



Improving the provision of Social Service Delivery in South Eastern Europe through the empowerment of national and regional CSO networks




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About project 1.





Project „Improving the provision of Social Service Delivery in South Eastern Europe through the empowerment of national and regional CSO networks” funded by the EU started implementing in the December of 2012th. It is regional project which main goal is to achieve a more dynamic civil society actively participating in public debate on democracy, human rights, social inclusion and the rule of law and with capacity to influence policy and decision making processes.

Since social protection plays a crucial role in improving the quality of life and providing social care, the project's target groups are: organizations providing service to the: elderly, people with disability, children and youth at risk, migrants and victims of gender based and domestic violence

This program supports activities that are carried out in partnership between civil society organizations from across the Western Balkan region and from EU Member States in order to develop networks and promote transfer of knowledge and experience.

Specific objectives:

- To achieve greater commitment and capacity of CSO networks to give citizens a voice and influence public sector reform processes through analysis, monitoring and advocacy.
- To strengthen the Networks dealing with SSD in target countries in order to improve overall Service delivery.

Main target groups:

- a) Ministries responsible for the implementation of the social welfare policies;
- b) Local self-government (LSG) units;
- c) CSOs providing social services;
- d) Institutions responsible for determining the offer of social welfare programmes within community;
- e) Parliamentary Committees in charge of the social policies
- f) EU Institutions and stakeholders involved in the processes of social inclusion;
- g) Media.



Arbeiter-Samariter-Bund team developed partnership network with five local organizations: LIR Civil Society from Banja Luka; OGI from Osijek; CLARD from Pristina; SOS from Podgorica; and Educational Centre from Leskovac. The partners from Bosnia & Herzegovina, Croatia, Kosovo, Montenegro and Serbia are supported through the SOLIDAR network. The project is jointly developed to provide different types of assistance to civil society organizations that provide different type of social services in Western Balkan. “Tailor-made” capacity building for CSOs in organizational management and advocacy and provision of small grants for grass-root social service providers are project activities that will benefit significant number of organizations in these countries.

This will provide high level of quality in performance of social services to vulnerable members of communities (people with disability, children and youth at risk, women victims of family violence, refugees, asylum seekers and other vulnerable citizen groups). Since project is contracted for two years, with possibility of extending for another two years, this region has great chance to improve social services through civil society organization and influence important development process for policies related to social welfare in the Western Balkan



Why IRIS?

Iris is a genus of flowering plants with showy flowers. It takes its name from the Greek word for a rainbow, referring to the wide variety of flower colors found among the many species. Our network symbolizes unity of diversities from all around the South East Europe.

We connect people from different nationalities, religions and countries, and we are all trying to achieve better and more equal society for all.

"IRIS" Network 2.

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IRIS Network
Improving Social Services in SEE

Regional networks

Regional network "IRIS" – Improving social services in South Eastern Europe

Regional network "IRIS- Improving Social Services" was established as part of the project "Improving the provision of Social Service Delivery in South Eastern Europe through the empowerment of national and regional Civil Society networks" in order to exchange the best practices and to learn from those who succeed in the social inclusion in certain sectors.

Members

IRIS network gathers partners from Bosnia and Herzegovina, Croatia, Kosovo, Montenegro and Serbia and it was established between six partners: ASB, EDC, LIR, CLARD, SOS and OGI. These partners were selected based on the previous experience in the joint implementation of different socio-economic projects or based on common values and priorities related to the development of CSOs at the national and regional level.

Beside the partnership between the above-mentioned organizations, each partner has organized the network of at least 20 national CSOs that provide social service in different sector: elderly care, care for persons with disabilities, gender based and domestic violence, support to children and youth at risk and migrants., members of the national networks supported by ASB and national project partners will organize regional network with the active coordination bodies established per sector.



National networks

BOSNIA AND HERZEGOVINA

UHO RUHAMA
Caritas Banja Luka
Društvo gerontologa
NGO “Krajiška suza”
Youth centre “Vermont”
“Association for support
mentally disabled persons Banja Luka
Udruzenje “Korak Nade”
UG Oaza
Association Nova generacija
UDRUŽENJE “ZEMLJA DJECE”
NGO “Nada”
Udruga HO “Altruist”
NGO Žene sa Une
Organization of Women “Lara”
Udruzenje PROI
Udruzenje Zene BiH
The Union for Sustainable return and Integrations
UG Otaharin
Udruga Feniks
Association of Roma “Euro Rom”

