



Code for Romania

PUTEM

YEAR 6
ANNUAL REPORT

2021>

WWW.CODE4.RO

Our mission is to put
technology to work to
upgrade Romania to the
country we all know it can
become.

THE YEAR WHEN WE SHOWED HOW MUCH WE CAN ACHIEVE



2021 was the year of great ambitions and amazing achievements for Code for Romania. After the considerable effort our community has put into developing a one-of-its-kind ecosystem to help during the COVID-19 crisis, we realized just how much we can achieve together. And we laid it all on a map for everyone to see.

In a few years, our work can build the digital infrastructure Romania desperately needs in key domains: Education, Environment, Health, Civic Participation and Vulnerable Groups. We have made the plan and we keep on working on bringing it to life. We are now at 170 projected solutions, of which 36 have been already adopted and 30 are live and helping millions of people.

Our community has always been the thing we take pride in the most. It embodies our values and brings forth the spirit of Code for Romania. By the end of 2021, we have reached 2200 enthusiastic people who are happy to jump in when necessary. They write code, come up with great ideas and are always there when we cry for help. They work from everywhere around the globe, but they are also part of a few dynamic communities in Romania. And this year, we have added a young, vibrant new community in Sibiu to the existing ones in Iași, Cluj-Napoca, Timișoara and, of course, Bucharest.

THE YEAR WHEN WE SHOWED HOW MUCH WE CAN ACHIEVE

We have made significant progress in many fields, but probably the most striking one is in building new tools for the use of the Civil Society. A platform where big donors can share data and have a clearer view of the field, a website factory and a database manager for any NGO to use for free.

Always looking towards the future, we have started a program for future Citizen Experience Designers - the UX designers that will shape public services in the future.

Once again, at the Civic Society Gala, Code for Romania was awarded the top prize, the trophy for the most impactful program by a Romanian NGO - Code for Romania Taskforce. We are humbled and energized by this recognition as we prepare to break new ground and build even more of the much-needed roads to a better society.

Bogdan Ivănel, CEO Code for Romania

THE PEOPLE MAKING IT SPIN




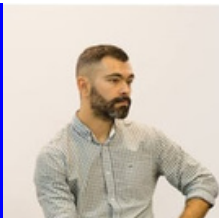
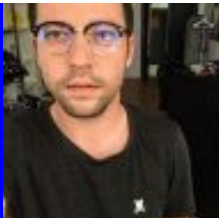

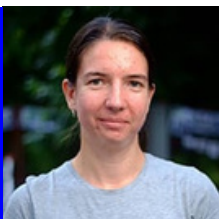


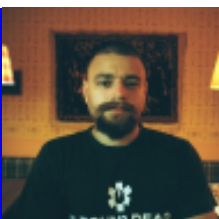
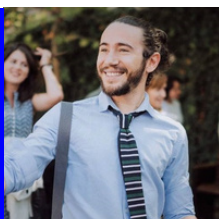
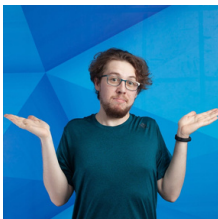



Operations Department - Where solutions are born




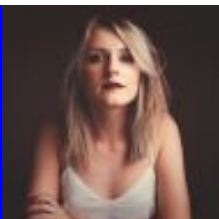



Fundraising Department - Sustainable growth



Technology Department - Upgrading Romania one app at the time

	Alexandra Stefanescu CTO		Radu Ștefănescu CPO		Răzvan Pavel CPO
	Irina Borozan Tech Officer (pro bono)		Irina Borozan Tech Officer (pro bono)		Andrei Ionita Tech Officer
	Andrei Onel Tech Officer (pro bono)		Ion Dormenco Tech Officer (pro bono)		Bogdan Vizureanu Tech Officer (pro bono)
	Tudor Amariei Tech Officer (pro bono)		Cristi Habliuc Tech Officer (pro bono)		Gheorghe Lupu Tech Officer (pro bono)
	Mihai Popa Tech Officer (pro bono)				

Communication Department - Telling the story

	Cosmin Vaman CCO		Andreea Popescu Comms Officer		Traian Stanciu Comms Officer
	Adriana Spulber SM Officer (pro bono)		Catalina Coca SM Officer (pro bono)		

THE ECOSYSTEM OF CHANGE

The ecosystem of change administered by Code for Romania is currently made out of 6 strongly intertwined programmes designed to support each other, while offering a 360 degrees technology response to Romania's societal problems.

