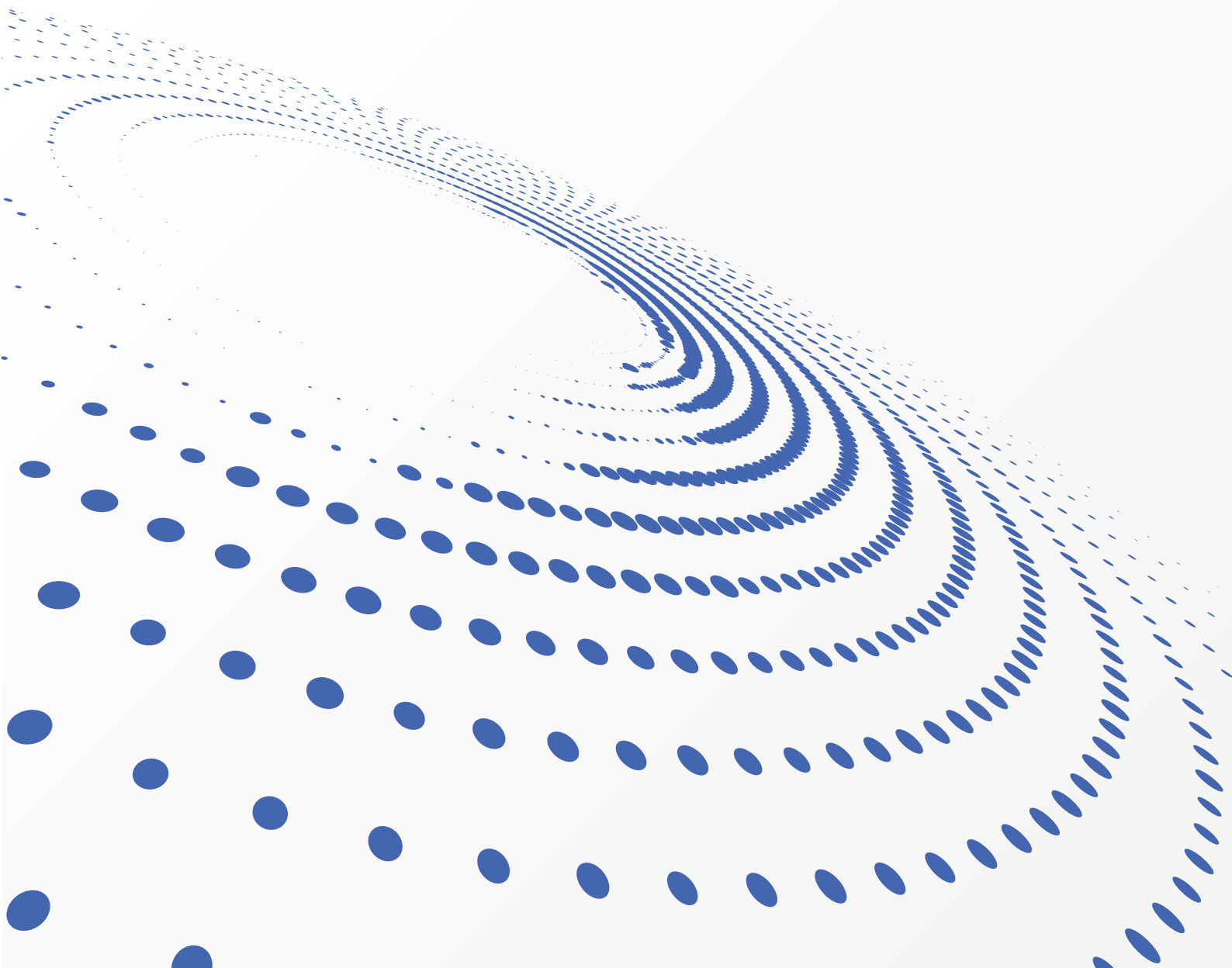


# “PROMOTING INCLUSIVE LABOUR MARKET SOLUTIONS IN THE WESTERN BALKANS II”

Mapping of national integrated case management  
practices delivered by NGOs in Albania





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**TIRANA , 2021**

# INTRODUCTION

Integrated case management is an innovative practice, which is used to better serve excluded communities, through a combination of existing resources of social service and employment systems. Recent studies show that the extent to which the integrated case management process is implemented in the Western Balkans, including Albania, is limited. Social protection and employment promotion systems operate mainly in isolation. A case in need is referred either to the employment promotion system or to the social protection system. Recently, it has been observed that the employment service alone has not been successful in achieving sustainable economic empowerment, especially for individuals from excluded and multiple discriminated communities. For long-term and sustainable inclusion in the labour market, it is important to use the integrated approach, through which social protection and social inclusion services are provided for those in need, in addition to those promoting employment. Finally, there is an increased commitment by public institutions of employment and protection and social inclusion affairs to institutionalize the integrated case management process, as both aforementioned systems often address the same beneficiaries and partnerships between them rely on the legal and political framework recently drafted in Albania.

The best way to enable the practical application of this approach is to outsource services to stakeholders with experience in integrated case management, including non-profit organizations. Outsourcing employment services is already a proven experience by the NAES, through employment promotion programs. On the other hand, municipalities have started to subcontract NGOs with the necessary expertise, which can provide social services, based on Law 121/2016, through the Social Fund.

To put the integrated case management model into practice, UNDP is working with responsible institutions, aiming to provide integrated services by NGOs, through outsourcing, mainly to excluded communities, bearing complex problems that hamper their effective involvement in the labour market.

To accomplish the above, UNDP is conducting a mapping process of NGOs working within the vision of an integrated case management process, some of which could serve as models that can be outsourced by responsible institutions to reduce the gap in the provision of employment promotion services to the vulnerable and excluded communities.

## BRIEF METHODOLOGICAL NOTE

To prepare this report, databases of organizations providing social services, and employment promotion services throughout the country were consulted. Also, their websites and social networks were consulted to reach a first list of 90 NGOs, which provided a diverse typology of services for excluded categories. A set of criteria was then prepared, which would help in selecting good models for providing integrated social services and employment services, so that the integrated case management system becomes operational.

