



# IRIS Network



Project is funded  
by European Union



Project is implemented by  
Arbeiter Samariter Bund



# WHO ARE WE?

IRIS network is the only regional network that brings together CSOs social service providers in South East Europe

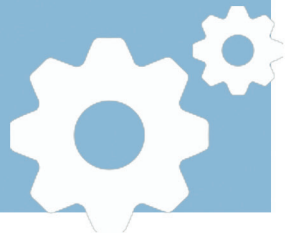


IRIS connects currently 140 member organizations that provide different types of social services to different vulnerable groups: people with disability, children and youth at risk, women victims of family violence, refugees, asylum seekers etc.

IRIS aims to strengthen the role of not for profit social service providers throughout SEE and to ensure that these organizations are recognized as equal partners by the public sector.

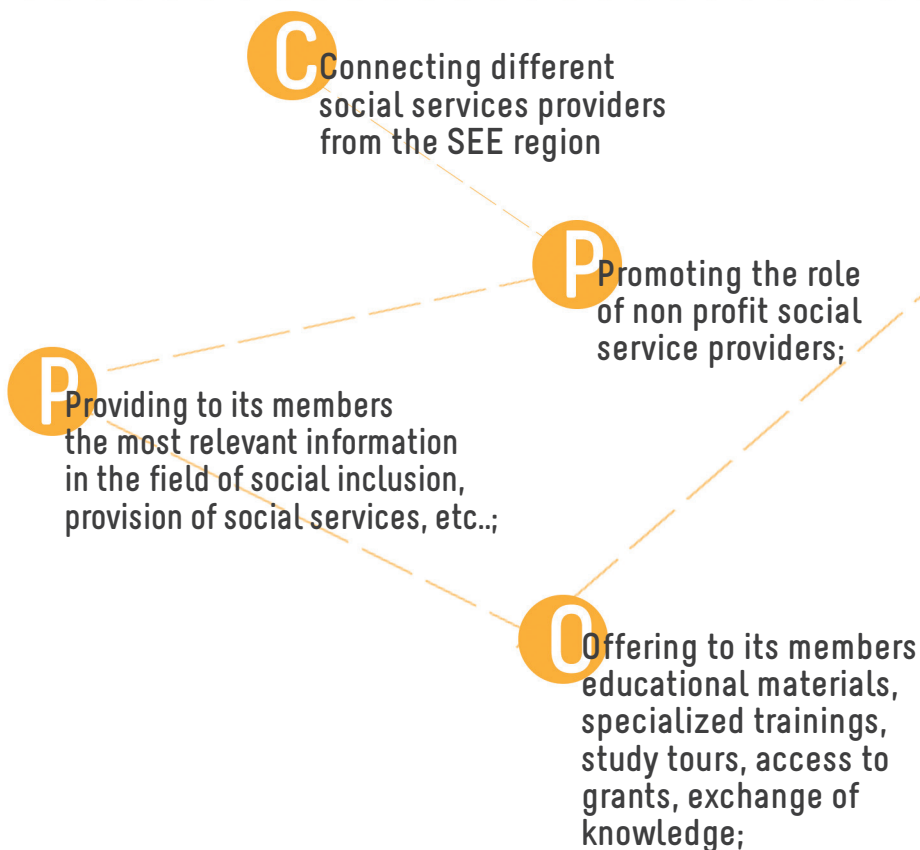
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IRIS was founded in 2012 and from the mere beginning we had a huge support from our partners in the European Union and in the CSF program



# WHAT WE DO?

IRIS is:





**P**

Providing to our members quality business and development support through training and services of specialized associates;

**L**

Lobbying for better solutions among stakeholders from the public and private sectors in the EU and SEE region;

**O**

Organizing meetings, conferences, lectures and other public events.



# Fact on IRIS:

- ① Connects and builds capacities for more than 150 organizations from SEE region providing social services; . . .
- ② 10.000 beneficiaries are provided necessary social and health services each day by our member organizations .
- ③ . . . . . IRIS has five national secretariats in Bosnia and Herzegovina, Croatia, Kosovo, Montenegro and Serbia and two in formation in FYROM and Albania by the end of 2014; . . . . .
- ④ More than 500 decision makers and stakeholders from civil and public sector attended our national events in 2014 .
- ⑤ . . . . . We encourage a consensus among decision makers, experts and civil society on the needs of effective coordination and use of available local resources and future EU funds earmarked for social inclusion of vulnerable and marginalized groups;



- 6 Our online platform, [www.iris-see.eu](http://www.iris-see.eu), is a platform for exchange of knowledge between different organizations and people involved in the provision of social services throughout the region;
- 7 Our annual events with SOLIDAR in European Parliament gather relevant regional and EU stakeholders and prominent members of EU Parliament;
- 8 E learning curriculum IRIS lunched is a help tool for capacity building process for the IRIS network members and other interested organizations and professionals;
- 9 IRIS trained more than 150 professionals in organizational management of CSOs through a training programme "Efficient management better services";
- 10 IRIS developed handbook for trainers for "Organizational Management of CSOs providing social services";
- 11 In 2014 we supported 23 grass root projects focused on improving social services on the local level: five in each of Bosnia, Croatia, Montenegro and Serbia, and three in Kosovo.