Building the Civic Tech Infrastructure Romania Needs



Building Capacity



AREAS OF INTERVENTION



**Health for
Romania**



**Environment for
Romania**



**Education for
Romania**



**Care for
Romania**



**Participation for
Romania**

PROGRESS IN NUMBERS



2200

Volunteers registered in the community as of December 31st 2021. We have almost doubled in size since the beginning of the year.



10

New civic technology solutions launched by Code for Romania in 2021.



105+

solutions have been researched, designed, prototyped, tested and documented in 5 key areas through 2021.



18+

Hackdays, design thinking sessions, focus groups, interviews and other events organized and led by our staff in less than one year.

OUR PROGRAMMES

CIVIC LABS

Civic Labs is the first core programme of Code for Romania. Its main objectives are (1) to generate civic technology solutions aimed at solving Romania's main social issues, through a thorough process of research, incubation and ideation; (2) to transform the way funding is being channeled towards civic technology in Romania; (3) to create the basic requirements for a sustainable civic technology ecosystem in Romania.

Every year we choose several main topics of focus, for several pillars: education, healthcare, vulnerable groups and environment. For Civic Labs Year 2 the topics chosen were: access to education (education), efficient health services (healthcare), inclusion for LGBTQI+ people (vulnerable groups), recycling and waste management (environment).

Civic Labs Year 3

**1600+ hours
of research**

**540+ hours of
incubation**

**1480+ hours
of prototyping**

Civic Labs resulted in 45 user tested interactive prototypes, each having a dedicated product overview file, technical specifications, proposed visual identity and estimated budget. This amount of work is comparable to that of user experience design mature studios with dozens of employees, and it is more than three times larger than what any medium or large IT company produces in terms of prototyping in any given year.

We have written 4 reports dedicated to each of the subdomains we have analyzed and several of the solutions we have designed have been sponsored by funders in Romania.

45

SOLUTIONS

The method we designed (iterative design and rapid prototyping) allows the sector to test and understand what will work and what will not work in a very short time frame. Had it not been for this process that resulted in 45 solutions in 2021, we could have made 45 very costly errors, or maybe, none at all, as some of these solutions represent answers to problems nobody has ever identified before or simply ignored completely.

OUR PARTNERS

In 2021, Civic Labs has been supported by two strategic sponsors:



Two partners have joined us in supporting programme areas.



TECH FOR SOCIAL GOOD

Tech for Social Good is the other core programme of Code for Romania. With a capacity of 6 products in development at any given time, Tech for Social Good brings together our community of volunteers to pro-bono develop civic technology solutions designed in CivicLabs. The mechanics are simple and straightforward, around every product in development we organise a core team of stable volunteers managed by one of our two full time senior staff members. Besides directly contributing to the product development, they create and manage tasks, do code review and thoroughly document the process so that any other ad-hoc volunteer can contribute to one or more open tasks. In order to create opportunity for the larger community of ad-hoc volunteers to contribute to the products in development and to give every project a boost, every month we organise a hackday opened to all volunteers old or new.

Tech for Social Good 2021



**410 new
volunteers in 2021**



**18 Hackdays in
4 cities and online**



**800k+ pro-bono
working hours**



6 New Solutions Launched

The Tech for Social Good programme has delivered apps like Redirectioneaza.ro , Monitorizare Vot and VotDiaspora.ro which have been extensively used all throughout the year by NGOs, citizens and other organisations by the hundreds of thousands.

410

NEW VOLUNTEERS

The working model for Tech for Social good has allowed us to consolidate the infrastructure for civic tech contributors in Romania and abroad. With the support of our partners we succeeded in organising hackdays online and in Cluj-Napoca, Iasi, Bucuresti, Timisoara, Brasov and San Francisco. Our community doubled in size in 2020.

