for *Internet Job Portal* elaboration. The aim of the portal is to meet employers seeking employees with redundant military servicemen from the Resettlement Centers’ data base. This is an additional option to stimulate the expansion of relations with employers and increases the professional orientation effectiveness process throughout the country. Personal records are kept confidentially as personal facts about the military servicemen, such as names, addresses, telephone numbers, education and other are not provided. In addition the Portal offers the opportunity to the military servicemen to select a re-qualification course. This supplement provides exceptional facilitation for course selection. The computer data base allows structuring and arrangement of information in accessible way. An appropriate algorithm provides a list only of those organizations offering education that are of interest to the military servicemen. The project cost is 3 000 EUR,

as Resource Center Foundation will redeem the right to use the program product created by NIT Ltd. The *Internet Job Portal* has been activated since the beginning of 2004 (<http://jobs.ngorc.net>).

4.3. Cooperation with “VIPlus” Ltd.

In November 2003 “*VIPlus*” Ltd. submitted the biggest employer’s order for vacant jobs at the Resource Center Foundation until now. The job vacancies to apply for were for the positions of taxi drivers of the Mercedes E200CDI automobiles – about 700-800 persons. The project was of “EcoPetroleum” Ltd., which would give a pilot run to 350 luxury taxi automobiles of “Mercedes”. In cooperation with “VIPlus” Ltd. Resource Center Foundation selected and recruited redundant military servicemen, that wanted to begin work at the so announced positions. For this purpose, on November 14, 2003 at the Resettlement Center in Sofia there was a workshop on the basic employer’s requirements and recruitment procedures. The Foundation psychosocial adaptation coordinators and psychologists from “VIPlus” took part in the workshop. The Resettlement Centers recruited personnel from the entire country for the period of November 17-21, 2003. 672 persons were informed, 115 out of which were forwarded to interviews.

On December 1-8, 2003 at the Resettlement Center in Sofia interviews with the participation of psychologists from both Resource Center Foundation and “VIPlus” Ltd were organized and conducted. There were 71 interviewed candidates forwarded to pass tests in two days. 39 of the interviewed candidates were directed to pass tests. Upon employer’s request, a meeting with an “EkoPetroleum” representative in Sofia was organized during which candidates received additional information on their relations with the employer. An advertisement for the position was published in the press during the selection process.

4.4. Joint Project with American University in Bulgaria

In the end of April 2003 the joint project “Monitoring and Post-training Realization of Released Military Officers”, implemented by Resource Center Foundation and the American University in Bulgaria finished. The project started in the beginning of July 2001 and was financed by the United States Agency for International Development. Project objectives were re-qualification of redundant military servicemen in the American University in Bulgaria and their post-training realization. Generally more than 200 militaries were enlisted to participate in the project. After the so made selection 106 persons were approved to start from July

2001 /respectively 53 in two groups/ and July 2002 /respectively 48/. Their assignment by modules is as follows: CISCO – 31 or 29, 25%; English – 39 or 36, 79%; Business and management – 36 or 33, 96%. Five persons were additionally enlisted and educated for CISCO instructors.

They all accomplished successfully their education. Contacts with 7 foreign banks were established, among which were the National Bank of Greece, Commercial Bank of Greece, Alpha Bank, Piraeus Bank, United Bulgarian Bank, Postal Bank, Demir Bank and about 150 companies from all over the country, with which we discussed the opportunities for internships for those who had accomplished the courses. Our aim was to find at least 100 employers of more than 150, who to assure internships of 106 graduates. In general, 39 paid internships out of the project budget were secured during the two-year pilot phase. 57 officers found job up to six months after finishing their retraining under the project either directly as a result of the internship, or on the job market. The percentage distribution of internships and employments until April 30, 2003 is:

INTERNSHIPS:

- **Business and management – 13 internships of 36 graduates – 36.11%;**
 - **English – 13 internships of 39 graduates – 33,33%;**
 - **CISCO – 13 internships of 31 graduates – 41,93%;**
- Average internships: 37.13%*

EMPLOYED:

- **Business and management – 20 employed of all 36 – 55,55%;**
 - **English – 22 employed of all 39 – 56,41%;**
 - **CISCO – 15 employed of all 31 – 48,38;**
- Average employed: 53.45%*

The overall average for the three groups is in terms of both internships and/or employment started is 45.3%. The remaining officers either did not accepted our assistance or turned out to be non-competitive for the employers, who preferred their better-prepared colleagues. As it is visible from the above, 57 of these 106

were employed, respectively 20 of the Business module, 22 of the English module and 15 of the CISCO module or 53, 5% of all 106 students.

5. Public Relations

5.1. National and International Forums Participations

In 2003 the Resettlement Program was presented in several international conferences and seminars by the chief coordinators:

17.09.2003 – International conference on “ Contemporary Control Over Arms Export in the Process of Bulgaria’s Accession to NATO”, organized by the Ministry of Foreign Affairs of Bulgaria.

24.09.2003 - “Contacts with NGOs, Academic Community, Parliament and media - inseparable component of conducting strategic survey on defense”.

22-25.10.2003 - Seminar on “Using of defense resource management system to be compatible with NATO”, organized by the University of National and World Economy and the Ministry of Defense.

08.11.2003 - International conference on “Civic Control over Defense Systems”, organized by Foundation “ Friedrich Neumann” and the Political Center.

Conclusions of conference and seminar participations were:

- the Resettlement Program model provoked a great interest among the wide public;
- the achieved results concerning social and economic re-integration of the redundant military servicemen were of public interest;
- NGOs had sufficient experience and quality potential to support the state in responsible activities realization.

5.2. Resettlement Program Popularization

In 2003 the Resettlement Program team worked actively for wider popularizing and adequate informing of the society for the Program activities, effectiveness and results via the print and electronic media. Our advertising campaign was not very active, but we aimed the provided and published information to reach the wide public and mostly the redundant military servicemen. The Bulgarian army reform in accord with Plan 2004 affected thousands of military servicemen. Our aim was to support their difficult transition to civil life by providing explicit information on what they can receive from us and where to find us by media announcements. Using the mass media means we continuously reminded to the interested institutions and the community as a whole of how topical and painful is the problem of the economic re-integration of the

redundant military servicemen. The responsiveness and the accompaniment of most Bulgarian media to our activities make us to believe that our model and acquired experience give support to the state for the successful accession to NATO.

Detailed interviews of Mr. Stelian Stoichev – Executive Director of the Foundation were published in the newspapers “Novinar” and “Pari” during the second half of the year. In these interviews, in addition to the Program activities, explicit explanations to the Program problems, financing and expense reporting were given.

Most media showed specific interest in the participation of the Foundation at the labor market events in Sofia and throughout the country. All leading daily newspapers published articles for our stand and what it offered – Newspapers “Trud”, “Standart”, “24 Chasa”, “Bulgarian Army”, as well as the Bulgarian Telegraph Agency. There were also two TV broadcasts with the participation of the Chief Coordinator of the RCs Mr. Kaloyan Pargov. The participation of the each Resettlement Center in the regional labor market events were covered by the local cable televisions, radios and newspapers. Our representatives were almost everywhere during the press conferences with the journalists.