# MEMBERS &

**Serbia**

**CONECTA  
and EDC**  
Educational  
centre  
Leskovac

Secretary General  
of IRIS  
Arbeiter Samariter Bund  
Deutschland  
Country office Serbia,  
Belgrade

National Secretariats

**Croatia**

**OGI**

Organization for  
citizen action

**B&H**

**LIR CD**

Local  
initiative for devel  
opment of CS



# STRUCTURE

General Secretariat of IRIS is based in Serbia, Belgrade, and is administrated by Arbeiter Samariter Bund. In each country IRIS has its national secretariats which are main contact points for the members from the respective countries.

*National Secretariats*

**Albania**

**ASYD**

Association of students and youth with disabilities

*National Secretariats*

*National Secretariats*

**FYRM**  
**ARISIS**

Social  
Organization for the  
Support of Youth

**Montenegro**

**SOS Podgorica**

**Kosovo\***

**CLARD**

\* This designation is without prejudice to positions on status, and is in line with UNSCR 1244/99 and the ICJ Opinion on the Kosovo declaration of independence



Hungary

Croatia

Romania

Bosnia and  
Herzegovina

Serbia

Montenegro

Kosovo\*

Bulg.

FYR Macedonia

Albania

Greece

NATIONAL  
MEMBERS

## Serbia

Impuls Arilje,  
Društvo MNRL,  
DB, Udruženje "Diva",  
NVO Balanstra NVO  
Organizacija mladih  
„Cupae“, Društvo za  
cerebralnu i dečju paralizu  
Ivanjica,  
Društvo Naša kuća,  
UG „Udruženje multiiple  
skleroze Knjaževac“,  
PA Udruženje "Zora",  
DB za decu sa porem.  
u ponašanju, Korak napred,  
Udruženje žena "Vila",  
DB Udruženje MNRL,  
Udruženje MNRO Preševo  
Ud obolelih od mišićnih i  
neuro bolesti,  
Udruženje dece i omladine  
ometene u razvoju Poletarac,  
Volonterski centar "Koraci",  
Udruženje za pomoć MNRO,  
DB Naši snovi,  
Udruženje Volja za životom,  
NVO Osmeh

## OGI, GORD, „Osječka škola“

PGDI, Udruga žena Izvor , Udruga žena Vukovar,  
Klub žena liječenih na dojci , MAMMAE KLUB“,  
B.A.B.E., Srpski demokratski forum Zareb,  
Udruga „Kameničići“, Centar za održivi razvoj,  
Udruga žena Drniš, SUVEZ, Udruga Oppidum,  
Društvo invalida Donji Miholjac, Udruga gluhih  
i nagluhih osječko baranjske županije, Dom za  
psihički bolesne odrasle osobe Osijek, Dječiji  
dom Klasje, Udruga „Vrapčići“, Centar za mir,  
nenasilje i ljudska prava Osijek, Volonterski  
centar Osijek, Mirovna grupa Oaza Beli Ma-  
nastir, Udruga „Prevenција“, Društvo za pomoć  
mentalno retardiranim osobama Osijek, MOGU  
– terapijsko, rekreacijsko i sportsko jahanje,  
Udruga za rad sa mladima – Breza, Dom Veselja,  
Udruženje Baranja,  
Udruga Novi Svijet Luščani, Udruga "Zlatna  
Dob", Udruga "Naše Ognjište", Udruga „Zvono“,  
Obiteljski centar Osječko - baranjske županije,  
Gradsko društvo Crvenog Križa Osijek, Udruga  
za kreativni razvoj Slap, Udruga socijalnih  
radnika Osječko – baranjske županije, Centar za  
socijalnu skrb Beli Manastir, CSS Vukovar, CSS  
Županja, CSS Osijek, Grad Beli Manastir, Grad  
Osijek, Osječko – Baranjska županija,  
Općina Stari Jankovci, Općina Petlovac, Meridas