OUR PARTNERS

In 2020 Tech for Social Good has been supported by



CRITICAL CIVIC INFRASTRUCTURE



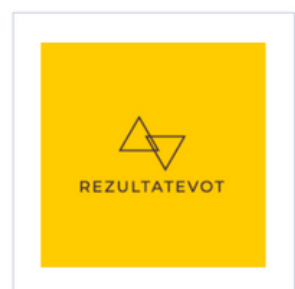
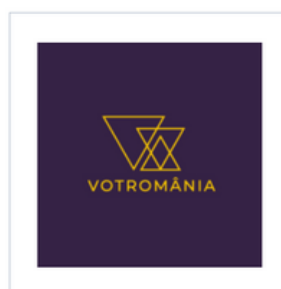
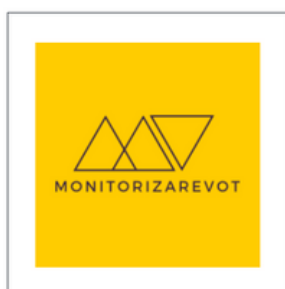
A technology product is not finished upon delivery. As with physical infrastructure, every digital solution needs to be managed, maintained and further developed so that it can stay functional.

Our Critical Civic Infrastructure programme currently hosts 17 applications in 3 ecosystems designed for systemic change.

Our ecosystems

Free and fair elections

In 2020, during the pandemic we have monitored two rows of elections - local and parliamentary. We have relaunched Rezultate Vot, Vot Monitor has been up and running for observers and the two electoral guides, Vot România and Vot Diaspora have served thousands of users.



CRITICAL CIVIC INFRASTRUCTURE

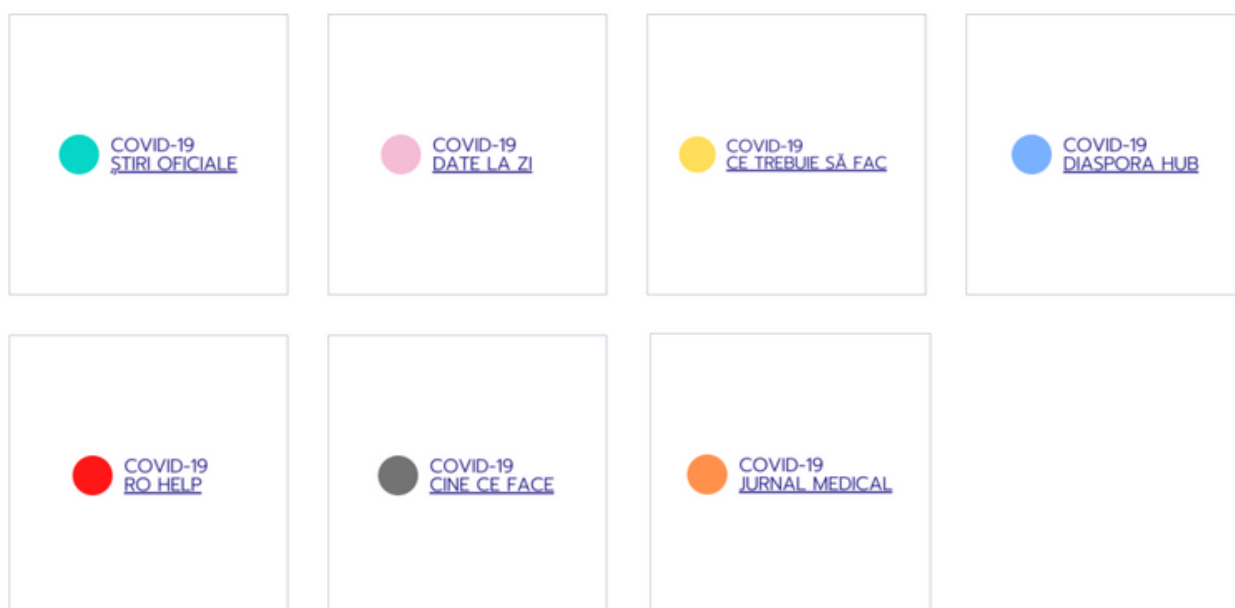
A strong civil society

The ecosystem we design and maintain for civil society is growing every day. In 2020 we have launched VotONG, a new solution dedicated to this sector, ensuring fair elections in our field. We have also started working on Website Factory, an app meant to help all organisation manage their online presence properly and on Donors Platform with the support of a coalition of donors.



Emergency intervention ecosystem

The solutions built in Code for Romania Taskforce are managed within this programme, making sure they are available for millions of citizens every single day.