CROATIA

Centre for social welfare Osijek
Municipality of Promina
Centre for social welfare Zagreb
Centre for social welfare Županja
Home for mentally ill grown up persons Osijek
Children’s home Klasje
NGOs, humanitarian aid and volunteers
Centre for professional rehabilitation Osijek
Centre for preschool education
Society Our Children
Centre for social welfare Vinkovci
Centre for social welfare Vukovar
Centre for social welfare Beli Manastir
Centre for social welfare Đakovo
Centre for social welfare Drniš
Centre for social welfare Knin
Centre for social welfare Šibenik
Home for elderly and disabled Beli Manastir
Home for elderly and disabled Osijek
Family centre of Osijek - baranja county
Family centre of Šibenik - knin county
Centre for education “Ivan Štark”
Centre for rehabilitation “Roman family”
SOS Children’s village Ladimirevci
Home for education of children and youth Osijek
Home for elderly and disabled Oklaj
NGO for battling against addiction “Ne ovisnost”
Home Maja Jeger
Home Nevenka Čolić

KOSOVO

People with disabilities
Women for Women International
HandiKos
SOS Kinderdorf International
Trade union
Economic Chamber of Kosovo
University of Prishtina
European Centre for Minority Issues
The idea Partnership
Justice and the People
Center for Peace and Tolerance
OPDMK
Centre for Protection for Women and Children
Civil Rights Program
One to One Kosovo
Centre for Torture Victims
NVO CRLS
Friderich Ebert Stiftung
Newspaper Koha Ditore
Kosovar Association for Human and Children's Right

MONTENEGRO

ADP-ZID
Preporod
CAZAS
Centar za prava djeteta
Dom Nade
"Crveni krst Crne Gore"
Caritas Bar
Naše doba
Crveni krst Berane
Humanitarac
"Udruženje za pomoć licima ometenim u psihofizičkom razvoju"
"Savez organizacija gluvih i nagluvih CG"
Organizacija slijepih

SERBIA

Impuls Arilje
Društvo MNRL, DB
Udruženje "Diva"
NVO Balanstra
NVO Organizacija mladih „Cupae“
Društvo za cerebralnu i deciju paralizu Ivanjica
Društvo Nasa kuca
UG „Udruženje multiple skleroze Knjaževac“, PA
Udruženje "Zora", DB
DB za decu sa pore. u ponašanju, Korak napred
Udruženje žena "Vila", DB
Udruženje MNRL
Udruženje MNRO Presevo
Udruženje obolelih od mišićnih i neuro bolesti
Udruženje dece i omladine ometene u razvoju
Poletarac
Volonterski centar "Koraci"
Udruženje za pomoć MNRO
DB Nasi snovi
Udruženje Volja za životom
NVO Osmeh

Activities 3.

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The whole action, envisaged for a 4-year period consists out of 5 major phases namely:

- 1) Inception Phase;
- 2) Selection and organisation of the national and regional CSO networks/coalitions dealing with the social service provision;
- 3) Capacity Building of CSOs and/or CSO networks in efficient and sustainable provision of social services in each target country;
- 4) Influencing public sector reforms with the view to social inclusion and outsourcing of social services by national, regional and local authorities to CSOs and/or CSO networks/coalition;
- 5) Conducting of Public campaigns and promotion of the CSO role in decision making process

1) INCEPTION PHASE

During the inception phase, ASB, together with project partners concentrated on accomplishment of pre-conditions for successful start of mayor phases of the project:

- **Signing of Partnership Agreement**
- **Establishing of the Project Steering Committee**
- **Drafting of Standard Operating Procedures for project implementation**
- **Creation of Baseline study**

Signing of Partnership Agreement

During the inception phase of the project ASB organized meetings with each project partner as well the first joint Project Staff Meeting (January 14, 2013) in order to develop the basis for a Partnership Agreement, consisting of and defining all the relevant operational details for project implementation.

The Partnership Agreement covered all aspects related to the establishment, purpose and principles of the Project Steering Committee (PSC). The Agreement provided the operational basis for the functioning of the PSC and stipulated roles and responsibilities of signatory parties, financial part of the agreement as well as technical and financial reporting arrangements.

Establishing of the Project Steering Committee

The establishment of the Project Steering Committee was completed as it was planned during the 2nd month of project implementation. This Committee consists of representatives from all partner organizations (ASB, SOLIDAR, EDC, LIR CD, CLARD, SOS telephone and OGI). The main role of the PSC is to provide support to the respective project partners in the implementation of the action in their respective countries, paying attention to the regional approach and the use of synergies in order to increase the impact and provide specific support to specific topics per country.