## Croatia

## National members

### UHO RUHAMA, Caritas Banja

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

B&H

### ADP-ZID, Preporod,

CAZAS, Centar za prava djeteta,  
Dom Nade, Crveni krst CG, Caritas Bar,  
Naše doba, Crveni krst Berane,  
Humanitarac, Udruženje za pomoć licima  
OUPR, Savez organizacija gluhih i nagluhih  
CG, Organizacija slijepih, Udruženje mladih  
sa hendikepom, Udruženje paraplegičara  
Bar, SOS telefon Nikšić, SOS telefon  
Ulcinj, SOS telefon Bijelo Polje, Centar  
za prava žena, Otvoreni centar Bona fide,  
Crnogorski ženski Lobi, Ognjište,  
Udruženje "Kosmet", Savez udruženja  
raseljenih, izbjeglih i prognanih u CG,  
Centar za romske inicijative

Montenegro

### 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, Association for Human and Children's Right

Kosovo\*

## Albania

Different & Equal  
 Children of the World  
 Albania- Human Rights  
 National Association  
 Education for Life - SHKEJ  
 Psycho-Social Centre "Vatra"  
 LGBT Alliance Albania  
 Institute of Romani  
 Culture in Albania - IRCA  
 MEDPAK Association  
 Tjeter Vizion  
 TLAS (Tirana Legal Aid Society)  
 ADRA Albania  
 ARSIS - Social Organisation  
 for the Support of the Youth  
 "Amaro-Drom" Union  
 National Association Education  
 for Life - SHKEJ  
 Terre des hommes

Association of invalid pensioners  
 in Municipality Chair  
 Association of students and youth  
 with disability  
 Association on Social Workers of  
 the city of Skopje  
 Food bank Macedonia  
 Association Regional Center for  
 persons  
 with intellection disability " Poraka  
 Nasa"- Kumanovo  
 Roma Community Center " DROM"-  
 Kumanovo  
 Women's Civic Initiative "ANTICO"  
 Organization" Mladi Info"  
 Association of women and  
 children  
 Center for women and children  
 Roma center  
 Association for pensioners  
 Ekocenter Gostivar  
 Youth organization from Tetovo

## FYRM

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# IRIS NETWORK

# FUTURE WORK



Providing our members with the possibility for ISO 9001:2008 certification

Supporting our members in Licensing process for the services they provide

Lunching the Mentoring program with professional mentors who will support our members in different fields

Lunching Traineeship program for young people engaged in the IRIS network in EU based social service providers in Sweden, UK, Netherlands, Italy, Spain and Belgium

Lunching a grants scheme for IRIS network members which will allow funding of 12 best projects

Organizing Summer school on social services for IRIS members

Reshaping IRIS strategic and advocacy plans

Campaigning on local, national and EU level for improvement of position of non for profit providers of social services

## SUCCESS STORIES



Being part of the IRIS network allows you to put your ideas into practice. Our member organizations had a chance to develop and implement projects which dealt with different social issues in their local communities. We supported and funded 23 projects, five each in: Bosnia, Croatia, Montenegro and Serbia, and three in Kosovo. Here are some of our members. /

### LOCAL ACTION PLAN FOR ROMA POPULATION IN BIH

Roma are the most numerous minority group in BiH, with the estimated population of 60,000 people. Around 70 per cent of Romani cannot provide for their basic physical existence, while 90 per cent do not have the necessary documents enabling free health care and protection.

Even though in Bosnia 1,5 million EUR is allocated annually for implementation of Action Plan for Roma in the field of housing, employment and health care, no significant improvements were made particularly because local municipalities don't know how to address the needs of this population.

Roma NVOs are the only ones who have the knowledge and experience in this field. With the funds provided by the IRIS network, Euro Rom, created the Guidelines for municipalities which will become a tool for them in quality implementation of the Local Action Plans. This will finally allow the proper allocation of resources and the resolution of some of the biggest problems faced by Roma in Bosnia.

## FIRST NATIONAL HELPLINE FOR VICTIMS OF DOMESTIC VIOLENCE IN MONTENEGRO

Statistic information on domestic violence in Montenegro remains inaccurate. There is still no national strategy or data, and each of the responsible institutions addresses this problem differently. Women and children, victims of violence, are forced to seek help from different, mainly non governmental organizations and services. Female service assistance and support in Montenegro have a key role in empowering victims and providing intensive care and support. SOS hotlines proved to be the most effective initial support to these victims, having over 30 000 phone calls annually. There is still no national SOS hotline, even though this is envisaged in all relevant UN and EU documents.