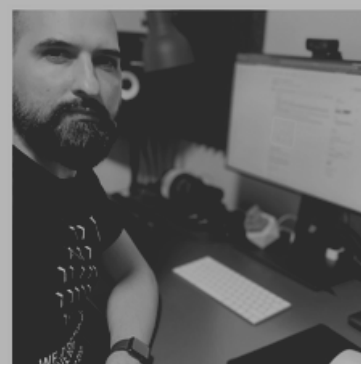
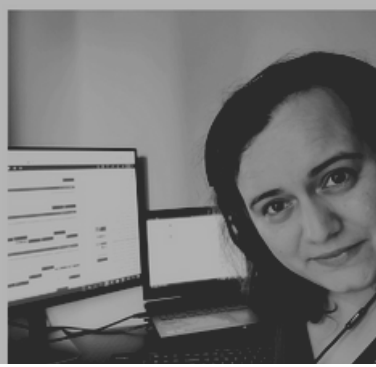
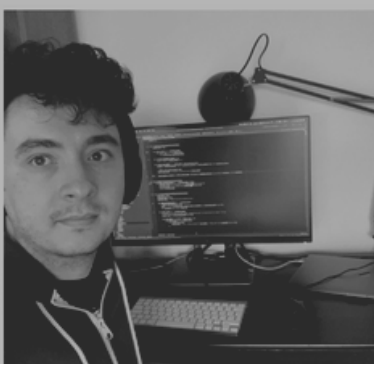
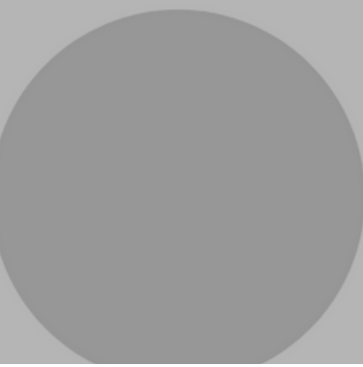
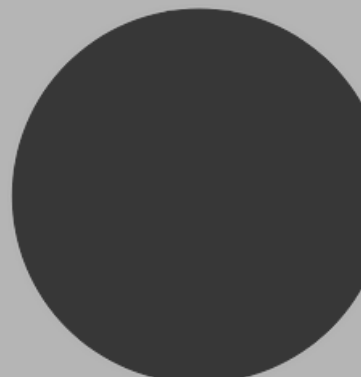
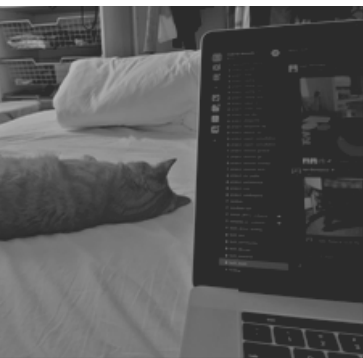
Code for Romania Taskforce



Grand Prize of the Romanian Civil Society Gala

We also received:

- First Prize at the Civil Society Gala in the „Volunteering projects and campaigns” category for Code for Romania Taskforce
- Second Prize at the Civil Society Gala in the „Programmes” category for Civic Tech 911
- Second Prize at Romanian CSR Awards 2021 for „Bright Sky” in the Intersectorial Partnerships category