The two workshops for experience exchange with representatives of Serbia and Montenegro and Albania had wide media coverage. The Bulgarian National Radio broadcasted direct the conversation with the Secretary General of the Atlantic Council of Serbia and Montenegro – Mr. Velko Kadievich. Nova Televisia and the Military Channel covered the event also. The newspapers “Trud”, “24 Chasa”, “Sega”, “Novinar”, “Bulgarian Army”, “Standart” published materials on how the Bulgarian model of Resource Center Foundation in the sphere of social adaptation and its experience were transferred as know-how in other countries for the set-up of similar programs.

In the central and regional press of 2003 there were released featured articles for the redundant military servicemen that have succeeded with the assistance of the Resettlement Program in finding their place in the civil society. They were described as successful practices of the Resource Center Foundation in publications of the newspapers “Novinar”, “Sega” and “Capital”.

In 2003 the updating and maintaining of the Program Web Page continued. Specific links for the redundant military servicemen and employers were inserted – besides the received information they can place their application to the corresponding center by internet and by filling in the necessary documents. Program results were updated on a month basis.

Analyzing the coverage of the problems in the mass media we can conclude that in general the Resettlement Program and the Resource Center Foundation respectively /despite the common not quite

favorable image of foundations in the media/ has established a good name and a positive image in the media. As an evidence for this, it may be pointed out the lack of negative publications in the press, as well as the large number of journalists that attended our press conferences and events. To a great extent this was a result of the informal meetings with leading journalists of the central press in the Foundation office upon invitation of Mr. Stelian Stoichev. It was of great importance for the media representatives to be convinced in the transparency of the processes. A positive effect in the society received the fact that Resource Center Foundation requested a financial audit from an independent international audit organization – KPMG. All these matters were included in many articles.

In 2004 we will make effort to increase the media popularization of the Program through the electronic media. Our participation in this media sector is currently insufficient. Regular meetings with journalists interested in social adaptation problems and the Resettlement Program will certainly continue.

Attachment 7 - List of Media Publications

6. Resettlement Program Regional Impact

6.1. Know-how Transfer to Serbia and Montenegro

In 2003 the Program gained a regional and international approval, as the established model and long-term experience were provided as a know-how to partner organizations from Serbia and Montenegro and Albania to start similar programs in their countries.

On October 16-17, 2003, **a delegation from Serbia and Montenegro**, including representatives of the Atlantic Council of Serbia and Montenegro, Ministry of Defense and General Staff of Army of Serbia and Montenegro visited Resource Center Foundation to exchange experience. The aim of the work visit was transfer of Resource Center Foundation know-how for start-up and implementation of a Program for Social Adaptation and Economic Re-integration of Redundant Military Servicemen into the Civil Society. The workshop was held in the conference hall of the Resettlement Center in Sofia. Mr. Stelian Stoichev – Executive Director of Resource Center Foundation introduced the Resettlement Program history, methodology, structure and effectiveness, opened the workshop. Mrs. Sonya Yankulova – Deputy Minister of Defense and Admiral Peter Stranchevski – Defense Secretary to the President of Republic of Bulgaria welcomed the event. On behalf of both institutions they expressed their firm support and high assessment of the Foundation activities (See Attachment 8). It was confirmed that the good partnership and united efforts between the state and non-government sectors were of high importance for the successful realization of the

social adaptation model. His Excellency the Ambassador of Serbia and Montenegro in Bulgaria Cedomir Radoikovic and the Defense Attaché colonel Radovan Miletic attended the workshop opening.

The workshop subjects were related to the Resource Center Foundation experience in implementing the Resettlement Program since its beginning until now, the achieved results, the encountered difficulties and methods of overcoming them. Mr. Peter Pashov - State Expert, "Social adaptation" Department at "Personnel Policy and Social Activity" Directorate of Ministry of Defense made a presentation on the collaboration between Resource Center Foundation and Ministry of Defense under the Resettlement Program implementation. The Serbian and Montenegro partners presented the main aspects of the army reform in their country and the opportunities to initiate a similar program.

On October 17, 2003 the international participants had the opportunity to visit the Resettlement Center in Plovdiv and became acquainted with its work. The coordinators presented their daily practices, the achieved results and projects that were realized on the territory of Central South Bulgaria. The delegation visited two re-qualification courses – for foreign languages and the Food Processing School, where they had the opportunity to discuss the process of re-qualification with lecturers and redundant military servicemen.

6.2. Know-how Transfer to Albania

The workshop with the representatives from Albania was at the same agenda and program for the period of November 27-28, 2003. On November 27, 2003 the foreign participants visited the Resettlement Center in Sofia, where the Chief Coordinator of the RC's Mr. Kaloyan Pargov presented the Resettlement Program. Mr. Ilko Dimitrov – Deputy Minister of Defense of R Bulgaria welcomed the event (See Attachment 9). Colonel Peter Iliev – Head of "Social adaptation" Department at "Personnel Policy and Social Activity" Directorate of Ministry of Defense made a presentation on the collaboration between Resource Center Foundation and Ministry of Defense under the Resettlement Program implementation. The conclusions after the presentation of col. Iliev concerning the collaboration with Resource Center Foundation were positive, as they were shared by the Minister of Defense on his visit to HQ NATO in Brussels for social adaptation problems discussing. On November 28, 2003 the Albanian representatives visited RC Plovdiv in order to become familiar with its practical activity.

The workshops were highly assessed by our partners from Serbia and Montenegro and Albania, which was shared with the relevant officials from NATO Economic Directorate and the relevant Ministries of Defense of both countries (See Attachment 10 and Attachment 11).

The social adaptation model, which was created and successfully applied by Resource Center Foundation, proves to be a regional model for solving similar problems due to the army reforms in the SEE countries. Such events confirm recognition and evaluation of the Program effectiveness.

7. Activity Analysis

7.1. Problems and Conclusions

In 2003 several problems were identified during Program implementation. The first two of them are related to the law that arranges the resettlement process. Order N 4 of the Ministry of Defense regulates the conducting of the motivation training courses before receiving notifications of release by the military servicemen. As a result the Foundation conducted motivation training courses to a bigger number of military servicemen, because some of them were rehabilitated to work or did not receive notifications of release. Another identified problem was related to the re-qualification. According to an order of the Minister of Defense the maximum amount of money that the Ministry of Defense allots for a re-qualification course is 400 BGN and is the same for all courses. In our opinion the price for the different types of courses should be different, which will stimulate the re-qualification organizations to offer more qualified education.

In 2004 the relations with the central and local authority will be extended. The lack of sufficiently good coordination among the state institutions hinders the employment of good professionals with relatively similar qualifications and skills in other departments.

7.2. Perspectives and Challenges

In 2004 the Resettlement Program will continue to implement its main goals and tasks. **About 2000 militaries** are expected to be released according to implementation of Plan 2004. The Resettlement Centers' teams will continue to work on presenting the Program in the units which will be affected by the reform. Consequently motivation training courses will be held by the coordinators. After the re-qualification period, which usually lasts 6 months, the redundant military servicemen will be offered available job positions aiming at their full economic re-integration.