SOS telephone Niksic, member of the IRIS network, received funds to advocate for a free National helpline for domestic violence and violence against women in order to influence much needed reforms in this field. SOS telephone Niksic, with three more partners from towns of Ulcinj, Bjelo Polje and Berane and in close collaboration with all relevant ministries in Montenegro, developed and adopted a Rulebook on operation of the first national helpline in Montenegro. Additionally, the workgroup of these organizations became partner of the Government in all future decision making processes considering reforms in this field.



## “LITTLE SPARROWS” “SUPPORTING THE INCLUSION OF PEOPLE WITH PSYCHOTIC DISORDERS

Psychotic disorders are treated mostly in relevant facilities, but when these patients go out of the hospitals, they often face difficulties in adjusting and re-integrating into the community. Myths and prejudices against the mentally ill are deeply rooted, and negative attitudes may be present with the officials' involved in the treatment and rehabilitation of such persons. This may adversely affect the attainment of certain rights, inadequate treatment and the occurrence of other discriminatory behaviour. The role of NGOs in providing services is important, but limited due to lack of cooperation with experts in the field of mental care, and the activities are often not coordinated, long-term planned and sustainable.

The Croatian Iris network member Little Sparrows, offers different support programs for patients and their families to improve their health care and also they are an important link that connects institutional forms of assistance and other mental health informal support programs. The Network funded their project which aimed at reducing the negative attitude towards psychiatric patients in all segments of the society. Throughout the project, members of Little Sparrows organized activities with different government stakeholders in order to exchange their experience and knowledge in this area. They influenced not only the officials, but also wider public with various shows, theatrical performances and media appearances in which patients with different kind of psychiatric disorders had main roles.

## LEGAL AND SOCIAL (UN)PROTECTION OF LGBT COMMUNITY IN KOSOVO

The Kosovo society remains deeply patriarchal and even hostile towards sexual minorities. Even though Kosovo is one of only ten European states to have constitutionally banned discrimination against these minorities, society is very much closed minded when it comes to their rights. People who dare to “come out” are, in most cases, kicked out from their family homes, or, among other, subjected to some form of treatment to cure their “sexual illness”. This is all consequence of widespread belief that LGBT people are deviant or suffer from mental illness that needs to be cured. Constant repression towards members of this community often results in their pulling back in closed, under the radar, circles, or in some cases, even asylum seeking.

Iris network supported the project “Diversity week” and it’s member QESh, which is NGO’s that advocate for the rights of the LGBT community in Kosovo. Amongst other activities throughout the project, they raised visibility of LGBT individuals or“ganizing concert, art exhibitions, monologue performances, open panel discussions, workshops with experts, health activities, as well as film and documentary screen“ings, including a documentary currently in production by QESh. People from various backgrounds including artists, youth, university students, health care providers, and experts from different fields are now more connected and LGBT community is more present. Their project brought together representatives not only of LGBT community and NGO sector, but also government institution to discuss the importance of im“provement and development of different kind of social services to this community. Most importantly, questions about the need for safe houses and shelters for people who are being kicked out of their homes and excluded from their families, where raised.

## **“DAY CARE CENTRE FOR CHILDREN AND YOUTH WITH DISABIL- ITIES IN VRNJACKA BANJA, SERBIA**

Children and youth with disabilities in small communities all over Serbia are doomed to spend much of their free time inside their homes, depending totally on their parents and other family members. Day care centres where they can socialize, learn and play are very expensive, so not many small municipalities have financial resources and human capacity to establish these kinds of centres.

In municipality Vrnjacka Banja, Iris member organization “The Association of Parents of Children with Disabilities” is the only organization that gathers and addresses to this specified social group. They founded in 2011, with financial support of the EU Delegation, first Day care centre in Vrnjacka Banja which provides care of the children during the weekdays, for a period of eight hours, with the provided transportation and meals. At the moment Day care has 20 beneficiaries with physical, mental and development problems, with light, moderate and multiple disabilities, autism and Down syndrome. However, at the moment the service does not have a license that is defined by law as precondition for selection of the Association as the provider of social services. With the project supported by the IRIS network, this organization succeeded to adapt and renovate the space, rooms for personal hygiene and also to improve infrastructural conditions. These repairs made possible for the Association to meet minimum standards for licensing, so now finally children in Vrnjacka Banja will have a place for themselves.

# CONTACT

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If you want become our member or simply to learn more about IRIS network and keep in touch with our activities contact us!

Website: [www.iris-see.eu](http://www.iris-see.eu)

Email: [iris@iris-see.eu](mailto:iris@iris-see.eu)

Facebook: [www.facebook.com/irissnetwork](http://www.facebook.com/irissnetwork)

Twitter: [twitter.com/IRISsNetwork](https://twitter.com/IRISsNetwork)