Some of the criteria used to select the best models in the employment of vulnerable groups were as follows: Models/Practices should be provided by non-public service providers: Non-Profit Organizations, Social Businesses, Social Enterprises, Social Companies; (i) the models should be provided in the territory of the Republic of Albania; (ii) the models should contribute to the implementation of national policies; (iii) the models should be part of the existing system of social

care and employment services and should address documented priorities; (iv) the models should focus on promoting the employment of vulnerable groups: individuals leaving the economic aid scheme, women and girls victims of violence, persons with disabilities and members of their families, members of the Roma and Egyptian communities, members of the LGBTI community, individuals with drug and alcohol problems, individuals with psycho-social difficulties; (v) the models should focus on their work with an integrated case management system, through the interaction of the employment promotion component with that of the social services provision, in line with the needs of the jobseeker; (vi) the models should have shown consistent results to the benefit of the target groups during implementation; (vii) the models should be replicable in other regions of the country; (viii) the models should make available documentation showing efficiency and effectiveness in service provision; (ix) the organizations providing the models should be registered in line with the relevant applicable legislation and carry out activities in line with the purpose set out in the laws and by-laws governing their activity; (x) the models should not be profiting; (xi) the organization applying the models should have leadership, organizational, human, financial capacities in order to continue their implementation, but also to replicate them in wider communities.

Based on the criteria and also on meetings held with organizations/donors working with a focus on integrated case management, such as Swiss Contact/C4E Network, Save the Children Albania, Caritas Albania, NPF, ADRF, Yunus International, a list consisting of 21 organizations/models was prepared.

To have an insight of the organizational and institutional relationships of the selected models, a questionnaire was prepared, which was filled in by all organizations both via e-mail and through interviews.

The prepared report provides detailed information on how organizations selected as good role models work focused on integrated case management. Information is provided on: (i) name of service; (ii) implementing organization; (iii) the place where the service is provided; (iv) supported groups; (v) typology of intervention; (vi) policies upon which the activity of the organization is based/networking and cooperation; (vii) financing/sustainability; (viii) description of service and its providers; (ix) outcomes; (x) case referral/management system; (xi) the service impact on the target group; (xii) qualities that make the service effective in meeting the target group needs; (xiii) challenges; (xiv) opportunities for replication; (xv) additional information about the service (manager, website, Facebook, e-mail, phone).

# 1- VOCATIONAL TRAINING FOR CATEGORIES IN NEED



**Implementing organization:**  
"Tjetër Vizion" Association



**Place where the service is provided:** Elbasan region

## SUPPORTED GROUPS

Through the services it has been providing since 2003, "Tjetër Vizion" organization supports annually about 250 individuals in need in the Elbasan region. The beneficiaries are young people, women, and girls in socio-economic difficulties, such as: (i) individuals leaving the economic aid scheme; (ii) members of the Roma and Egyptian communities; (iii) members of the LGBTI community; (iv) people with psycho-social difficulties; (v) victims of violence, trafficking, abuse; (vi) young people in conflict with the law who have served their sentence; (vii) returnees.

## TYPOLOGY OF INTERVENTION

"Tjetër Vizion" provides a complex typology of services, which include: (i) community services; (ii) residential services for children up to 18 years of age (iii) employment promotion; (iv) supported employment; (v) vocational training; (vi) support for self-employment through small grants.

In the area of economic empowerment, the services provided by the organization are as follows: (i) employment promotion services for excluded communities; (ii) job rehabilitation services; (iii) vocational training and rehabilitation services for excluded communities; (iv) employment support services for the most excluded communities; (v) self-employment promotion services; (vi) employment guidance and counselling services.

In the area of social services, the organization provides the following services: (i) social reintegration programs; (ii) information and counselling; (iii) protected shelter service for victims of domestic violence and trafficking; (iv) development and rehabilitation services; (v) shelter for the protection and rehabilitation of victims of domestic violence and trafficking; (vi) telephone or on-line counselling services for categories in need.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided by the "Tjetër Vizion" organization are in line with the training and employment policies of the Albanian Government<sup>1</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>2</sup> social inclusion of groups in need and those within social<sup>3</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>4</sup> and employment services, and vocational education and training<sup>5</sup>. The Social Plan of Elbasan<sup>6</sup> also supports the validity of the services of "Tjetër Vizion" organization.

"Tjetër Vizion" working principles apply the interaction with state and non-state stakeholders to achieve its mission. The organization is certified in providing services to the benefit of the categories in need in this territory. Local institutions and organizations operating in the territory have consolidated cooperation with "Tjetër Vizion" for years. Case referrals are a daily practice of mutual cooperation. Cooperation with the Employment Office, in order to mediate for the employment of trained persons, remains one of the most fruitful.

1 National Employment and Skills Strategy 2019-2022 and its Action Plan

2 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

3 Social Protection Strategy, National Strategy on Social Protection 2019-2022

4 Law on Social Care Services, Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

5 Law on employment promotion and DCM on promotion and vocational training, Law 15/2019, dated 13/3/2019 "On employment promotion" and DCM No. 17/2020 "On the procedures, criteria and rules for the implementation of programs of employment promotion through employment, on-the-job training and internships"

6 Social Plan of Elbasan - Design of the social inclusion action plan of the Municipality of Elbasan 2016-2020

## METHODS OF FINANCING AND SUSTAINABILITY

The service is mainly funded by various donors, who over the years have contributed to its progress and empowerment, such as MAE, Fondazione San Zeno, King Baudouin Foundation, Swisscontact, etc. Funding has lasted mostly for two or three years. The service is provided free of charge due to the vulnerability of supported groups. The current employment preparation service through the provision of counselling, information, employment support, vocational training has an average cost of ALL 4,1 million per year. The calculation is based on service and not on the individual beneficiary. Due to service dynamics, the number of beneficiaries varies and therefore the organization operates at service cost and not at cost per beneficiary.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

“Tjetër Vizion” provides vocational training courses such as tailoring, cooking, coffee machine technician, waiter courses, babysitter courses and support of the elderly courses. The courses are licensed and recognized by state institutions. They are attended by young men and women, girls and women who come from poor socio-economic situations, situations of domestic violence, victims of trafficking, long-term unemployed, returnees, members of different ethnic communities. Beneficiaries are provided not only with vocational training, but those that have other problems, are referred to social support and reintegration services, which are provided by “Tjetër Vizion” or other stakeholders that deliver social services in the territory. According to the needs, the beneficiaries are offered social support, legal aid, employment mediation, professional internships close to business enterprises, support for start-ups and micro-businesses. Occasional meetings are held with beneficiaries to increase their professional and social capacities.