CIVIC TECH 911

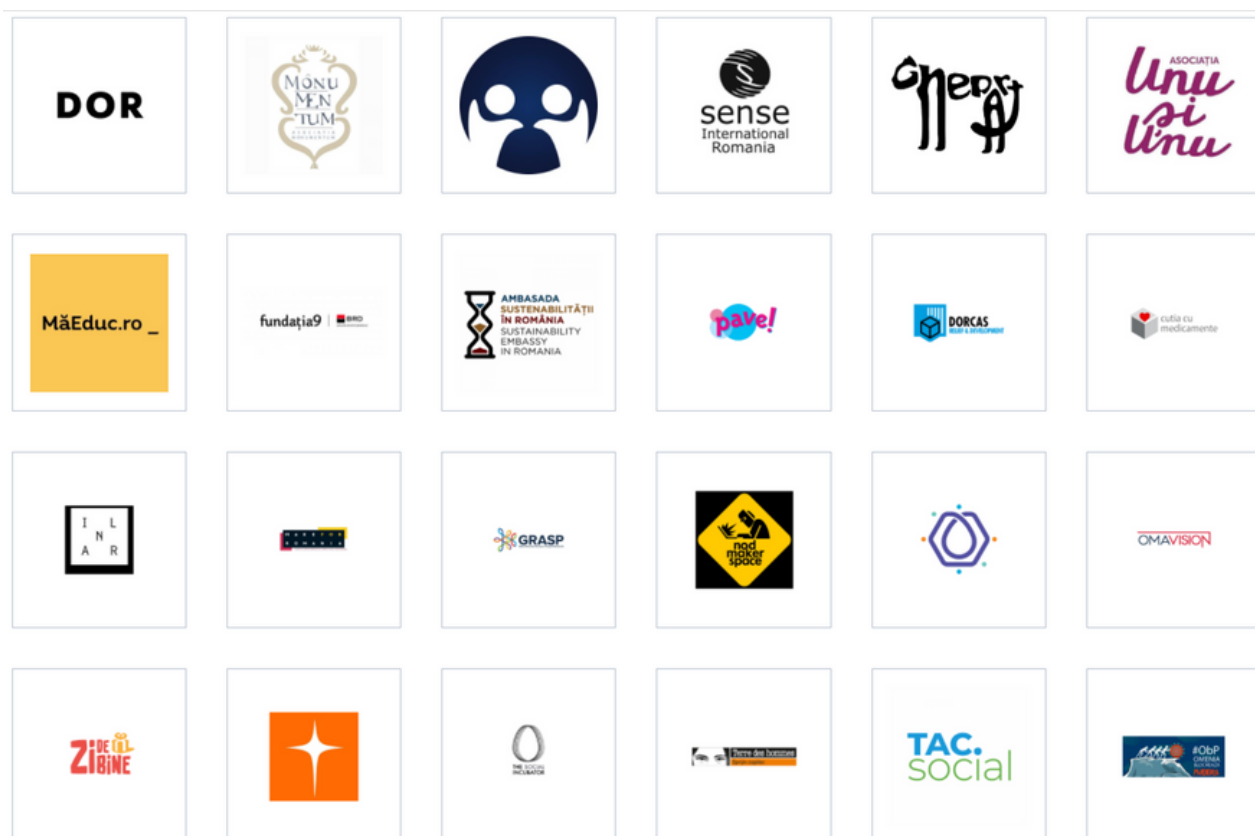


Sponsored by



Until each NGO can have its own IT team to help them be more efficient, to automate complicated and time-consuming processes, send messages to as large an audience as possible, and better fulfil their mission, Civic Tech 911 is their tech department, ready to intervene in any request for help.

We launched the programme on the 5th of May 2020 and we have offered services for over 80 NGOs (1800+ hours of support) on issues such as website development, donation management, online communication tools, productivity tools, tech infrastructure and assisted them in applying for grants with solid technology ideas.



UPDATE ROMANIA



7 Public Policies for the Efficient Digitalization of Romania

The public policies we propose are here to create the necessary conditions (both in terms of specialized human resources as well as implementation strategy) to increase the degree of digitalization of public institutions in Romania. Although the objectives of a technological modernization process are known (e.g. online tax collection, integrated data systems, etc.) the fact that these processes cannot be found in public institutions and in citizens' lives is due to misapplied processes, but also to essential processes in digital product design that have been ignored.

1. Strengthening the role of the Romanian Digitalization Authority and increasing the capacity of the institution
2. User Experience Design
3. Creating interdisciplinary teams for the analysis and creation of digital solutions
4. Open-source in public administration
5. Standards for the development of software products in the public domain
6. Accessible government software
7. Assessing and increasing the digital skills of civil servants

We have continued throughout the entirety of 2021 to promote these reforms as we are approaching a very important period in our country's digital development, the implementation of the National Resilience and Recovery Plan.

OUR SOLUTIONS

2016-2020



Redirectioneaza.ro



*CENTRU
CIVIC*

incognito









COVID-19
RO HELP



COVID-19
CINE CE FACE



COVID-19
JURNAL MEDICAL



VOTROMANIA



REZULTATEVOT



VOT
ONG

The logo for e-Sense, featuring the word "e-Sense" in a sans-serif font. The "e" is orange and the "Sense" is blue.