The efforts of the Resettlements Centers' teams **will be directed to professional orientation of the target group representatives** in 2004. Program statistics show that at the end of 2003 **97 % of the total number of registered** is military servicemen from the reserve and members of their families, i.e. having the right to work or set up their own business. Considering the unstable economic conditions in the country and the high unemployment percentage, specifically in some underdeveloped regions, the coordinators from the

Resettlement Centers will work on establishing relations with new employers to announce vacant job positions. This initiative will be related to the realization of month business trips throughout the country, especially in places with highest percentage of redundant military servicemen such as Blagoevgrad, Montana, Haskovo, Kazanlak, Yambol, Bourgas, Rousse, Dobrich, Shoumen, Pleven and other. As a supplement to these efforts is the set up of the Internet Job Portal (<http://jobs.ngorc.net>) that started to function in the beginning of 2004.

In 2004 the partnership project **“Private Business – second chance for realization”** among Resource Center Foundation, Agency for Regional Economic Development and Investments in Dobrich and Agro-Business Center Silistra will be implemented. The project was supported and financed by the PHARE Program, “Labor Market Initiatives” Project. Project execution period is 10 months and will be implemented on the territory of Dobrich District, where there are a high percentage of redundant military servicemen. It starts in January 2004. The main project goal is reduction of unemployment in Dobrich District by increase of economic activities and enterprising among unemployed ex-militaries. The redundant military servicemen of the Dobrich and Balchik garrisons have high level education and good organizational and leadership skills. They are compelled to adapt to civil life and find their realization. They have good chances to acquire start up capital and to provide credit financial security. Based on all these prerequisites they are an appropriate target group that can acquire enterprising skills and knowledge for setting up private business. The successful transforming of the military servicemen into employers will provide vacancies not only for them but also for other unemployed in the region.

The main project activities include the conducting of motivation training to the target group on the development of private business; training on setting up of an own business with additional modules for business planning, marketing, financial and human resource management. A consultation by a board of experts during the start up and development period of the future companies until they reach a sustainable and successful imposing on the market will be provided. Most enterprising redundant military servicemen during the training will be stimulated by organized visits to specialized exhibitions for establishing relations with potential contractors.

Expected **specific project results are:**

- 6 specialized modules conducted for set-up and management of the business with 40 pre-selected redundant military servicemen;
- A minimum of 500 specialized consulting services and 40 developed business plans and applications for credit;

- A minimum of 15 new registered companies.

The Resettlement Program continuation in 2004 is of great importance for the unimpeded running of the reform in the Bulgarian army. The Resource Center Foundation teams have rich experiences in the execution of the Program objectives and tasks - a prerequisite for its successful extension in 2004.

Resource Center Foundation

Resettlement Program

January 2004

8. Attachments

8.1. Attachment 1 – President’s Support

Translation

Sofia, May 2003

I would like to express my firm support to all initiatives and projects designated to mitigate the painful social processes of adaptation of the military personnel that have been released from duty in the Republic of Bulgaria. I have been following carefully the implementation of the current programs for adaptation of the officers and NCOs who are due to leave the structures of the Bulgarian armed forces as a result of the reform of the military and in view of the country’s future accession to NATO. The re-adaptation of the released military to civilian life and the protection of their dignity is a task of great national significance.

The on-going programs for social adaptation run by the Resource Center Foundation and the Bulgarian Association of Social Entrepreneurship are a fine example of involving the civil society in addressing the problems of the Republic of Bulgaria. The successful completion of the Social Adaptation Program and the project for the conversion of former military facilities into civilian sites, operated jointly by the civil organizations and the Ministry of Defense, will help cushion the social blow on hundreds of Bulgarian military and their families.

I have no doubts that such programs carried out in the spirit of good governance and democratic control will find a favorable response with the Bulgarian departments. Moreover, they will hopefully encourage other NGO’s, Bulgarian and foreign sponsors and donors, who are willing and able to help resolve this problem of crucial importance. Besides, I feel certain that our future NATO allies and EU partners understand the poignancy of the issue of social adaptation in Bulgaria and will continue to participate actively in the implementation of projects and programs meant to alleviate its heavy social and political burden on the entire Bulgarian public.

Georgi PARVANOV
PRESIDENT OF THE REPUBLIC OF BULGARIA

8.2. Attachment 2 – Resettlement Program Consolidated Activities Report from April 2000 – December 2003

№	FIGURE	04/2000 - 12/2003
1.	Visits to the Resettlement Centers for information and consultancies	22528
2.	Number of the total number of registered individuals (A+B+C)	10310
	A. Registered servicemen with an order of discharge	237
	- Officers	155
	- Non-commissioned officers	82
	B. Registered servicemen from the reserve	9293
	- Officers	5296
	- Non-commissioned officers	3997
	C. Registered servicemen family members	780
	Note: Of the registered, with work authorization (B+C)	10073
3.	Forwarded to a position by Resettlement Centers staff	4142
4.	Number of employed with direct assistance of RC staff (A+B)	1908
	A. Employed - consulted and used the services of the RCs	1789
	- High level of management	46
	- Middle level of management	169
	- Low level of management	261
	- Executive positions	706
	- Security positions	607
	B. Private entrepreneurs - who started up their own businesses	119
5.	Number of contacted employers	1741
	Number of settlements with contacted employers	115
6.	Number of employers who have announced available positions	898
	Number of settlements with announced available positions	87
7.	Number of announced positions at the Resettlement Centers	4718
	- High level of management	68
	- Middle level of management	290
	- Low level of management	295
	- Executive positions	2142
	- Security positions	1923
	Number of settlements with announced job positions	97
8.	Number of vacant positions announced as of 31.12.2003	22
	Number of settlements with available positions as of 31.12.2003	1

9.	Work contacts with Labour Bureaus and HR agencies	499
	Number of settlements with established connections with Labour Bureaus and HR agencies	114
10.	Number of settlements visited by RC teams	238
11.	Number of servicemen who attended a Motivation Training Course	5780
12.	Number of law consultations given	1661
13.	Visited military garrisons	703

8.3. Attachment 3 – RC Sofia Consolidated Activities Report from April 2000 – December 2003

№	FIGURE	04/2000 - 12/2003
1.	Visits to the Resettlement Centers for information and consultancies	5984
2.	Number of the total number of registered individuals (A+B+C)	2886
	A. Registered servicemen with an order of discharge	138
	- Officers	95
	- Non-commissioned officers	43
	B. Registered servicemen from the reserve	2290
	- Officers	1405
	- Non-commissioned officers	885
	C. Registered servicemen family members	458
	Note: Of the registered, with work authorization (B+C)	2748
3.	Forwarded to a position by Resettlement Centers staff	1492
4.	Number of employed with direct assistance of RC staff (A+B)	741
	A. Employed - consulted and used the services of the RCs	711
	- High level of management	17
	- Middle level of management	91
	- Low level of management	160
	- Executive positions	301
	- Security positions	142
	B. Private entrepreneurs - who started up their own businesses	30
5.	Number of contacted employers	428
	Number of settlements with contacted employers	20
6.	Number of employers who have announced available positions	279
	Number of settlements with announced available positions	6
7.	Number of announced positions at the Resettlement Centers	820
	- High level of management	23
	- Middle level of management	95
	- Low level of management	133
	- Executive positions	321
	- Security positions	248
	Number of settlements with announced job positions	12
8.	Number of vacant positions announced as of 31.12.2003	17
	Number of settlements with available positions as of 31.12.2003	0