During the reporting period, members of PSC from respective countries organised informative meetings with project associates as well as other national stakeholders. The main project responsibilities are divided between Project Manager and National Project Coordinators supported by finance and administration departments, assistants, ASB Regional Director and Network Coordinator.

One of the examples for open communication with stakeholders was the meeting scheduled for 22nd May 2013. Representatives of Serbian institutions involved in social welfare and relevant CSOs within the system discussed licensing of social services and accreditation of the programs from the area of social welfare. The purpose of the meeting was to present the newly adopted Serbian model to the other members of the PSC in order to exchange experiences, lessons learned and best practices as well as to indicate difficulties in implementation of the licensing and accreditation system.

Drafting of Standard Operating Procedures for project implementation

ASB, as the project applicant and as the organization with long-term experience in implementation of EU funded projects, developed Standard Operating Procedures for implementation of the project.

Having the procedures set up at the early stage of the action allowed and will continue to help in the smooth implementation of the entire project. It simplified reporting towards the Applicant and subsequently to the Contracting Authority. The SOP is a “living” document and it was and will be adapted during the course of the action depending on needs which might arise during implementation.

During the project implementation ASB supported with project partners developed several documents that alleviate collection of data relevant for the project, as well as their analysis and reporting on findings. Those are questionnaires related to the interest and motivation of CSOs that provide social services to participate in national and regional networks, assessment questionnaires related to the capacity building needs of CSOs.

2) PHASE II

Selection and organisation of the national and regional CSO networks/co-alitions dealing with the social service provision

- Identification and selection of CSOs providing social services within the target countries
- The Regional Network meeting
- National CSO networks
- Inaugural Meetings for National Networks
- Public debates

Creation of Baseline study

Based on the Terms of Reference (ToR) developed by the Project Steering Committee between January and March 2013, the Baseline study document has been finalized. The Baseline Study consists of a comparative analysis on legal and institutional framework for delivery of different social services through the civil society sector. As it was planned by the project proposal, the Baseline study includes a desk study as well as a field research. The study considers relations between key public sector initiatives and reforms and collating good community practices that promote social inclusion. Additionally, the main aim of the baseline study is the familiarization with the Laws on Social Welfare from the target countries with the EU reform process related to the Social Acquit.

The final version of the document is available in all of the project country languages including English. The layout of the study has been performed in accordance to EU visibility guides. The Document was shared with all relevant stakeholders also electronically as well as in hard copy, but also in the form of a hand-out.

Identification and selection of CSOs providing social services within the target countries

Project partners supported by ASB started the identification and selection process through screening of CSOs that provide social services in March 2013. The Project Steering Committee (PSC) drafted a list of criteria that new members of the networks should fulfil. The final list of criteria was approved at the PSC meeting in Belgrade during May 2013. It was agreed that the networks should be open and dynamic bodies that respond to the needs of the CSOs providing social service(s) as well as being a competent body ready to respond in the development of policies related to social welfare at the regional, national and local level.

Considering that the network is being founded with EU funds and managed by CSOs from the region including the EU, network members needed to fulfill 3 elementary requirements:

- 1) Non-profit,
- 2) Non-confessional and
- 3) Non-partisan

The basic criteria for the accession to the network :

- Endorses the mission and affirms the purposes of the Network;
- Registered Civil Society Organisation;
- Provider of Social Services in sectors defined by the project:
 - a) Elderly Care;
 - b) Care for Persons with Disability;
 - c) Gender-based and domestic violence (GBDV) Service Providers;
 - d) Support to children and youth at risk and
 - e) Migrants including all vulnerable groups affected by voluntary and forced migrations
- Willingness and ability to contribute to the work of the Network;
- The organization must agree to abide by the rules and procedures of the Network;

The Regional Network meeting

The Regional Network meeting took place on 9th and 10th of December 2013, in Belgrade, at Palace of Serbia. The thematic topic of this meeting was “Promoting Active Inclusion and Social Cohesion in the Western Balkans and Building of network of CSO providers of social services”. The event was organized by the Arbeiter-Samariter-Bund (ASB), the Social Inclusion and Poverty Unit Serbia, the Foundation for European Progressive Studies (FEPS) and SOLIDAR, Belgium.

The event was attended by representatives from the Civil and Governmental sectors from South Eastern Europe and the EU next to the presentation of the findings of the Baseline Study encompassed panel discussions with relevant stakeholders on Active Inclusion and Social Cohesion in South Eastern Europe.