The staff, which provides vocational training services, consists of 6 people, five of whom are part-time vocational course teachers, and one full-time social worker.

## OUTCOMES

“Tjetër Vizion” is considered a reference point in the territory for the provision of services in support of categories in need. Through integrated services in the area of employment promotion, as well as in the area of social services, quality service has been provided for many of the communities in need. Many beneficiaries from the excluded groups have been reintegrated, trained, employed and empowered. The services provided by “Tjetër Vizion” have influenced the mitigation of social and economic problems in the Elbasan region.

1. The number of beneficiaries of employment promotion services, vocational education and training since the beginning of the service is 2300.
2. The number of beneficiaries of employment promotion services, vocational education and training per year is 100.
3. The average number of new beneficiaries involved in services, each year, in employment promotion and vocational training services is 100.
4. The average number of beneficiaries leaving the service empowered and reintegrated in a year is 90.
5. The number of beneficiaries referred each year to the social services that the individual needs is 120.
6. The number of beneficiaries of social services since the beginning of the service is 2500.
7. The number of beneficiaries of social services per year is 120.
8. The average number of new beneficiaries included in social services, each year, is 120.
9. The average number of beneficiaries leaving the service rehabilitated and empowered in a year is 100.
10. The number of beneficiaries referred each year to services aimed at economic empowerment of the beneficiary is 25.

## CASE REFERRAL/MANAGEMENT SYSTEM

Generally, individuals who need services are referred to “Tjetër Vizion” by the local social services institutions, employment agencies, non-profit organizations but individuals also self-refer. Service beneficiaries become part based on the initial evaluation, carried out by the structures of the local unit responsible for identifying, referring, and managing cases in need of social services. The organization makes an in-depth evaluation of its own, including the employment and vocational training needs assessment.

Cases referred by different institutions are interviewed in advance by the service officer, personal skills and priorities are determined for each case and an individual intervention plan is drafted. For the beneficiaries, who have to attend vocational training, groups are defined, and the relevant instructor supports them for a 6-month training period (5 months in the classroom and 1 month of internship close to a business operator). During this time, the social worker follows and supports all cases that need social support or other types of support, through coordination of work with other supporting service employees provided by TVO or other stakeholders in the territory. Thanks to the network of cooperation with the businesses of the region, internships are carried out close to their premises and employment opportunities are mediated with these operators. For different beneficiaries, TVO provides 3-month training internships close to business operators, after which the interns are mostly employed. Support has also been given to the strengthening or start up of various micro-businesses for some beneficiaries, benefiting from the coaching for employment cycle.

### THE SERVICE IMPACT ON THE TARGET GROUP

Beneficiaries of the vocational training service are professionally trained, acquire knowledge and are advised on employment, through the coaching for employment cycle. Beneficiaries are also encouraged and guided towards employment through the mediation of the organization's experts, are supported in their start-up initiatives or in strengthening their economic activity, in reintegrating into the labour market and creating economic independence.

### QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.

Service beneficiaries rely on the needs they have and the opportunity to reintegrate. The service is not fragmented but is complex and coordinated with other services by the organization itself or other institutions. The cases get support toward reintegration and social and economic independence. This service is required and needed for the beneficiary categories. It is a quality service, provided through modern programs and licensed by the authorities. The support provided to beneficiaries is profoundly multi-sectoral. The service is individual for each beneficiary and is based on their individual and specific needs and capacities.

### CHALLENGES

Sustainable financial support remains the main difficulty in providing the service. Funding influences the sustainability of the service, but also of the professionals trained and invested in this sector. On the other hand, not all cases included in the program are cooperative, as some of them abandon the journey without finishing it. Cases happen to be very complex and difficult to manage until the final settlement. They can show special development dynamics and, as such, there are many difficulties in their reintegration, especially when it comes to the combination of many stakeholders and state institutions.

### OPPORTUNITIES FOR REPLICATION

The service can be replicated in other municipalities. It is a necessary service, it helps a wide range of beneficiaries, it helps in their employment and reintegration into society, it does not need to be tested as it has already yielded results, it runs parallel to a series of government policies, it does not need high funding costs.

### ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2003
<b>Official address</b>	Lagjia "Aqif Pasha"; Rr "Ali Arapi", Nr.19 Elbasan
<b>Contact:</b>	Arian Çala: <a href="mailto:aricala@gmail.com">aricala@gmail.com</a> ; Mob. +355695657301



## 2- CHILD PROTECTION AND FAMILY EMPOWERMENT



**Implementing organization:**  
Initiative for Social Change  
ARSIS



**Place where the service is provided:** At the national level, Tirana, Shkodra, Durrës, Korça, Vlora, Saranda

### SUPPORTED GROUPS

#### **Children 0-18 years old mainly:**

- victims of violence or at risk of violence, negligence, abuse, ill-treatment, trafficking, exploitation, discrimination,
- of Roma/Egyptian origin,
- in street situation,
- without parental care,
- in contact and/or in conflict with the law,
- unaccompanied foreign children,
- returnees from migration, etc.