9.	Work contacts with Labour Bureaus and HR agencies	107
	Number of settlements with established connections with Labour Bureaus and HR agencies	36
10.	Number of settlements visited by RC teams	95
11.	Number of servicemen who attended a Motivation Training Course	1132
12.	Number of law consultations given	434
13.	Visited military garrisons	179

8.4. Attachment 4 – RC Plovdiv Consolidated Activities Report from April 2000 – December 2003

№	FIGURE	04/2000 - 12/2003
1.	Visits to the Resettlement Centers for information and consultancies	4040
2.	Number of the total number of registered individuals (A+B+C)	2005
	A. Registered servicemen with an order of discharge	20
	- Officers	18
	- Non-commissioned officers	2
	B. Registered servicemen from the reserve	1837
	- Officers	1135
	- Non-commissioned officers	702
	C. Registered servicemen family members	148
	Note: Of the registered, with work authorization (B+C)	1985
3.	Forwarded to a position by Resettlement Centers staff	1210
4.	Number of employed with direct assistance of RC staff (A+B)	304
	A. Employed - consulted and used the services of the RCs	281
	- High level of management	25
	- Middle level of management	27
	- Low level of management	31
	- Executive positions	83
	- Security positions	115
	B. Private entrepreneurs - who started up their own businesses	23
5.	Number of contacted employers	381
	Number of settlements with contacted employers	25
6.	Number of employers who have announced available positions	203
	Number of settlements with announced available positions	21
7.	Number of announced positions at the Resettlement Centers	941
	- High level of management	33
	- Middle level of management	75
	- Low level of management	69
	- Executive positions	255
	- Security positions	509
	Number of settlements with announced job positions	25
8.	Number of vacant positions announced as of 31.12.2003	5
	Number of settlements with available positions as of 31.12.2003	1

9.	Work contacts with Labour Bureaus and HR agencies	99
	Number of settlements with established connections with Labour Bureaus and HR agencies	15
10.	Number of settlements visited by RC teams	41
11.	Number of servicemen who attended a Motivation Training Course	1154
12.	Number of law consultations given	808
13.	Visited military garrisons	116

8.5. Attachment 5 – RC Sliven Consolidated Activities Report from April 2000 – December 2003

№	FIGURE	04/2000 - 12/2003
1.	Visits to the Resettlement Centers for information and consultancies	6714
2.	Number of the total number of registered individuals (A+B+C)	2968
	A. Registered servicemen with an order of discharge	57
	- Officers	27
	- Non-commissioned officers	30
	B. Registered servicemen from the reserve	2822
	- Officers	1370
	- Non-commissioned officers	1452
	C. Registered servicemen family members	89
	Note: Of the registered, with work authorization (B+C)	2911
3.	Forwarded to a position by Resettlement Centers staff	731
4.	Number of employed with direct assistance of RC staff (A+B)	334
	A. Employed - consulted and used the services of the RCs	322
	- High level of management	2
	- Middle level of management	23
	- Low level of management	13
	- Executive positions	154
	- Security positions	130
	B. Private entrepreneurs - who started up their own businesses	12
5.	Number of contacted employers	583
	Number of settlements with contacted employers	36
6.	Number of employers who have announced available positions	321
	Number of settlements with announced available positions	38
7.	Number of announced positions at the Resettlement Centers	2388
	- High level of management	2
	- Middle level of management	68
	- Low level of management	57
	- Executive positions	1464
	- Security positions	797
	Number of settlements with announced job positions	38
8.	Number of vacant positions announced as of 31.12.2003	0
	Number of settlements with available positions as of 31.12.2003	0

9.	Work contacts with Labour Bureaus and HR agencies	108
	Number of settlements with established connections with Labour Bureaus and HR agencies	34
10.	Number of settlements visited by RC teams	35
11.	Number of servicemen who attended a Motivation Training Course	1856
12.	Number of law consultations given	103
13.	Visited military garrisons	284

8.6. Attachment 6 – RC Veliko Turnovo Consolidated Activities Report from April 2000 – December 2003

№	FIGURE	04/2000 - 12/2003
1.	Visits to the Resettlement Centers for information and consultancies	5790
2.	Number of the total number of registered individuals (A+B+C)	2451
	A. Registered servicemen with an order of discharge	22
	- Officers	15
	- Non-commissioned officers	7
	B. Registered servicemen from the reserve	2344
	- Officers	1386
	- Non-commissioned officers	958
	C. Registered servicemen family members	85
	Note: Of the registered, with work authorization (B+C)	2429
3.	Forwarded to a position by Resettlement Centers staff	709
4.	Number of employed with direct assistance of RC staff (A+B)	529
	A. Employed - consulted and used the services of the RCs	475
	- High level of management	2
	- Middle level of management	28
	- Low level of management	57
	- Executive positions	168
	- Security positions	220
	B. Private entrepreneurs - who started up their own businesses	54
5.	Number of contacted employers	349
	Number of settlements with contacted employers	34
6.	Number of employers who have announced available positions	95
	Number of settlements with announced available positions	22
7.	Number of announced positions at the Resettlement Centers	569
	- High level of management	10
	- Middle level of management	52
	- Low level of management	36
	- Executive positions	102
	- Security positions	369

	Number of settlements with announced job positions	22
8.	Number of vacant positions announced as of 31.12.2003	0
	Number of settlements with available positions as of 31.12.2003	0
9.	Work contacts with Labour Bureaus and HR agencies	185
	Number of settlements with established connections with Labour Bureaus and HR agencies	29
10.	Number of settlements visited by RC teams	67
11.	Number of servicemen who attended a Motivation Training Course	1638
12.	Number of law consultations given	316
13.	Visited military garrisons	124

8.7. Attachment 7 – List of Media Publications

Sofia: **TRUD**

p. 5, *author*: Evgeni Genow

More than 6 000 officers and sergeants are going in reserve on December 3 due to dismissals in the army.

MILITARY SERVICEMEN BECOME CAB DRIVERS OF MERCEDES AUTOMOBILES

Military servicemen will drive the first cabs – Mercedes E 200 CDI home, is what became evident at the Labor Market for redundant military servicemen at the Central Military Club. The automobiles are ownership of EcoPetroleum JSC. The firm gives a pilot start to 350 new luxury automobiles after New Year, at first in Sofia. The automobiles are produced for the project in Mercedes factories in Stutgard is what was explained by the event organizers. Prices at which clients will be driven are still not specified.

EcoPetroleum is employing 700-800 redundant military servicemen for implementing the idea. Ex-military are preferred due to their discipline, responsibility and ability to work in a team. Two persons will be driving one automobile. One of them will have the status of a private merchant in joint cooperation with the firm.

The Mercedes contracts set a 5 year monthly payment of installments. Requirements for those interested include driver's license "B" category. Category "C" is a privilege. All interested may receive further information from the Resource Center Foundation that is the project implementation mediator and will screen candidates for position.

More than 6 000 officers and sergeant-majors are going in reserve on December 3 due to drastic dismissals in the army. They have 6 months notifications from June 1. About 20 firms and organizations participate in the Market of Sofia Garrison offering over 500 various positions.