National CSO networks

By developing criteria for membership in the national networks, the project partners conducted preliminary consultations with potential network members as well as the situation on the civil society scene in their respective country. It was decided that grass-root, community-based organizations, providers of different services at the local level, will be encouraged to participate in the work of the networks and to use resources of this project in order to gain knowledge and develop skills in organizational management of social service provision.

Through the identification process, the national project partners supported by ASB, identified and selected more than 25 CSOs dealing with social service delivery in each target country. Members of the national networks are representatives from different social welfare sectors. In this phase of project implementation the project partners started with the organization of five national (one per country) networks of CSOs involved in social welfare and delivery of the social services.

During a set of meetings with the CSOs, the national partners discussed reasons for establishing of national networks of CSOs that deliver social services and their needs in order to improve the provision of social services such as: a) financial support, b) lack of equipment for professional provision of services, c) improvement of quality in provision of services, d) strengthening of human resources and e) development of different management tools.



Inaugural Meetings for National Networks

- MONTENEGRO

On 30th of November 2013, SOS Telephone for Women and Children Victims of Violence – Podgorica organized an inaugural event for the National Network of Civil Society Organizations that provides social services in Montenegro. Before the meeting of these CSO's, SOS Podgorica organized a public call for CSO's that wants to be the members of national network in Montenegro. Response was great and SOS Podgorica needed to select only most committed and valuable organizations. They made full application form and afterward rang list of those who passed as suitable for this project.

The meeting was attended by representatives of 25 civil society organizations providing social services in one of the five key areas: elderly care, care for persons with disabilities, gender-based and domestic violence, support to children and youth at risk and migrants, including all vulnerable groups affected by voluntary or forced migration. Organizations from Montenegro showed a high level of interest in becoming members of the Network and it was concluded at the inaugural meeting that the doors of the Network should remain open for newcomers and that the strategy and activities should be ambitious and go broader then planned by the “mother project”.

The Regional Network Meeting, 9-10th of December 2013.
Palace of Serbia, Belgrade



Inaugural Meetings for the National network of Montenegro,
30th of November 2013. Podgorica

• CROATIA

Meeting for interested organizations from region of Slavonija, Baranja and Middle Dalmacija took place in town Osijek on 25th of December. In inaugural meeting 33 representatives of organizations engaged in the development and delivery of various types of social services discussed of and established Croatian National network.



Public debate, National Assembly of the Republic of Serbia 7th of March 2014

• SERBIA

Konekta Network

Education Center Leskovac(EDC) organized meeting for establishment of Serbian network of CSOs. They named new network Konekta and it is opened to all interested service providers. Through this project , members of the network Konekta will receive expert support through active , mutual learning and exchange of experiences (peer review method) and direct mentoring support in the following areas : minimum standards of social protection , licensing organizations and individuals for provision of social services and the accreditation of training programs , entry criteria and priorities of beneficiaries receiving social care, control of the organization and services , monitoring and evaluation, etc.

To make this network more efficient and visible EDC made website (<http://konekta.org/>) with all partner organizations. Konekta consisting of 20 organizations from Arilje, Brus, Coka, Dimitrovgrad, Golubac, Ivanjica, Kikinda, Knjaževac, Krupanj, Krusevac, Ljubovija, Novi Pazar, Presevo, Prokuplje, Sjenica, Topola, Trstenika, Valjevo, Velika Plana and Vlasotince. About 700 users receive services provided within the existing network Konekta.



Open debate in Prishtina, 13th of February 2014.
Governmental Building of Kosovo

Public hearings

• KOSOVO

Open debate in Kosovo was organized 13th February 2014. in Governmental Building of Kosovo. Around 50 present representatives from Government, Local Institutions and non-governmental organizations that deal with the provision of social services discussed on the main topic “The role of institutions and non-governmental organizations in providing social services and their challenges”.

• SERBIA

Public debate in Serbia was held in National Assembly of the Republic of Serbia at Friday, 7th of March 2014. Main topic of discussion was “Perspectives on Sustainability of funding support to children and vulnerable groups beneficiaries of social services”. The debate was organized by member of IRIS Network “Educational Center” Leskovac, “Society for the Development of Children and Youth - Open Club” in collaboration with the Government Office for Cooperation with Civil Society.

The aim of the conference was to encourage a consensus among decision-makers, experts and civil society around the needs of effective coordination and use of available local resources and future EU funds earmarked for social inclusion of vulnerable and marginalized groups.