#### **Young people who have turned 18 to 25 years old:**

- living and working in street situations,
- jobseekers, without any trade or with low education,
- living in extreme poverty,
- drop-outs, illiterate or semi-illiterate,

#### **Mothers/fathers with children:**

- families in socio-economic difficulties,
- families returned from migration,
- young people, adults in vulnerable communities,
- mothers with children as victims of domestic violence, including foreign nationals with or without a regular residence permit in Albania,
- pregnant women with or without children,

#### **State agencies at central, regional and local levels and the civil society organizations working for the protection and development of children, youth, women and the family:**

- child protection system professionals,
- social service professionals in the country,
- students and young professionals through the provision of professional and voluntary internships.

### TYPOLOGY OF INTERVENTION

The ARSIS Initiative, as a consolidated service provider, provides a variety of supporting services for categories in need. The service delivery approach is cross-sectoral and combines the integrated provision of multidisciplinary services that affect both the child and the family at the same time. Child protection is closely linked to the support and empowerment of the family in line with all the principles of protection of rights and case management of children in need of protection (individual child protection plan where the family plays a key role in exercising its parental responsibility in the child protection and well-being).

The typology of services provided by the ARSIS Initiative is inclusive, enabling pre-social services

through informing and advising community members, direct family services, psycho-social support and early intervention. Community services through two multifunctional centres “The House of Colours” and “Day Care Centre for Early Childhood”. In the multifunctional centre “The House of Colours”, groups of young people and their families get informed, advised, and oriented directly into the labour market aiming at their engagement in society, and the empowerment and support of the extended family.

Community services including employment programs, focus on protecting children in need of protection and supporting families in vulnerable situations. The package of services provided includes:

- development and well-being of children in education from preschool to the tertiary level (access to education in holistic approach-academic learning, psychological aid, health information and referral, protection and participation)
- supporting and strengthening the childcare and protection system through direct assistance in child protection, professional supervision and mentoring of child protection staff, and capacity building trainings for practitioners in Albania;
- supporting communities in need towards development and through the fieldwork approach;
- youth empowerment including employment training, vocational training, psycho-social support, and active civic participation;
- supporting and strengthening families, their social and economic empowerment, through employment programs, positive parenting programs, civic awareness and healthcare.

Through the accommodation in the emergency service, in cases taken under protection, right after their accommodation, and meeting their basic needs, ARSIS Initiative conducts a needs assessment and referral to relevant structures for case follow-up.

## **POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION**

The services provided by the ARSIS Initiative are in line with the training and employment policies of the Albanian Government<sup>7</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>8</sup> social inclusion of groups in need and those within social<sup>9</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>10</sup> and employment services, and vocational education and training<sup>11</sup>.

In all services provided, but also throughout the service provision and employment orientation, ARSIS Initiative cooperates with all public and non-public authorities operating in the labour market and beyond. The case management process allows for the interaction of many service providers so that the support is inclusive and ensures that the needs of the beneficiaries are met. The ARSIS Initiative has close cooperation with state institutions, has drafted cooperation agreements and has set up a coordination mechanism pursuant to the applicable legislation for the identification, reporting, protection, and handling of cases of children in need of protection and supporting their families according to the individual protection plans.

7 National Employment and Skills Strategy 2019-2022 and its Action Plan

8 Social Inclusion Policy Paper 2016-2020, DCM No. 87, dated February 3, 2016

9 National Strategy on Social Protection 2019-2022

10 Law No. 121/2016 “On Social Care Services in the Republic of Albania” and by-laws (DCM, instructions, etc.)

11 Law 15/2019, dated 13/3/2019 “On employment promotion”

*Some of these institutions are:*

- The Ministry of Health and Social Protection
- The Ministry of Interior (General Directorate of Anti-Trafficking and Asylum),
- The General Directorate of State Police (cooperation agreement since 2019),
- The State Agency on Child Rights and Protection,
- The National Agency for Employment and Skills (cooperation agreement),
- The State Social Service,
- The National Centre for the Treatment of Victims of Domestic Violence (cooperation agreement)
- The National Reception Centre for Victims of Trafficking,
- Municipalities: Tirana, Korça, Shkodra, Vlora, Durrës, Lushnje, Elbasan, Kukes, Cerrik, Devoll, Saranda, Lezha, Kurbin, Gramsh.

## **METHODS OF FINANCING AND SUSTAINABILITY**

The service provided by the Initiative for Social Change ARSIS is funded through public and non-public grant schemes mainly based on foreign funds which aim to support the social services provision. The main donors funding the programs implemented by the ARSIS Initiative are UNICEF Albania, Save the Children, Terre des Hommes Albania, IREX Europe, Schuler Helfen Leben, World Vision Albania, US Embassy, TLAS, Initiative for Development & Cooperation (IDC), SHIS, Arbeiter-Samariter-Bund Deutschland e.V. (ASB), Social Action and Innovation Centre (KMOP), Swiss Contact, Ministry of Interior, Municipality of Tirana.

Beneficiaries receive all services free of charge. The ARSIS Initiative is an association that does not generate financial income or monetary benefits from the services it provides. Services are provided to beneficiaries at an average annual cost estimated at ALL 247,056 per beneficiary. The provision of child protection and family supporting services relate to services that are closely related to each other and are funded by various public and non-public sources. Initially, these services were set up with the help of foreign donors who financed 100% of the services. Today, after several years of providing services, almost 10% of this service is covered from the Municipality of Tirana and the Ministry of Interior funds. These public funds mainly cover operational and human resources services. The annual service cost is approximately EUR 250,000 according to the targets described above. Sustainability of funding is mainly achieved through grants and individual applications that the organization makes according to the needs and profile of needs that vary according to the socio-economic situation of the organization. The ARSIS Initiative continuously targets needs and addresses requests for support from donors and public institutions, but still, long-term, and secure funding is still a challenge. The ARSIS Initiative has lobbied and continues to lobby for the procurement of services and good practices by the local government.