BULGARIAN ARMY

21.11.2003

author: Rumiana Stanimirova

**OVER 500 WORK POSITIONS ANNOUNCED ON THE LABOR MARKET FOR
SERVICEMEN FORM THE RESERVE**

“Over 500 work positions were offered yesterday by firms and business organizations participating the in the third exhibition of the Labor Market for servicemen from the reserve in the capital. They offered work in various spheres of economics, transportation, security, construction, housing gasification, publishing and other.

“I most sincerely hope that having visited the current Labor Market, every serviceman from the reserve discovers his/her second chance to have his/her professional career turned into a specific civic realization,” said Colonel Petar Illiev, Head of Social Adaptation Department at Personnel Policies and Social Adaptation Directorate at MD. In addition to the Military Administration experts, the Implementing Agency “Military Clubs and Information” participated in the preparation of the market with the support of the *Personnel department* of GS of BA. The opening was attended by the President’s Secretary of National Defense, Rear Admiral on Reserve, Petar Stranchevski. He assured those present of his support of the social adaptation problems of the servicemen going on reserve.

Advantageous offers were received by the servicemen on reserve at the stand of Resource Center Foundation, main partner of Ministry of Defense. In cooperation with “EcoPetroleum” Ltd., there were offered nearly 700 positions for taxi drivers of brand new Mercedes E 200 CDI cars, produced specifically for this purpose in Mercedes factories in Stutgard, Germany. The servicemen from the reserve will contract the firm as private dealers with the right to pay off car installments for a 5 year period. The Mercedes cabs are produced in yellow and will offer citizens of Sofia entirely different services. The firm logo will include services of higher quality, comfort and luxury that have been unfamiliar until recently, accompanied by the appointment of perfect personnel. It is for this reason that the firm representatives have approached the servicemen on reserve as the most appropriate target group to respond to their requirements. The yellow Mercedes cabs will move to the province with servicemen behind the wheel, should there be considerable development of the business.....

The participants in the Labor Market presented firms in the program seminar. The market will open its doors today at 9:30AM to last until 5:00PM. Management of IA “Military Clubs and Information” will present the most active participants with Certificates of Excellent Performance.”

BULGARIAN ARMY

21.11.2003

Author: Rumiana Stanimirova

EX-MILITARY ARE CONSULTED FOR FREE ON HOW TO INTEGRATE INTO SOCIETY

“Days for Successful Start in the Civic Society” started in the office of “Business Agency – Varna”. They are organized by Resource Center Foundation in partnership with the Varna Society. Over 100 ex-military are invited to get acquainted with possibilities for support they may receive from the *Social Adaptation and Economic Integration of Redundant Military Servicemen in the Civic Society*, implemented by the Foundation jointly with the Ministry of Defense.

How to develop their own business idea step by step, how to plan its finances, where to receive credit for its realization - are all included in the consulting services offered by “Business Agency – Varna” to all those attending the event. For those who do not intend to start their own business there is a preparation for applying for work. The redundant military servicemen learn: how to write their CV by European standards; about the purpose and contents of a Motivation Letter; and how to behave during an interview in order to present their abilities and qualifications to their best. Legal advice they may receive concerns issues in the area of Trade and Labor legislation on legal aspects of starting private business, employee and staff rights when starting work and execution of work obligations. All types of consultations are either group or individual.

**CREDITS PROVIDED TO REDUNDANT MILITARY SERVICEMEN
THEIR START-UP OF PRIVATE BUSINESS BEING THE GOAL**

“Zhivotat”: 4, Oct. 24, 2003

Author: Mitko Dimitrov

The redundant military servicemen due to the reform will be able to receive credit of 2 000 - 20 000 Lv.

This extra-special is given by “Vellmar Broker” and “Microfund” Varna. Their joint project provides the opportunity for business start-up.

To receive the credit, the redundant military servicemen must make a 10-years life insurance in “Vellmar Broker” It is savings insurance and raised funds may be drawn out at any period of time.

The redundant military servicemen must go to “Microfund” Varna with the insurance policy, where they will receive their credit that may not exceed the policy value. The money must be paid off in 2 years.

There is no first year interest, but rather a tax of 8.5% of total credit value is paid. Second year interest is 13%. Provided credit is only for developing a business. “We provide it after a business plan is presented,” clarified both structures.

RELEASED MILITARY SERVICEMEN GIVEN CREDIT FOR LIFE INSURANCE

Preferential credits are given to redundant military servicemen by “Microfund” Varna and “Velmar Broker”. Yesterday, the product was presented at the “Business Agency Varna” office, where the Microfund is located.

The former military servicemen may receive loans for business start-up. The resources amounting from 2000 to 20 000 Lv (or equivalent foreign currency) are granted for a 2-years time period. There is no first year interest, but rather an 8.5% tax only. The second year interest is 13.5%. After first loan payment, clients may draw a second loan, amount of which may be increased up to 50 000 Lv on assessment of “Microfund” Varna.

Credit is secured by a savings life insurance at “Velmar Broker”, where the former military servicemen may deposit their salaries received at leaving the army. After insurance expires, accumulated sum is paid off only once or as rent. There may be preliminary contract termination as the insurer receives the principal plus accumulated interest up to date of termination.

***“VELLMAR BROKER” LTD. DEVELOPED A UNIQUE FRAMEWORK FOR LIFE
INSURANCE BY CREDIT GRANTS FOR BUSINESS***

Author: Plamen Georgiev

“Vellmar Borker” Ltd. presented at a press-conference in Shoumen their long-term life insurance of investment type by micro-crediting for the adaptation of redundant military servicemen. The team of the National Insurance Broker developed a unique framework for combined provision of insurance by credit granting, in cooperation with the “Microfund” JSC. It is exclusively designed for redundant military servicemen that intend to start their own private business. To apply for this service, the candidates must make a lump-sum payment for life insurance of 15 000 Lv. with the amount received from the army at their discharge. The insurance itself is for 10 years and serves for financial security of the start credit of enterprising former military servicemen, which may reach up to 20 000 Lv. The resources are granted on tax preferences and the insurance is accumulated at interest of an average of 10%. Even without any credit request, there may be an insurance contracted is what Annie Gencheva and Valya Tasheva from “Vellmar Broker” Ltd. explained.

“I most certainly consider this framework as one that may function well and provides perspectives for the redundant military servicemen,” was shared yesterday by the representative of the “Microfund” JSC in Sofia, Todor Dimov. According to marketing research of the association, about 3000-4000 redundant military servicemen must now chose whether they would become employed or develop their own business. The total number of the redundant military servicemen in Bulgaria since the year 2000 until present is nearly 14 000. Only this year, there are 80 discharged persons in Shoumen, but a new wave of discharge is expected. They are under the order of discharge until December 24, 2003. All interested in this new offer, may receive competent consultations from “Microfund” JSC and “Vellmar Broker” Ltd., until Chirstmas this year. The National Insurance Broker that has been licensed since three years has at disposal a developed office network in 60 towns and more than 5 000 consultants.