Public debate was opened by National Assembly Speaker Nebojsa Stefanovic, after which Mr Michel Saint-Lot, UNICEF Serbia Representative, greeted the present. Amongst the key speakers were:

- Gordan Vele, IRIS-regional networks of social service providers who also moderated this event
- Sasa Stojanovic - MODS Association for the Development of Children and Youth Outdoor Club
- Brankica Jankovic, State Secretary, Ministry of Labor and Social Policy
- Marija Sijan, the Fund for the social inclusion of children
- Zarko Šunderić, SIPRU Fund for Inclusion
- Milena Banovic, Government Office for cooperation with Civil society organizations

Hall of the National Assembly was filled with around one hundred representatives of NGOs that deal with social service provision and over 20 journalists from different media houses from Serbia. Some of the most important and popular media informed public about the event, and we raised important questions about social services and child protection in wider public in Serbia.

CSO representatives from all around the Serbia had chance to emphasize their biggest problems and concerns and also to ask questions to government representatives. Owing to the huge interest for this event and important topic we discussed, many people didn't have a chance to participate. Because of that we had had live stream of the debate and also live twitter chat in which people could ask questions and give comments to speakers in the debate.



Comparative Analysis

Comparative Analysis 4.

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Comparative Analysis of the Role of Civil Society in Providing Social Welfare Services in the Western Balkans

One of the first activities in the project was to develop a baseline study which will present legal and institutional framework for the provision of social welfare services by civil society organizations and their role in providing these services in the region of the Western Balkans. The study is based on desk-analysis and series of semi-structured interviews with the stakeholders from CSOs and public institutions from Bosnia and Herzegovina, Croatia, Montenegro, Kosovo and Serbia.



Federation of Bosnia and Herzegovina

In Federation of BiH social protection is the primarily in jurisdiction of the specific entities and cantons. A whole range of entity and cantonal laws are regulating this area. Also, the Brcko District has its own jurisdiction, but not the public institutions of social protection. In Bosnia and Herzegovina there are 117 public social work centers which employ 1087 workers..

There are no clear data on the number of CSOs in B&H working in the field of social service delivery. Nevertheless, it is estimated that 1/3 of 4629 active CSO in B&H are working in the field of social service delivery. Out of total funds reallocated from the government to CSO in B&H, CSOs engaged in social protection field received only 9% of the funds, which makes about 4 millions Euros. In addition, international donors invested 2.9 millions Euros in CSOs providing social services. Official data on how much the public institution are investing in the sector of social policy, apart from donations, is not clear or does not exists.

Republika Srpska

According to the regulations of Republika Srpska, work in the area of social protection may also be carried out by NGOs. Rights implemented by the provision of services to beneficiaries can also be exercised in partnership between the public, private and non-governmental sectors. There are 45 CSW, 20 social work services and 9 institutions in Republika Srpska.

Unfortunately, there are only isolated examples of CSOs delivering social services in Republika Srpska.

MONTENEGRO

Montenegrin Law on Social Welfare introduced a licensing system of service providers (organizations and individuals, i.e. professionals). According to this system, all licensed organizations can deliver social services in the local communities. Nevertheless, licensing system is not functional yet. Non-governmental organizations are financed from the central lottery fund and from the local government. Total allocations for NGOs in the 2011th amounted to about 1.5 million, which is three times less than in 2010.

In Montenegro, there are 275 local social welfare services. The largest number of identified local social welfare services addresses children, the elderly, children and persons with disabilities. The majority of non-governmental organizations are dealing with children, persons with disabilities, persons with development disabilities, victims of violence, young people, etc. The focus of the public sector is on children, the elderly and children with disabilities. The main difference is the openness of the NGO sector to “non-traditional” user groups.

Almost 80% of all local social welfare services in Montenegro are provided by NGOs.

CROATIA

New Social Welfare Act of 2014 in Croatia stipulates that NGOs may provide services if they have a license for that, introducing the system of service ordering and service provider licensing.

Somewhere between 20 and 30 million EUR is allocated annually for social services in Croatia. One third of these funds are allocated by cities and counties, approximately 36% by the ministries and the Government, and the remaining part is from international donors.

Local self-governments play an important role in financing, planning and implementing social welfare services. The community social welfare services are mainly funded through short-lived projects. Those services are provided by NGOs, local and regional self-governments, homes and Red Cross branches. The Croatian NGO sector is dominated by small-sized organizations with few employees and budget below EUR 13,000

KOSOVO

The Constitution of Kosovo concentrates more on human rights and freedoms, then on issues of social justice and a state of welfare. Much more attention is devoted to gender equality and protection from discrimination, but issues of social justice and the welfare state.