026

Dosarul Digital

Health for Romania



Monitoring system for the health of mothers from disadvantaged communities

Mothers from disadvantaged communities often go to the doctor only at birth. Many times, the doctor sees them for the first time when they are already in labor and do not have any medical history available. The Digital File is a case management system in which social workers, community workers, mediators or NGOs can create an account and keep notes about the mothers in the communities in which they work. At each visit, the assistant answers a few simple questionnaires assessing her condition. Each mother could thus have an online form with the answers to these recurrent assessments, which can also be sent to the doctor.

027



EduacCES

Education for Romania

Free educational resources for teachers working with special needs children

The resources available online for educators working with at-risk children or for integrating children with special educational needs are often not relevant, are not translated in Romanian or are not adapted to the Romanian context. AcCES is a digital centralizer of free educational resources for teachers working with children with SEN, integrated with a helpline staffed by psychologists, that teachers can get in touch with to discuss special cases and get advice and help. The platform will open all resources to all teachers, and in order to get in touch with a therapist, they will have to create an account and submit a request for help, before being contacted by a specialist.

028



Platforma Donatorilor

Participation for Romania

A strong civil society

The Donors Platform makes the data on financing from the non-governmental sector in Romania transparent. Made with the contribution of 15 of the main funders of civil society projects in Romania, to which are added 19 Community Foundations, the platform provides facilities for exploration and graphical visualization of data on funds for non-governmental organizations in all areas of interest.

Strategic investments in the non-profit sector benefit from such clarity, with the Donor Platform being a key information point on the allocation of financial support in specific areas of intervention, the identification of new funding opportunities in areas not yet explored, as well as co-financing and the discovery of new non-governmental actors and their projects.

029

Împreună pentru Sănătate

Health for Romania



Support for the families of children hospitalized far from home

Families of children hospitalized for very long periods, who do not live in the same city as the one in which they are treated need accommodation, and this is a cost that many of them cannot afford. Things are even more complicated when parents need help to treat their child in another country. Through Împreună pentru Sănătate we create a platform through which any parent can request support either for fundraising, finding the proper treatment centers, for legal or psychological counseling and free accommodation for those who need accommodation during treatment and do not have the financial means to rent a home. Hosts can mark the availability of accommodation on the platform (they register voluntarily and are validated), and patients and relatives can find temporary accommodation through the internet in the cities where they need it.

030

Școala Profesorilor

Education for Romania



Career management for teachers, simplified

Career management in education is a rather foreign concept and teachers do not have the tools at their disposal to plan their professional career correctly and with a minimum consumption of resources. The teachers' school is a web application in which the teacher can create an account and configure a desired career path, and based on it he is recommended a learning plan (including recommended courses, accredited or not), and the school can create an account where it can introduce all its teachers and keep up to date the information about their degrees, courses and trainings, where it can configure the course of its human resources, estimate costs and organize the training calendar.

Bugetare Participativă

Participation for Romania

A digital platform through which every citizen has a say on the local budget.

In addition to the fixed costs and multi-annual projects already approved at an institutional level, local governments can assign each year a part of the city budget to other projects that may derive from proposals sent directly by its citizens.

"Participatory Budgeting" is a digital tool that allows citizens to be actively involved in the decisions that municipalities initiate in order to develop the city in which they live. The whole process is based on a series of steps that follow a certain structure: the submission of projects by the citizens, the analysis and projects review by the authorities, the finalization of the list of proposals, the public vote and the designation of the winning projects. At the same time, each city hall can organize these steps according to its own regulations and decisions once they become the admin of the solution.

Through this project, we simplify the mechanisms through which the community can contribute with opinions and suggestions regarding the local budget by offering clear and easily explained information, both in terms of impact and context.

Participation for Romania



Database Manager for NGOs

Depending on its specificity, each organization works with multiple tools and databases that do not communicate with each other, making it difficult for those who operate with this data to extract useful information and be able to have more clarity in the management of target audiences, donors and all other stakeholders. Paul is an NGO assistant, specialized in working with databases, and as an open-source tool easy to use and adaptable to the needs of each organization.