REDUNDANT MILITARY OFFICERS: WE SHALL WORK; THERE IS NO PLACE FOR DESPAIR

300 people each day pass through social adaptation centers

Some young men stand on the sidewalk of Sheynovo St. in Sofia. Quite close to the maternity hospital. However, they are not expecting heirs. They are waiting to visit the Resettlement Center. In simple words, these men are part of those 5000 officers and sergeant, which were served notices for dismissal from the army on 2 June. They enter timidly the Center office and look around. An employee immediately approaches and asks how she can help. "Have you come for courses, or for legal consultation or for business?" she asks.

"Well, for some courses, maybe computer literacy ones", a tall man says. He is lieutenant-colonel Valentin Stanev from Sofia detachment 44510. The interesting thing is that he is only 38 years old and already has risen so high in the military hierarchy. He has two children. "I can say what I did, but we did 24-hour point duties", he explains and goes to fill out the forms, which the employee has provided. He does not show any anger towards the army. "The time I worked there is enough for me, now I have to find another employment. There is no place for despair."

At least 200-300 people come every day, according to the senior coordinator of Resource Center Foundation – Kaloyan Pargov. This is the only organization having a formal contract with the defense ministry to work in the field of social adaptation of military officers. Each of the four centers of the Foundation employs a psychologist, a legal expert, a business consultant and a senior coordinator. Each of them has specific functions of offering free-of-charge services to the military man and to his family.

"When the officer comes here, he first inquires about the motivation course. It lasts two days with total 15 hours of training by a psychologist", explains Pargov. The Ministry of Defense has authorized three organizations to conduct that type of courses – Resource Center Foundation, Bulgarian Industrial Association, and the Civil Adaptation Association. The course methodology was approved by the Minister for Defense. Participants are trained how to write motivation letters, how to find their advantages and weak points to be able to highlight the positive side of their qualifications and to conduct themselves properly at job interviews. The group consists of maximum 25 people. "There are similar course in western armies as well. There, the officer is seen by a psychologist and does some tests. This is an ongoing work throughout his entire career so that an assessment can be made as to his fitness to continue or as to termination of his employment contract", explains Pargov. In Bulgaria, the basis is still being established for motivation to become an ongoing process for our military officers.

Presently, such courses are being conducted in Vratza, Montana, and Sofia. In the capital city, redundant officers from First Army Corps and the National Guard are scheduled to attend the course. The other have already passed it. Total 135 courses were conducted with 3224 participants, shows Center statistics. This accounts for 90% of the officers made redundant one year ago. The course is elective and paid for by Ministry of Defense.

This course is followed by the second step – the retraining course. It is paid for by Ministry of Defense, which pays up to BGN.400. "The Center is only an intermediary and not a training organization. Each office has a big table with leaflets of training organizations. There, the visitor goes and chooses the training organization and the course they wish to attend. A contract is signed in duplicate", explain Resource Center employees. Hearing about contract signing, another man turns around and starts asking what he can do about his future qualification. "I worked for 7 years in the Air Force, at Bozhurishte detachment. I regret nothing. I also have a good civil specialty, by means of which I believe I could realize myself in the civil life." This was said by the 30-year old captain Plamen Nenov. His colleague from Bozhurishte, Plamen Krastinov, supports his idea to study and, though being 42 years old, says: "We are men in our prime and we cannot let

the life ruin us. We shall still live.” He does not regret even his divorce a few years ago, but sees it as a means to change a lot of things in his life.

Unlike these men, the others are more shy and do not wish to say where they have served and what their future plans are.

“In addition to courses, we offer here a number of services such as free-of-charge psychological consultation, only this is not clinical psychology but people learn how to deal with stress”, the employees say. “At the center, so far no man has said that he wants to sue the Ministry of Defense. If there have been such cases, these men probably hire external lawyers and not our legal experts”, says Kaloyan Pargov.

For the period April 2000 – 15 March 2003 6216 military officers and their family members were registered at the centers in Sofia, Plovdiv, Veliko Tarnovo, Sliven, Stara Zagora, and Varna. 17 423 visits were made. This means that one man has made more than two visits there on various occasions.

Of all registered persons, 5856 have the right to work. The rest are carrier officers who can not start working until their notices expire. The Centers have direct 2 478 redundant officers to specific jobs. The positions taken by the military officers and their family members are in various professional fields and with various degrees of responsibility, Pargov explains.

The coordinators of Resettlement Centers conduct individual discussions with each visitor. Each visitor is provided with the relevant information on motivation courses or on training organizations and assistance is given in the selection of a training course, also psychological, legal or business consultation.

“There used to be security in the army before that: you know that you join, you retire and you take 20 salaries and that is that. With the market economy there is no security as no employer can guarantee a permanent job and income. Now even a lieutenant or a captain may be dismissed”, say Center employees.

According to them, 80% of all redundant officers need to visit the centers. “These are people who lose their orientation point and need assistance. The remaining 20% have been employed in the more open defense system – they had contacts outside detachments and have not lived behind bars. They do not need help and more easily find jobs in the civil life”, says Pargov. Such are the former employees of MD Research Institute.

Another type of visitors is looking for business consultations. They need a business plan prepared for them, need to learn about microcrediting opportunities, what documents they will need, how to register a company.

“The military man is a good team player, endures stress, is capable of working in a stress situation, he is a good manager and human resource manager and that is why some companies prefer such men”, the center is pointing out the advantages of military officers.

Notwithstanding the good work of the Center (sociological surveys showed that 80.6% of all respondents would go there for assistance), some time ago the President Parvanov declared that he was not satisfied with the work on social adaptation of military officers. Then he undertook to act as intermediary between various institutions so that jobs could be found for those people. Some ideas were for them to assume positions preferentially at the Ministry of Interior, as tax inspectors and with Border Police.

In Bulgaria, a unique model has been created for social adaptation involving cooperation of the state and the non-governmental sector. This is a well-known principle in the developed countries – the state, if it wants a bigger problem to be resolved, engages non-governmental organizations in order to avoid bureaucracy. If only the Ministry of Defense were engaged in the social adaptation of military officers, this would have cost a lot of money to the state. The Foundation is not spending tax-payers money but is funded by donors such as Stability Pact and most of all, the governments of Norway, Holland, Luxembourg and the Economic Development Institute of New York”, say Center employees.

Sofia: Novinar Newspaper, page 8, author: Kosara Mihalkova

Lieutenant – Colonel Dobrin Halov:

I have not been out of job for a single day

Ministry of Defense to give security guard commissions to ex-military officers, advises the redundant officer.

18 years in the army, high qualifications in communication equipment management, two military university diplomas, family and one child. And at the age of 40, suddenly dismissed with the only option to look for realization in the civil life.

This is the story of the colonel of reserve, Dobrin Halov. For three years now he has had a rewarding job and has given a new meaning to his life. Based on his experience, he says that the most painful thing for a redundant military officer is to switch from military to civil stereotype of work.

He admits that it is easy for him to talk now and to give advice but in the beginning he also felt helpless. The entrepreneur spirit and the firm belief that military officers have many advantages which shall not be wasted helped him.

Dobrin is of the first wave of dismissals from the army. In September 2000, when he left military life behind his back, he did not even suspect that he could like civil life. I saw that it was not that much frightening outside and that a man could find a job, in some case even a more interesting one, adds Halov. His account shows that he has not been out of job for a single day after his dismissal from the army. His first attempts were to find employment through Employment Offices and newspaper ads. It was not easy, I bought newspapers everyday and called but I was usually told that the position had already been filled or that negotiations were underway with the selected applicant.