Thus, the system of Kosovo legitimizes the typical liberal values, unlike the rest of the region, which still cherishes the tradition of European social democracy. The Line ministry has a underdeveloped capacity to administer the social welfare.

Process of decentralization has given municipalities great authorizations in the healthcare and social welfare areas. As a rule, Issues relating to health care generally have precedence over social welfare.

Municipalities can contract the provision of social welfare services and family protection services to NGOs. The NGO sector develops under the influence of donors. There is ample data indicating that it is not well-rooted in civil society. 80% of funds for civil society come from international sources, and about 8% from budget funds. As in other countries, dependence on donors has led to the fact that NGOs, in their work, reflect donor interests rather than the interests of the citizens and communities they are supposed to represent

NGOs complain of the weak technical capacity of public services, which is an obstacle to cooperation. There are no efficient mechanisms of cooperation between public and non-governmental sectors. The role of NGOs dealing with victims of domestic violence and people with disabilities is significant. The latter are less engaged in providing services, compared to organization of sporting and cultural events and advocacy work. However, there is no systematic data on local social welfare services, both in the state and in the NGO sector.

SERBIA

Social services are divided into two groups under the Law on Social Services: (1) assessment and planning, and (2) service of direct social work that originate from the assessment of beneficiaries needs - daily services in the community (daily care, help in the house, etc.). services of the support for independent living (for example, supported housing, personal assistance, training for independent life, etc.), counseling-therapeutic and social-educational services (support for families in crisis, counseling, family therapy, mediation, SOS hotlines, etc.) and services of accommodation. The social protection system consists of centers for social work, institutions for the accommodation of beneficiaries and other facilities (shelters, intake centers etc.) as well as NGOs that deal with the provision of services. Centers for social work which are funded by central and local budgets have the most important role in the social welfare system.

Centers for social work are overburdened with administrative work and have less time to work with beneficiaries and the community. At the same time CSW is de facto an institution that deals with coordinating and planning protection for municipalities.

Serbia has updated information on the level of development of services that demonstrate that local services are relatively developed, but there are significant regional disparities.

Home help for the elderly is the most common services. It was followed by daycare centers for children and youth with disabilities. Each municipality has a program of one-off financial assistance. Developed municipalities have developed social services.

NGO sector in Serbia is dominated by small organizations relaying on volunteer work.

NGOs do not have adequate professional capacities in the social welfare area yet. They often relay on professionals from centers or institutes for the accommodation of beneficiaries for the demanding professional tasks.

In the last couple of years, the share of foreign financing is growing.

29 % of all local social services are provided by NGOs.



People

People 5.

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People

Main and most important goal of this project is better social care of most vulnerable people, who do not have a proper services provided by local or national government. By improving a national and regional CSO networks we can enable these people more dignifying life. These are just few examples of good practices we would like to continue in the future.

RUHAMA- Bringing a ray of light into the lives of people in need

Humanitarian organization „RUHAMA“ became member of Bosnian national network in June 2013. This NGO has been dedicated in helping socially most handicapped population, the old and disable people for ten years. This is the only organization in Zenica-Doboj Canton for Health and Palliative Care for people above the age of 60 years. The Team of 12 doctors, 12 nurses, 90 volunteers (from 12 to 22 years), social worker physician, lawyer and craftsman (plumber and electrician) has been carrying out all services of supporting people in need. The specific objective of program „Home Care“ is continuation of regular and systematic support to the home visiting program , run by Ruhamas medical team and volunteers, and it includes the following : Help in the house, medical care, dentist, personal hygiene, recreational and educational center.

Activities in RUHAMA

From many patients Ruhama Centar and their specialists took care for in the last year, one elderly lady made extraordinary progress. This is her story.



ACTIVITIES IN RUHAMA



- Two middle-aged woman brought their mother from Sarajevo, which is away from Tuzla 120 km. They begged for help to their mother, who had a severe stroke, fed with feeding tube and was in a semi-conscious state. They were stressed and through tears explained that the doctor said that their mother will live just one to two more weeks. Specialists from Ruhama promised these two ladies that they will do everything in their power to help their mother, but with a touch of suspicion, because the old lady was really in a very difficult situation with all forms of long-term complications of decompensation (decubital wounds, thrombosis, pneumonia). After standard admission procedures in Ruhama, physicians reviewed patient records, discharge papers and other medical reports and opened a medical card and planned implementation of health care for this 72 years old lady.