## **DESCRIPTION OF SERVICE AND ITS PROVIDERS**

Since 2016, the Initiative for Social Change ARSIS has developed positive models of providing protection services for children, young people, and their families through:

- Multidisciplinary daily services in 4 Municipalities in Albania (Tirana, Shkodra, Durrës and Devoll) for the most vulnerable groups, mainly for children and young people in street situation, children and young people in difficult socio-economic conditions and children and young people who have been victims of domestic violence, abuse, ill-treatment, neglect, or other forms of violence.
- Community services that focus on supporting vulnerable Roma and Egyptian communities in some settlements so that they can access services and address their concerns to institutions. Education, employment and health have been three interventions marking all activities close to the communities.

- Safe emergency housing services throughout Albania, under the coordination and management of the ARSIS Initiative organization, as a model established for the first time since 2010 to provide protection services for every child or mother with children identified at high risk and in need for immediate protection (child victims of abuse, ill-treatment, neglect, child victims of trafficking, exploitation, unaccompanied foreign and Albanian children, children in conflict with the law, repatriated children, children without parental care). The service is provided in close cooperation with the Social Services at the local level, with the structure of the child protection unit (CPU), the State Social Service, the State Agency on Child Rights and Protection, the Needs Assessment and Referral Unit, the State Police and other child protection service organizations. Cases can be reported from various sources such as "ALO 116 111," from the green numbers made available by the Municipality, from other service providers, citizens, etc., and are referred according to law 18/2017 to the CPU, where the case is then handled in a cross-sectoral approach.
- Psycho-social services in 5 Police Stations in Tirana and Kamza Police Station to ensure observance of the rights and well-being of every child in contact with the law during the interviewing process, and to ensure support for the family;
- Social services focusing on case management support in the context of strengthening the child protection system by facilitating the provision of services and providing support to child protection staff as well as direct support with services for each managed case;
- Reintegration services for returnees from other countries to Albania and victims of trafficking through the model of community centres under the support of Terre des Hommes;
- Services focused on promoting employment through the coaching cycle and entrepreneurship courses;
- Establishing the first assistance model for the National Deinstitutionalization Plan in Albania focusing on the process of evaluating children placed in 9 Social Care Institutions, strengthening the alternative care system and transforming these Institutions into Family Support Centres under the support of UNICEF and Save the Children;
- Emergency services for children and families affected by the earthquake of November 26, 2019 and the consequences of the COVID-19 pandemic in 10 municipalities in Albania for providing community assistance and handling cases of children and families identified in need of protection. Over 4,000 adults and 2,000 children have been assisted by civil emergency programs with psycho-social support, case management and direct support.

Some of the initiatives undertaken in order to raise awareness on the importance of employment and active engagement of young people in the labour market are the Community Activities, the purpose of which is based on awareness, community engagement, increased feeling of volunteerism and social responsibility among members of vulnerable communities. Community participants were informed about the process, support formats, implementation of special programs for providing vocational training courses, capacity building and start-up support opportunities in order to promote initiatives and micro-businesses. The use of visibility materials ensures the possibility of informing the public about the support provided. Another positive format is the information of state institutions responsible for social services, about the opportunities created by the programs that the ARSIS Initiative implements. This ensures referral of the beneficiaries and inter-institutional interaction in case management as well as the holistic support provided.

The ARSIS Initiative has 42 employees, consisting of 39 full-time and 3 part-time workers.

The number of professional staff providing the service is 34 employees, of which 12 are social workers, 17 psychologists, 4 teachers and 1 nurse.

## OUTCOMES

The Child Protection and Family Empowerment Service makes it possible to provide immediate responses to child protection for those identified at risk and in need of protection, as an important support link in the child protection system and a support for families to exercise their parental responsibility via economic empowerment and other integrated supporting services to ensure the children's well-being.

Child victims and families in difficult socio-economic and vulnerable situations benefit from the support and reintegration scheme according to the consolidated plan with other sectors in contact with the child and family.

*On average, each year, the ARSIS Initiative supports:*

- 120-140 cases of children in vulnerable situations attending daily community services;
- 98 children at high risk taken into protection in the emergency service;
- 320 children in the case management process as children in need of protection;
- 360 families in the process of empowerment under supporting services;
- 22 individuals employed through referral to vocational training and employment promotion programs;
- 13 communities targeted for supporting services;
- 20 Municipalities included in the programs during the period 2020-2021

Since 2016, the ARSIS Initiative has assisted more than 250 young people with vocational training. 110 beneficiaries have been included in employment promotion schemes.

## CASE REFERRAL/MANAGEMENT SYSTEM

The work of the organization focuses on proactive identification, but the referral system is equally important. The case management methodology application is an integrated part of the same approach applied by the municipal social service structures, which include the child protection structure, and the needs assessment and referral structure.

It is the child protection mechanisms, domestic violence referral or other similar mechanisms that address issues of vulnerable categories through the services provided by each structure that participates in meetings.

*The steps to be followed are:*

- 1- Identification
- 2- referral/reporting
- 3- initial assessment
- 4- full assessment
- 5- drafting an intervention plan (protection or support)
- 6- implementation, monitoring and follow-up

The employment office and vocational training structures are members with designated roles and responsibilities in the technical groups where they participate, such as MTG, MTT or RAC (at the local level). The family's economic empowerment is one of the most important links that the child protection plan includes. Employment or vocational training is deemed as an integrated part of family supporting service that directly affects family dynamics and consequently child protection.

## **THE SERVICE IMPACT ON THE TARGET GROUP**

Young people and mothers informed/advised about and referred to employment services have increased their knowledge and capacity to access the labour market. The services provided have helped groups of young people explore the labour world and the professional competencies they possess to further target and train them. Explaining the terms around the labour world but mostly the fieldwork of the supported groups is indispensable as it has enabled the beneficiaries to improve their communication, organizational, time management and orientation skills towards the set goals for integration in the labour market. Through the program: "Coaching for employment," supported by Swiss Contact, the Initiative has enabled the development of short-term internships close to business operators, thus assessing the matching of beneficiaries' skills with the specific, realistic requirements of a particular profession. Validation of professional skills was also developed during the short-term internships for the returnees who were introduced to the materials, equipment and working conditions in Albania. The group participants initially aimed at self-employment but after taking part in short-term internships, employment was generally aimed at through vocational training, which is enabled by long-term internships.