Though here received higher salary in the army, in the beginning he was content with BGN130 per month for just do something and not stay at home.

Redundant military officers have three big problems, says Halov. The first one is the insult of dismissal. Military officers, who served honestly and gave the best years of their lives to protect their country, have reason to ask if they are treated fairly, says Halov.

The second difficulty for redundant officers is the fact that until now they have had the powerful Ministry of Defense behind their backs and they only had to fulfill orders.

Now, however, they can not count on anybody. The third big problem according to Halov is that officers, who in the army were commanders, think that it is shameful to take non-prestigious and low-paid jobs.

However, he had no such worries. He took a job for BGN 130 a month in a pharmaceutical company. I had better proposals but I thought that this job would give me more contacts and some of those in turn may provide a better offer, he remembers.

He did not even now then how to write his CV or to prepare for job interview. He faced employers' lack of understanding as to what is the capacity of an ex-military officer – the long ears of experience in the army. Today, however, Dobrin admits that without the assistance of Resource Center Foundation his chances to deal with the untypical for any military man situation would have been very small. He is adamant that the most important thing for a successful adaptation is to work with such centers, where there are qualified people, psychologists and experts trained to assist in the future professional realization.

Many of my ex-colleagues despair when a few doors are closed in their faces. Moreover – they do not hear even about a company that has refused them employment, says Halov. At the Resource Center, however, he learned another tactics, which he is certain is a better one. After every interview where he was refused the job, he, instead of grieving, wrote a letter of thanks. In this letter, he wrote that he appreciated the

time he had been given and that he hoped their future meetings would also prove beneficial. Because such conduct is very rare in Bulgaria, it often turned out that he had made a useful contact.

Now lieutenant-colonel Halov is a department manager at a security firm. He got the job after a competition, again thanks to the Resource Center. Dobrin is convinced that security business is one of the niches for redundant military officers. We, in the army are used to very hard working conditions. We are capable of working around the clock for a week and not to complain whilst there are people in the civil life, who surrender to even negligent hardships.

And this is not the only advantage of ex-officers and sergeants – they are entrepreneurs, capable of keeping secrets and are loyal, adds Dobrin. And another plus – the discipline. If the military man gets exact and clear orders, he carried these pedantically.

Now, when he has made his own life, he is ready to help his colleagues who were served notices one month ago, the company he works for uses the database of redundant military officers, collected by the Resource Center and have already taken part in one labor exchange, organized by the Ministry of defense. For the last 2 months approximately 100 ex-military officers have registered in the security company and are now waiting for suitable positions to be opened for them.

. we need professional with personal firearms, who know the essence and only need a little training. Thus, they will adapt very quickly and will manage the tasks set by our customers, explains Dobrin. He is ready to help but claims that the Ministry of Defense could help, too. Already being on the other side of the barrier between military men and employers, Dobrin says that he has found one of the possible solutions. The Ministry is announcing a lot of tenders for site security. These contracts could be awarded to companies that undertake to hire redundant military officers as security guards. Thus the unemployment problem of redundant military officers would be resolved, claims Dobrin Halov.

Sofia, 16 October (BTA)

Representatives of Serbia and Montenegro examined Bulgarian experience in the social adaptation of redundant military officers at a seminar today held at the Social Adaptation center in Sofia. Stelian Stoychev, manager of Resource Center Foundation, which has been cooperating with the Ministry of Defense for 4 years, presented to the guests the Foundation experience in the field of social adaptation under Bulgarian conditions. He remarked that even the most successful non-governmental organization could not work on this problem without the cooperation of government institutions.

According to Resource Center data, in the period April 2000 – September 2003 3429 redundant military officer have been directed to jobs, and 1627 people began work. 115 people started their own businesses. BTA

24 Chasa Newspaper, 17.10.2003

Serbian Atlantics are trained in Sofia how to assist redundant military officers. The guests are interested in the experience of resource Center Foundation in the filed of social adaptation of ex-military officers. So far, mostly civil servants have been dismissed from our army, says Velko Kadievich, manager of Serbian Atlantic Council. The membership dues for businessmen in the NATO organization of our neighbors amount to EUR1000.

Sega Newspaper, 28.11.2003

**10 177 redundant military officer have been looking for jobs for 3 years
credits of BGN 20, 000 can be obtained without interest for one year**

Author:Dian Nikolov

Since April 2000 until 31 October 2003, 10177 military officers and their family members were registered at the Resettlement Centers, announced the Resource Center Foundation. Of those, 6431 people have the right to work. The rest are officers, who until their notices expire, can not start work. 3633 redundant officers and their family members have been directed to specific positions. Some 5000 officer and sergeants were served notices in the beginning of June and from 2 December will remain on the labor exchange.

New crediting opportunities for companies owned by ex-military officer will be offered with funds of Reifeisen Bank, announced Stelian Stoychev, manager of Resource Center Foundation. Next week, Mikrofond Foundation will sign a contract with the bank for \$5 M of credit, and part of the sum is planned for the benefit of companies owned by ex-military officers. They could obtain up to BGN20, 000 as credit for one-year term. If this is paid back, there will be opportunity for another credit of up to BGN.30, 000. There is no interest but only a one-time charge of 8.5%.

Bulgarska Armia Newspaper, 17.10.2003

Seminar

The future of redundant military officer is discussed

A two-day seminar on social adaptation problems started yesterday on the premises of the Resettlement Center on 23, Sheynovo St., in Sofia. The forum was organized by Resource Center Foundation, which is one of the major partners of MD in the process of reintegration of redundant military officers. Guests of the seminar were representatives of the Ministry of Defense, the Chief of Staff, and the Atlantic Council of Serbia and Montenegro. Our west neighbors listened with interest to the presentation of the Foundation manager, Mr. Stelian Stoychev, who presented in detail the Center program, the associated difficulties and the achievements of its realization. The forum was attended also by one of its founders, Mr. Ivan Sotirov, presently advisor to our foreign minister.

The defense secretary of the President, contra-admiral of reserve Peter Stranchevski, discussed the President's involvement in the process of social adaptation of military officers. Peter Pashov from the Social Adaptation Department of the Human Resource Policy & Social Adaptation Directorate at the Ministry of Defense acquainted the guests with the entire model of the process applied by the ministry in cooperation with the three partner non-governmental organizations - Resource Center Foundation, Bulgarian Industrial Association, and Civil Adaptation Association.

Today the seminar will continue on the premises of the Retraining and Social Adaptation Center in Plovdiv.

Bulgarska Armia Newspaper, 04.12.2003

Beginning #15743 of 04.12.2003

New opportunities for crediting of reserve officers

Author: Rumiana Stanimirova

Yesterday Reifeisenbank issued to Mikrofond EAD credit to the amount of #3 million within the frames of long-term partnership with the Economic Development Fund in New York. With these funds, the organization will issue microcredits to small companies, farmers, people with free professions or those willing to start their own small business. This offer applies to military officers leaving the army as well – added Stelian Stoychev – executive director of Mikorfond. The microcrediting system is the successor of the program of resource Cetner Foundation – Sofia. The advantage for reserve officers – applicants for credits will be the fact that the four regional centers of the Foundation in Sofia, Plovdiv, Sliven and Veliko Tarnovo will provide business consultations to them and assistance for implementation of their projects.