Every day in the therapy had an adequate diet that is made for individuals who feed on the tube. Continuous staff in a light and calming ambience discussed with patient though she was in a semi-conscious state. After some time the old woman was first opened her eyes and began to respond to their inquiries. The physical therapist started working with her and she slowly started sitting and learning to walk again. Defectologist was also in the team and was trying to eliminate speech disturbances, because she had aphasia (damage of the speech center). Complete treatment, which lasted a year has led to the success of this old lady: she talked, walked up and started to react to what is happening around her.

This is only one successful example which would not happen if project „Improving the provision of Social Service Delivery in South Eastern Europe through the empowerment of national and regional CSO networks“ wasn't recognized as important by the European Union.

CLARD Kosovo- A safe haven for those who have no one to turn to

CLARD is a local NGO funded in 2007 as inheritor of the activities which the Spanish NGO MPDL-Movement for Peace has been implementing in Kosovo since 2002 with the funds of the governmental Spanish Agency for International Cooperation and Development (AECID). The Organization is founded with the purpose of contributing to the promotion and protection of Human Rights, with a particular view to facilitating vulnerable individuals better access to justice, to the establishment of Rule of Law and to foster social and economic inclusion of marginalized segments of the population towards achieving a future feasible achievement of European standards of development and welfare. CLARD staff presents a multiethnic profile with a deep understanding of Kosovo society and its legal and economic framework and has been committed for more than 8 years to the implementation of various projects.

They provided helped and resolved different kind of cases, and we're giving you a story of one particular.

- *Tall and very thin with a very disordered look XX¹ was very panicked when she opened the doors of our office to seek help from us. She was very panicked and unsecure when she started to tell the story. No one understood what she was saying. We stopped her and gave her a few moments to gather herself and start from the beginning. She paused and this time she started to tell the story from the beginning. She had been mentally ill; this is why her family had decided to send her to the mental clinic department within the hospital. She was hospitalized for three months due to her condition which was defined as Depression. After taking the therapy she started to feel better very soon, and within the first three months she was doing better. One of the factors was that she is very young and she had willpower to continue with the new life. The whole progress ended one late night when the doctor entered her room. XX thought that this was a routine check-up, however this ended very sadly for her; she was raped brutally by the doctor. While xx was explaining the story she was crying constantly. She continued telling us that apart from being raped she was expelled from her home, her own family does not believe her and they think she is still "crazy". Doctor who raped her keeps sending her threatening SMS's by saying if she goes to police he will declare that she is mentally ill and he will deny everything.*

Apart from requesting legal aid XX requested to shelter her. She had asked us to direct her towards an organization which offers sheltering for raped victims. It was her luck, because our organization has very close cooperation with organizations that provide social services especially with Shelter NGO which provides shelter for women and children victims. Director of Shelter had accepted this case without any doubt offering psychological aid while we had offered free legal aid, as part of our organization's activity. We sent the case to Police and since that day three months have passed and we still continue to defend her rights representing her in court. XX is in constant contact with us, she is very happy with the shelter and psychological aid given and she has started to recuperate herself again. She says that she feels very safe and secure inside the shelter and she has started to socialize with other women also. With the help of our organization she regained the trust of someone believing her, and not treating her as "crazy person".

1 For safety reasons this person is anonymous

Visibility 6.

Web portal

www.iris-see.eu

The Project web portal was developed in order to provide the information related to social service provision through CSOs in each county as well as all the relevant laws and legal acts that regulate the system of social service delivery by CSO. Web page is the platform for presenting innovative and successful social services implemented and managed by the local organizations in target countries. In different multimedia forms such as power point presentations, video clips, TV features and/or short reportages the best practices from the target region will be promoted. Information about this project and

Upcoming: Beside informative purposes of the web page, you will also be able to find e-learning curriculum as a part of capacity building process for the members of National Networks of CSOs dealing with the delivery of social services as well as to national and regional sector Coordination groups.

Social networks

Presence on the social networks allows quick and reader friendly information in order to inform target audience but also general public on implementation of project activities.

People in South-East Europe are not used to being able to discuss their problems directly with social service providers and we are pioneers in this sort of communication. Every day we inform them about news and future activities in our project and also in the field of social services through out the Balkans. This way we are getting non-stop feedback from the people who are we helping and will help in the future.

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a dark blue rectangular background.

www.facebook.com/irissnetwork

The Twitter logo, consisting of the word "twitter" in white lowercase letters with a blue outline, on a light blue rectangular background.

www.twitter.com/IRISsNetwork

Press about us

18 **Osijek**

GLAS SLAVONIJE
15. 12. 2013



Okrugli stol o EU projektu Organizacije za građanske inicijative

Mreža civilnog društva može se jače angažirati u pružanju socijalnih usluga

Organizacija za građanske inicijative organizirala je jučer okrugli stol o razvoju i pružanju socijalnih usluga, na kojem se okupilo dvadesetak sudionika, predstavnika udruga, lokalnih samouprava te centara za socijalnu skrb iz Slavonije i Baranje.