One of the implemented EU-funded programs through the sub-grant scheme implemented by KMOP and Different & Equal, relates to the reintegration and support of women victims of domestic violence sheltered at the National Centre for the Treatment of Victims of Domestic Violence, via case management and their orientation in the labour market. Introducing concepts on the labour market, ways of access, and its functioning stimulates beneficiaries to explore the social context differently. Thus, the participants explore the ground on employment opportunities and participate in constructive discussions through group discussions on the local socio-economic situation and opportunities for inclusion in the labour market. This enables an enhanced understanding not only of individual skills and professional development, but also of communities or categories of employers and potential clients, in the available positions. Overall, the vocational training process affects the beneficiaries not only at the personal development level but also at improving the quality of life and advancement in all operational areas.

## **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS**

One of the strategies used to provide this service is mentoring, during which social activation is integrated with the employment process. The aim is to facilitate access to the labour market and to increase the capacity of local institutions to support the inclusion of marginalized groups in the process. By supporting young people through counselling, mentoring and supervision, the Initiative first enables them to become familiar with the labour market and then concretely prepares beneficiaries to match the labour market needs with each individual's skills. The process then progresses in identifying job-offering businesses and referring beneficiaries willing to be employed in relevant public bodies. Supporting micro business initiatives is also an element that ensures the individual economic empowerment of the beneficiary. The whole employment orientation process is implemented in close cooperation with the building of social capacities of the beneficiaries, helping them through individual counselling, focus groups or information sessions, so that they can build good communication skills, interpersonal skills, professional skills, which are also passed on to members of the extended family and the community as a whole. In this format, the support approach is more holistic, targeting a wide range of needs and addressing them with direct services as part of case management

## CHALLENGES

Beneficiaries of reintegration, community, social care and employment orientation services are often identified in a below-average economic situation, that need decent social integration and sustainable employment is the main element they aim for. But the desire to be employed should rely on concrete, realistic and possible steps to achieve the final goal (employment/self-employment). Often, participants' reluctance to commit to gradual professional development steps has left them with the dilemma of whether to invest in long-term goals or engage in informal jobs that brings in quick, yet insecure income and do not allow for sustainability. This reluctance has been dealt with through individual consultations with beneficiaries and discussions with them about the importance of timely investment sustainability and subsequent progress towards regular and long-term employment. Success stories and sharing experiences with previous service beneficiaries have also helped overcome the dilemmas and challenges identified during the process.

An element which affected the progress of the provision of this service is the emergency related to the COVID-19 pandemic. As the service is provided through labour market counselling and orientation, it has been possible for focus groups and process information sessions to be conducted online, but internship has been suspended until the COVID-19 restrictive measures have been eased. However, once the employment industry resumed its process, work-based learning and the provision of concrete support to beneficiaries in the field resumed, too.

## OPPORTUNITIES FOR REPLICATION

The Case Management model is a model based on legislation and a methodology which ensures the step-by-step provision of constant and effective assistance to the child and family, protection, coordinated support for the empowerment of all family members and which aims to promote the rights and well-being of all family members.

- Friendly approach,
- Inclusive approach,
- Participation of family members in all step-by-step processes,
- Decision making,
- Coordinated intervention,
- Identification of all needs and definition of objectives starting from meeting the needs for security, shelter, protection and economic empowerment,
- Adaptation of the intervention profile to the needs and skills,
- Professionalism and correctness.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2016
<b>Official address</b>	Rr. e Kavajës, Pallati A, Shkalla 3, Hyrja 27, Administrative Unit No.7, Tirana
<b>Contact:</b>	Ana Majko, +355692542130, <a href="mailto:ana87majko@yahoo.com">ana87majko@yahoo.com</a>



## 3- INCLUSIVE COMMUNITY SERVICE



**Implementing organization:**  
National Association Education  
for Life/SHKEJ



**Place where the service is  
provided:** Tirana

### SUPPORTED GROUPS

The groups in need that benefit from the services provided by SHKEJ are children and young people at risk, and their families; individuals leaving the economic aid scheme, members of the Roma and Egyptian communities, people with psycho-social difficulties, young people in conflict with the law who have served their sentence.

### TPOLOGY OF INTERVENTION

The community service, provided through two Community Centres, targets vulnerable families in dire economic/social difficulties (mainly Roma/Egyptian community), children/young people in street situation, children at risk of dropping out of school or drop-outs, children outside the social protection system, young people at risk of drug use and dangerous/antisocial behaviour, girls in early marriages, young people who want to develop competencies and skills and bring about social and economic change in the community. In addition to community services, close to the family and in community centres, SHKEJ provides counselling and employment promotion services, as well as self-employment and vocational training services.

### POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided by SHKEJ are in line with the training and employment policies of the Albanian Government<sup>12</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>13</sup> social inclusion of groups in need and those within social<sup>14</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>15</sup> and employment services, and vocational education and training<sup>16</sup>. There is an almost daily interaction between all the stakeholders supporting the cases of children or families in need. These include the establishment of multi-sectoral technical groups in each administrative unit, referrals of child cases for protection or support, referrals for employment and vocational training, referrals to fill in documentation, school enrolment, etc.

### FINANCING/SUSTAINABILITY

The service has been operating for 17 years through projects supported by grants from various donors, public and private entities. Annual funding is based on community needs-based projects, with an average budget of 150,000 Euro per year. The project duration varies from short-term support (6-10 months) to 2-year support for a certain program. The service is provided free of charge. The main donors supporting the SHKEJ services are Caritas St Polten, UNICEF, Terre des Hommes, SHIS, Arise.

<sup>12</sup> National Employment and Skills Strategy 2019-2022 and its Action Plan.

<sup>13</sup> Social Inclusion Policy Paper 2016-2020, DCM No. 87, dated February 3, 2016.