According to Mikorfond experts, priority zone for issuance of microcredits will be small habitations, and for this purpose more than 200 municipalities have been included. This is a good chance for military officer from distant garrisons where job opportunities after leaving the army are negligent.

8.8. Attachment 8 – Welcoming Speech of Mrs. Sonya Yankulova

MINISTRY OF DEFENSE OF REPUBLIC OF BULGARIA

CONGRATULATORY ADDRESS

BY THE DEPUTY MINISTER OF DEFENSE OF REPUBLIC OF BULGARIA

*Your Highnesses,
Ladies and Gentlemen organizers,
Dear participants and guests of current seminar,*

I have the honor and pleasure, on behalf of the leadership of the Ministry of Defense and myself, to greet you most cordially on the opening of the international seminar entitled “*The success of Resource Center Foundation in Social Adaptation and Economic Integration of Redundant Military Servicemen in Civic Society - Know-How and transfer of experience to Serbia and Monte Negro*” and wish you beneficial work in the study and use of the successful Bulgarian experience in the field of Social Adaptation of Military Personnel.

The aim of the current seminar is sharing of the Bulgarian experience in the field of social and economic integration of redundant military servicemen into civic society. On this forum, I would like to note that Resource Center Foundation is a partner, which in close collaboration with the Ministry of Defense and the Department of Personnel Policies and Social Adaptation, implements the Social Adaptation Program for its fourth year. I rest assured in that all invested ambition and efforts by the Foundation specialists created the necessary prerequisites for improvement and optimization of our activities on the social adaptation. We value highly, the precision, accuracy and high-level professionalism in the Resource Center Foundation experts’ work.

Our joint activities and the successful formula of interaction confirm the social adaptation problems may be resolved by the State institution only in close collaboration with the non-government sector. The positive experience obtained hitherto, is a solid base for the countries, societies and armies that are currently advancing to the implementation of the reforms.

Seizing this opportunity, I would like to express my confidence in that the success achieved by the Resource Center Foundation in the social adaptation of the military servicemen presents *Know-How* and may be successfully implemented by our friends in Serbia and Montenegro.

I wish all seminar participants effective work and good luck!

DEPUTY MINISTER OF DEFENSE

SONYA YANKULOVA

8.9. Attachment 9 – Welcoming Speech of Mr. Ilko Dimitrov

MINISTRY OF DEFENSE OF REPUBLIC OF BULGARIA

CONGRATULATORY ADDRESS

BY THE DEPUTY MINISTER OF DEFENSE OF REPUBLIC OF BULGARIA

Ladies and Gentlemen Organizers, Participants and Guests of this current seminar,

I have the honor and pleasure, on behalf of the leadership of the Ministry of Defense and myself, to greet you most cordially on the opening of the international seminar entitled “*The success of Resource Center Foundation in Social Adaptation and Economic Integration of Redundant Military Servicemen in Civic Society - Know-How and transfer of experience to Albania*” and wish you beneficial work in the interest of the military servicemen leaving the Bulgarian Army as well as in the field of transfer and use of the successful Bulgarian experience in the field of Social Adaptation of Military Personnel.

The aim of the current seminar is sharing of the Bulgarian experience in the field of social and economic integration of redundant military servicemen into civic society. On this forum, I would like to note that Resource Center Foundation is a partner, which in close collaboration with the Ministry of Defense and the Department of Personnel Policies and Social Adaptation, implements the Social Adaptation Program for its fourth year. I rest assured in that all invested ambition and efforts by the Foundation specialists created the necessary prerequisites for improvement and optimization of our activities on the social adaptation. We value highly, the precision, accuracy and high-level professionalism in the Resource Center Foundation experts’ work. Our joint activities and the successful formula of interaction confirm the social adaptation problems may be resolved by the State institution only in close collaboration with the non-government sector. The positive experience obtained hitherto, is a solid base for the countries, societies and armies that are currently advancing to the implementation of the reforms.

Seizing this opportunity, I would like to express my confidence in that the success achieved by the Resource Center Foundation in the social adaptation of the military servicemen presents *Know-How* and may be successfully implemented by our friends in Albania.

I wish all seminar participants effective work and good luck!

DEPUTY MINISTER OF DEFENSE

ILKO DIMITROV

8.10. Attachment 10 – Letter of Ministry of Defense of Serbia and Montenegro

Translation

**SERBIA AND MONTENEGRO
MINISTRY OF DEFENSE
“CIVILIAN DEFENSE” SECTOR**

ATLANTIC COUNCIL OF SERBIA AND MONTENEGRO

Mr. Vladan Živulović, President
1000 Belgrade, 83 Yugoslavian Army Blvd.

Dear Mr. Živulović,

Delegation from Ministry of Defense of Serbia and Montenegro, consisting of Mr. Predrag Marceta - Captain I rank, Mr. Milan Milosavljevic – Second Lieutenant and Prof.Dr. Milan Cabarkapa – civilian took participation into the seminar on “Social Adaptation and Re-qualification of Redundant Military Servicemen”, organized by the Atlantic Council of Serbia and Montenegro and held in Sofia and Plovdiv, Bulgaria on October 15-18, 2003.

The delegation members informed me of the high professional level of the seminar organization. All participants provided detailed information and explanations on the model of social adaptation of redundant military servicemen from the Bulgarian army.

Mr. Živulović, on my behalf and on behalf of the delegation members from the Ministry of Defense of Serbia and Montenegro, I would like to extend my high appreciation to you and to the seminar organizers for the opportunity to be informed about the experience that has been discussed during the seminar.

The delegation members from Ministry of Defense of Serbia and Montenegro remained with very good impression from the shown cordiality, politeness and hospitality during their visit in Bulgaria.

DEPUTY HEAD OF THE SECTOR

.....
(signed and stamped)
Mr. Milenkovic

8.11. Attachment 11 – Letter of Albanian Atlantic Association to NATO



SHOQATA SHQIPTARE E ATLANTIKUT ALBANIAN ATLANTIC ASSOCIATION



Tirana, 01 December 2003

Dear Mr.PARKER
Dear Mr. ELGERSMA

I have the pleasure to inform you that the Resource Center Foundation of Bulgaria organized, with its initiative and financial support, the Seminar on **“Success of the Resource Center Foundation in the Social Adaptation and Economic Integration of Redundant Military Servicemen into the Civil Society – Experience and Know-how Transfer to Albania”**, in Sofia and Plovdiv, from 26 – 29 November 2003.

The Albanian Delegation consisted of representatives of Albanian Atlantic Association, Ministry of Defense and Ministry of Foreign Affairs of Albania, related to the Albanian Resettlement Program implementation.

This Seminar, which came in due time was very useful in practical terms concerning the Implementation of the Program in Albania: future activities, fund raising, partnership, Resettlement Center opening and functioning, cooperation of governmental and non-governmental organizations in the implementation of the Program.

I seize the opportunity to express our high appreciation for the generosity expressed by our Bulgarian friends. You may find attached the Program of the Seminar and the list of the Albanian Delegation.

Thanking you for your cooperation,

My Best Regards

Besnik KONCI
Executive Secretary

-End of document-