- Organizacija za građanske inicijative jedan je od partnera na EU projektu "Unapređenje pružanja socijalnih usluga u jugoistočnoj Europi kroz jačanje nacionalnih i regionalnih mreža organizacija civilnog društva" - kaže nacionalni koordinator projekta Branislav Vorkapić, do-

dajući da je nositelj projekta Arbeiter-Samariter-Bund (ASB). Projekt se provodi u okviru programa "Instrument za preispitivanje pomoći (IPA)", potpora civilnom društvu", a sudjeluju i partneri iz Bosne i Hercegovine, Belgije, Srbije, Kosova i Crne Gore.

- Cilj je projekta ojačati kapacitete i postići snažnije angažiranje mreža civilnog društva u pružanju mogućnosti građanima da utječu na reformu javnog sektora procesima analiza, monitoringa i zagovaranja. Ovaj okrugli stol jedna je od aktivnosti

cjelokupnog projekta, koji bi, na temelju analiza u okviru razvoja socijalnih usluga u Hrvatskoj, trebao dati konkretne mehanizme i alate za standardiziranje kvalitete socijalnih usluga (skrb o starijima, invalidima, ženama, djeci, mladima...), certificiranje pravnih i fizičkih osoba za bavljenje socijalnim uslugama, za omogućavanje stabilnijeg i trajnijeg financiranja takvih usluga te za decentralizaciju socijalnih usluga iz državnih ustanova na regionalnu i lokalnu samoupravu - rekao je Vorkapić. D. Pejić ■

socijalne usluge

Za reforme javnog sektora

Poboljšanje pružanja socijalnih usluga u jugoistočnoj Europi osnaživanjem nacionalnih i regionalnih mreža organizacija civilnog društva

U zemljama zapadnog Balkana i u Turskoj u tijeku su reforme javnog sektora čiji uspjeh ovisi o uključivanju što šire javnosti. Cilj ovog projekta uključiti je javnost povećanjem organizacija civilnog društva koje se bave socijalnim uslugama u Hrvatskoj, Bosni i Hercegovini, Srbiji, Crnoj Gori i Kosovu. Posebna pozornost bit će posvećena razvijanju njihovog menadžmenta i uvođenju standarda kvalitete u skladu s EU standardima te pripremi godišnjih izvješća o razini socijalne uključenosti u pojedinim zemljama.

Nositelj projekta je Arbeiter-Samariter-Bund (ASB), Njemačka - urod Beograd, a partneri na projektu su SOLIDAR (Belgija), Lokalna inicijativa za razvoj (Bih), Edukativni centar Leskovac (Srbija), Centar za pravnu pomoć i regionalni razvoj (Kosovo) i SOS Tešanj za žene i djecu žrtve nasilja (Crna Gora).

Projekt u Hrvatskoj provodi Organizacija za građanske inicijative - OGI
info: www.ogi.hr/ogi-asb-projekt/



Organizacija za Građanske inicijative

37 udruga za jačanje socijalnog dijaloga

Organizacija za Građanske inicijative na radnom je sastanku okupila predstavnike 37 udruga s područja Slavonije, Baranje i srednje Dalmacije kako bi započeli proces osnivanja mreže udruga koje se bave razvojem i pružanjem socijalnih usluga. Riječ je o inicijalnoj aktivnosti EU projekta pod nazivom "Poboljšanje pružanja socijalnih usluga u jugoistočnoj Europi kroz osnaživanje nacionalne mreže organizacija civilnog društva" koji se istovremeno provodi u Hrvatskoj, Bosni i Hercegovini, Crnoj Gori i na Kosovu. "Cilj pro-

jekta je postići dinamičnije civilno društvo koje sudjeluje u javnim debatama o demokraciji, ljudskim pravima, socijalnoj inkluziji i vladavini prava s kapacitetom da utječe na politiku i procese donošenja odluka. Danas smo se okupili kako bismo na formalan i neformalan način povezali udruge koje se bave pružanjem socijalnih usluga, sve kako bismo mogli sinergijski vršiti pozitivan utjecaj na ministarstva, te lokalnu i regionalnu samoupravu", rekao je Branislav Vorkapić, izvršni direktor Organizacije za građanske inicijative. (I.SL.) ■



Press about us