<sup>14</sup> National Strategy on Social Protection 2019-2022.

<sup>15</sup> Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

<sup>16</sup> Law 15/2019, dated 13/3/2019 "On employment promotion".



## DESCRIPTION OF SERVICE AND ITS PROVIDERS

*The services provided consist of:*

1. Community services at the centre for children aged 3-14, which include educational activities such as classes for the illiterate, school support, preliminary activities for reading and writing, equipment with the necessary school supplies, psychological, health and hygiene care, healthy meals, guidance, referral and support for enrolment in nursery, kindergarten, and school
2. Community services at the centre for young people 15-21 years old, such as: various social and educational activities, training, assistance with school didactic materials, enrolment in vocational courses, employment orientation, entertainment activities outside the centre, direct assistance on special occasions, art activities based on talents and abilities
3. Services for families, such as: guidance, referral, counselling and employment support, healthcare, support for administrative and legal issues, training/information sessions on positive parenting, direct assistance in emergencies such as: rent payment for a certain period of time, payment of medications, clothing, food, hygiene products, various administrative/legal payments, economic counselling, support for setting up economic initiatives. SHKEJ staff consists of 17 people, 15 full-time and 2 part-time employees. 10 of them are professional staff: 2 psychologists, 5 social workers, 1 educator, 1 educator assistant, 1 support teacher.

## OUTCOMES

The average number of beneficiaries per year is 450.

## CASE REFERRAL/MANAGEMENT SYSTEM

Service beneficiaries become part of the service based on the initial evaluation, carried out by the structures of the local unit responsible for the identification, referral and management of social cases but also by local and regional employment and vocational training structures. Further, a more in-depth evaluation is performed for each of them by the organization.

SHKEJ has a daily cooperation with the local unit structures responsible for the identification, referral and management of social cases: public schools, partner NGOs, the community where it operates, social workers of centres working on the field, centres managed by the Municipality of Tirana, etc.

Beneficiaries are referred to the service by the SHKEJ cooperation network or self-referred. Service employees interact with the local unit and the Employment Office officers, responsible for case management, during the implementation of the individual plan while providing the service.

## THE SERVICE IMPACT ON THE TARGET GROUP

SHKEJ's long experience of 17 years in recognizing vulnerable communities and guiding according to their needs, and in providing direct services to address these needs, is one of the advantages of the service. The variety of direct services provided and the ease of receiving services from the beneficiaries are the elements that make this service more effective and of immediate impact.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS

The long experience as a service provider to the communities has created a connection with the beneficiaries, and we are considered as a centre of focus, trust, and a strong bridge between local institutions with the community. The support that projects provide to community leaders in the

initiatives they undertake in the community, affects their empowerment to independently address the problems and needs of the community in the future. The services are provided in line with the Albanian legislation, working protocols with children, community centres standards, safeguarding policy, etc. Services are necessary and feasible by human resources. The location of community centres close to the recipient community is also an advantage.

## CHALLENGES

Some of the challenges that SHKEJ faces are financial difficulties, as it is difficult to find donations for direct services for the categories with which the organization works. The provision of direct and immediate services by state centres to clients referred to them is often a problem. Beneficiaries often do not have any documentation, which makes it difficult to refer and follow up the case. The families' socio-economic problems are quite complex and often impossible to fully solve.

## OPPORTUNITIES FOR REPLICATION

The service provided has improved over the years, with a direct impact in improving the livelihoods of vulnerable families, so that they reach their full potential for a better quality of life. It can be replicated in other municipalities.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2003
<b>Official address</b>	Blv Zogu I, Pallati 115, Hyrja 2, Kati 6, Apt. 39, Tirana
<b>Contact:</b>	Erion Prendi, <a href="mailto:shkej@albmail.com">shkej@albmail.com</a> , 0672065848

## 4- YOUR JOB SHQIPËRI



**Implementing organization:**  
Caritas Albania



**Place where the service is provided:**  
Shkodra, Lezha and Kamza

### SUPPORTED GROUPS

The service supports individuals leaving the economic aid scheme, members of the Roma and Egyptian communities, people with disabilities, people with psycho-social difficulties, victims of violence, trafficking, abuse, young people in conflict with the law who have served their sentence.

### TYOLOGY OF INTERVENTION

*The services provided for the categories in need are focused on:*

- Individual counselling
- Employment promotion.
- Supported employment
- Vocational training and education,
- Self-employment support

### POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

Your Job Shqipëri service, provided by Caritas, is in line with the Albanian Government's training and employment policies<sup>17</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>18</sup> social inclusion of groups in need and those within social<sup>19</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>20</sup> and employment services, vocational education and training<sup>21</sup>.

Caritas working principles apply the interaction with state and non-state stakeholders to achieve its mission. The organization works in the territory to provide integrated services to the benefit of the categories in need. Local institutions and organizations operating in the territory have consolidated their cooperation with Caritas Albania for years.

For each beneficiary who receives the service in the organization there is a referral/decision from the local social services and employment institutions. Many beneficiaries contact the organization directly to get the service they need. The organization and the staff that provides the service interact with the local unit and Employment Office officers, responsible for the case management, until its settlement.

### FINANCING/SUSTAINABILITY

The service is supported by foreign donors such as the Austrian Development Agency, Caritas Austria, Renovabis, Secours Catholique. It is provided free of charge to any beneficiary. The organization does not calculate the cost of service per beneficiary. The service is not considered sustainable as long as public institutions do not cooperate in concrete financial terms for the continuation of the already established models.

17 National Employment and Skills Strategy 2019-2022 and its Action Plan

18 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 20

19 National Strategy on Social Protection 2019-2022

20 Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

21 Law 15/2019, dated 13/3/2019 "On employment promotion".

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

The service contributes to the employment of young people aged 15-30 from excluded communities. Employment is achieved through individual counselling (career counselling), vocational guidance, work experience (internship) and entrepreneurial practice.