033

Website Factory - ONG

Participation for Romania



WEBSITE FACTORY:
ONG

Easy to build websites for all NGOs in Romania

Most NGOs don't have a simple and easy to use solution for people without technical skills or a solution adapted to their specific needs. Website Factory: NGO allows any NGO to easily build a website that provides the main types of content that organizations need, solutions for reporting, fundraising and communication with target audiences, etc.

Website Factory: NGO is a unique solution, developed as a unit, which can be reused by any organization. Thus, each association will have the opportunity to build a website containing essential and relevant information for good communication with donors and the general public. Made of simple, accessible modules that facilitate the publication of information, code of conduct, official documents, with annual report templates and integrated with online donation collection modules, this solution supports pro-bono the entire sector and help NGOs communicate more effectively, increasing their fundraising capacity.

034



Vieți pierdute

Environment for Romania

Ready for the next natural disaster

Behind the tens of thousands who died because of Covid-19, there are thousands of stories that ended too quickly, thousands of parents left without children, thousands of children left without parents, thousands of people left without a soul mate, without a life partner.

This platform is our way of sending condolences to those who lost a loved one because of Covid-19 and of inviting Romania to an exercise of collective mourning. Acknowledge the pain around us, read the stories behind the numbers and send a kind message to those who have been left alone in recent months.

A data centralization and digital referral system for domestic violence cases

The case management system allows NGOs to manage the cases of domestic violence they deal with and digitize all their files in a single, secure space. At the same time, the case management system, by collecting the vacancy slots of NGOs in terms of the services they offer, will allow for the creation of a database that each organization can access and redirect cases to other associations according to their needs and availabilities

The solutions launched in 2021 were either developed by our volunteers under the Tech for Social Good Programme or through the support of one of the following sponsors:



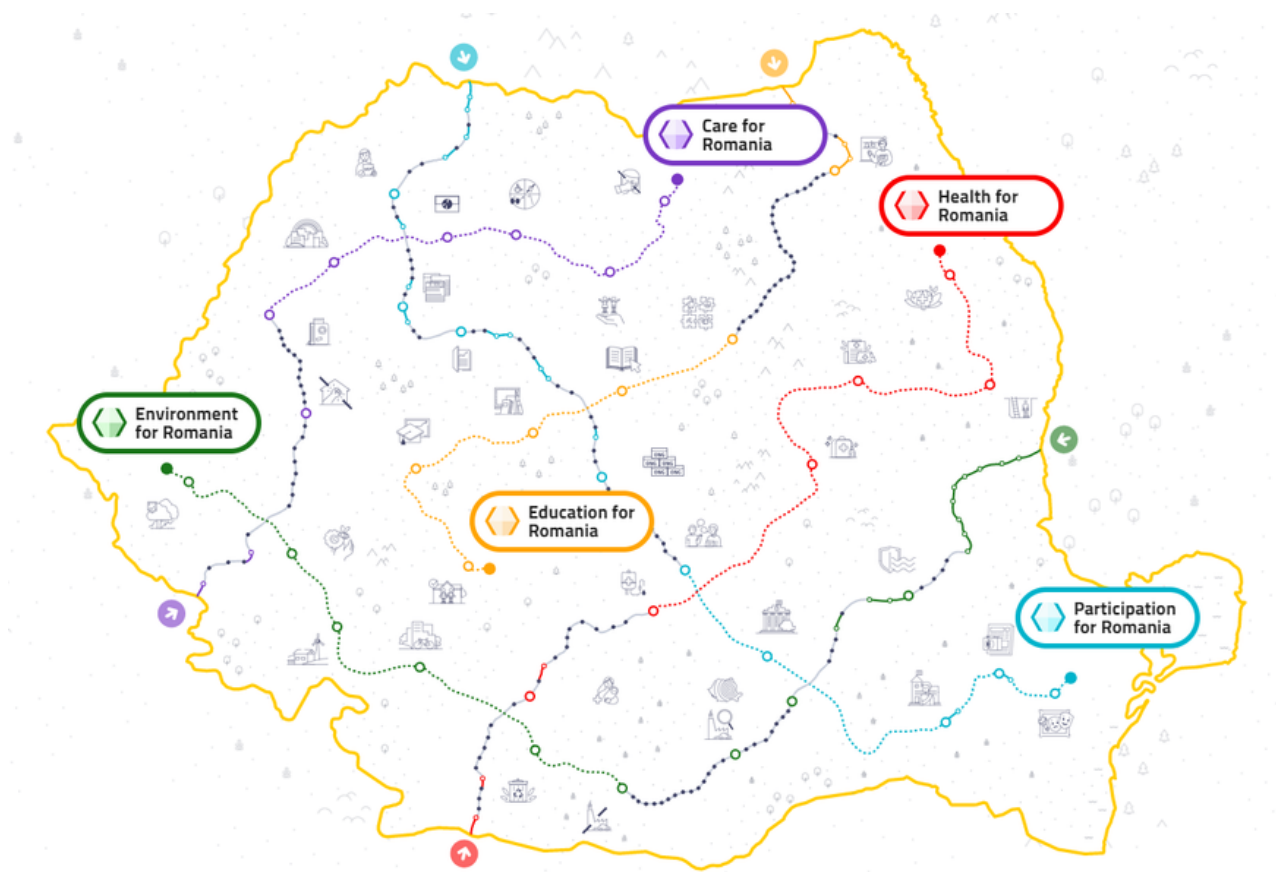
United Way Romania



**A PLAN
FOR ROMANIA**

PUTEM

In defining our work, we imagined five "highways" that connect major problems of Romanian society, to see where digitalization can do good. Each road on the map, represents what needs to be done and what we have already built as part of the critical digital infrastructure for Romania.



For five years, Code for Romania has been building digital infrastructure where no one has even managed to draw a path before. We have drawn on a map all the roads we can build together in the next 5 years. We have shown that we can find solutions for many of them and we aim to continue our work better and faster to achieve a functional digital environment in our country.

PUTEM

5

YEARS

37

**RESEARCH &
DEVELOPMENT
OBJECTIVES**

3

**CRITICAL
REFORMS
NEEDED**

The promise of Code for Romania is that by the end of 2024 we will have been designed the critical digital infrastructure that Romania needs.

We have already designed over 170 digital solutions out of which 35 were already live by the end of 2021, changing the life of those living in Romania for the better. Dozens more are in development with the support of our volunteer community, our sponsors or your kind donation.

Meanwhile, we have been extensively engaging national authorities in the attempt to convince them to implement 3 critical reforms that Romania desperately needs in order to take real steps on the path to digitization:

- creating an analysis and design capacity within the Romanian Government on the model of Code for Romania's CivicLabs and of efficient institutions in other countries (US Digital Services, Gov UK etc.);
- set up clear legal standards for government software development/acquisition;
- adopting the Share&Reuse principle/approach in government software development/acquisition following EU requests.

UXPS PROGRAMME

USER EXPERIENCE DESIGN FOR PUBLIC SERVICE

In 2021 we have started our first pilot programme together with two major universities in Romania to train future user experience designers, professionals who can join public administration and ensure consistent reliable and sustainable digital transformation processes as well as civil society organisations working for the public good.

The first programme has selected six masters level students to train on topics such as user experience design, user research, service design, interaction design, information architecture and many more essential topics related to building and managing adequate digital public services. The six months long programme has proven to be very successful, with four out of the six students now working in civil society organisations and public institutions embedding solid UX Design principles in their day to day work.

CXPS PROGRAMME

CITIZEN EXPERIENCE DESIGN FOR PUBLIC SERVICE

In 2021 we have started our first formal education programme together with the University of Bucharest to train future citizen experience designers, professionals. This programme has been an optional course for masters level students enrolled in the International Public Affairs Masters at the Political Sciences Faculty of the University of Bucharest.

24 masters level students have been trained on topics such as user experience design, user research, service design, interaction design, information architecture and other essential topics related to digital transformation in public space, open source technology, solution design etc.

FINANCIALS

Total income: 7.990.926,08 lei

Total expenses: 3.685.679,85 lei

INCOME

Sponsorship:
6.110.525,15 lei

Membership fees and donations:
52.024,97 lei

Individual donations:
1.390.433,51 lei

Economic activity income:
172.732,01 lei

230 form:
38.500,32lei

EXPENSES

Administrative costs:
287.570,27lei

Human resources:
2.385.313 lei

Financial expenses:
229.412 lei

External services:
737.824,27 lei

Other taxes:
20.891.8 lei



**We are the ones
we've been waiting for**

Join us

**Or support our work with a recurring
donation by sending an SMS with
PUTEM at **8864****