Beneficiaries are referred to the service by associates at the local level or they come randomly. The organization's staff mediates with business operators and other institutions to enable these young people to integrate into the labour market. The staff consists of 7 people, of which 3 are professional staff, social workers, and psychologists.

## CASE REFERRAL/MANAGEMENT SYSTEM

The case is referred to the service from institutions or organizations with which Caritas cooperates. There are also cases, which contact the service directly. The steps to follow in case management are: (i) first contact with the employment counselling office; (ii) talks with the career counsellor; (iii) filling in the form; (iv) registration at the employment office; (v) mediation with service providers (vocational courses, internships); (vi) employment.

## THE SERVICE IMPACT ON THE TARGET GROUP

The service directly affects the economic empowerment of the beneficiaries from the communities in need, through their integration in the open labour market.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS

Individual counselling for everyone in need as well as mediation towards services, which guide beneficiaries towards integration in the labour market, is one of the service strengths. If the individual needs other social services, he or she is oriented towards the social services provided by Caritas, local institutions or other NGOs.

## CHALLENGES

The challenges that the organization faces throughout the empowerment process of each beneficiary are related to the difficulties in finding a suitable job which matches the skills, and the very low financial support for the categories in need in the workplace where they are mediated. The above challenges are even more pronounced due to the situation created by the Covid-19 pandemic.

## OPPORTUNITIES FOR REPLICATION

The service needs to be replicated in other municipalities, especially where there is a concentration of communities in need and the distance from employment and social services is significant.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2019
<b>Official address</b>	Rruga Don Bosko, nr. 4, Tirana
<b>Contact:</b>	Juliana Bici, 0697041312, <a href="mailto:j.bici@caritalbania.org">j.bici@caritalbania.org</a>

# 5- PROVISION OF INCLUSIVE REINTEGRATION SERVICES TO VICTIMS/POTENTIAL VICTIMS OF TRAFFICKING, ABUSE AND DOMESTIC VIOLENCE IN ALBANIA



**Implementing organization:**  
Different & Equal (D&E)



**Place where the service is provided:**  
The service is spread throughout the territory of Albania – national coverage.

## SUPPORTED GROUPS

The beneficiaries of the D&E reintegration program are women and girls victims of trafficking, sexual abuse and domestic violence. D&E also works with boys, victims of trafficking and child victims of sexual abuse.

## TYOLOGY OF INTERVENTION

D&E is a nationally licensed service provider that provides residential and community services to victims of trafficking, abuse and domestic violence.

A complete package of reintegration services is provided to the beneficiaries of the D&E reintegration program: Housing, security and reintegration plan; Immediate medical assistance; Negotiation/mediation with the family; Psychological assessments and counselling; Legal support and assistance; Assistance for registration/continuity in the school system; Vocational training; Social activities; Mentoring; Employment counselling and assistance; Financial support for housing; Information on services that exist in the community and necessary contacts/service mapping; Income-generating work programs; Assistance and support for children of victims of trafficking; Monitoring and follow-up of program beneficiaries.

In addition to direct assistance, D&E also works and supports the victim's family – for example, the beneficiary's children, assistance for the parent of a minor to find work, family counselling, etc.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided by D&E are in line with the training and employment policies of the Albanian Government<sup>22</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>23</sup> social inclusion of groups in need and those within social<sup>24</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>25</sup> and employment services, and vocational education and training<sup>26</sup>.

D&E has a very good and constant cooperation with the Employment Offices and the respective Municipalities where the cases reside and have decided to reintegrate. D&E also has cooperation agreements with these institutions to collaborate in providing certain services to the program beneficiaries. The organization and the staff that provides the service interact with the local unit and Employment Office officers, responsible for the case management, until its settlement.

22 National Employment and Skills Strategy 2019-2022 and its Action Plan

23 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

24 National Strategy on Social Protection 2019-2022

25 Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

26 Law 15/2019, dated 13/3/2019 "On employment promotion"

## FINANCING/SUSTAINABILITY

*The services provided by the organization have different sources of funding:*

- Funding from foreign sources (embassies, foreign private foundations, international agencies for development and cooperation) accounts for 81.5% of the total funds of the organization. Funding from the local government accounts for 9.5% of the total funds of the organization. Funding from the European Union (grants or contracts) accounts for 6% of the total funds of the organization. Donations from individuals (e.g. citizens) account for 3% of the total funds of the organization
- The service is non-profit. Each beneficiary accesses the service free of charge. The sustainability of the provided services, from a financial point of view, is ensured by reliable donors over a relatively long period of time. Annual service financing is 49,120,538 ALL on average. Donors supporting the services provided are: UNICEF, UN Women, Agency for the Administration of Seized and Confiscated Assets (AASCA), GIZ, J-Tip/Terre Des Homes, UNOHCR, Ministry of Health and Social Protection. The support duration extends to an average period from 1 year to 3 years from each donor.
- The beneficiaries' period of stay in the reintegration program varies on a case-to-case basis. Some categories of beneficiaries need and should be assisted in the program for a longer period than others. These categories are: juvenile cases; cases that have reported their traffickers; cases that have entered the program accompanied by their children and cases with mental health problems. Thus, the period of stay in the reintegration program can range from 2 to 5 years.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

D&E supports on average 200 beneficiaries per year consisting of victims of trafficking, abuse, domestic violence and their children. During January – December 2020, a total of 132 cases and 93 of their children were assisted in the reintegration program of the organization.

- The beneficiaries are referred to the organization services by different state and non-state institutions, international and national organizations, partner organizations, etc. Once an individual is ascertained to be in need of protection and identified as a victim of domestic violence, trafficking or sexual abuse, they are referred by phone and afterwards, a referral form is submitted describing the situation of the individual in need of protection. In the case of children, they are referred to the Child Protection Officer in the area where the child lives. Cases of adults are referred to the social worker of the State Social Service and cases of victims of violence are referred to the Coordinator against Domestic Violence in each Municipality.

- In terms of services that any individual needs and in order to provide them constantly, there is mediation with different state institutions to have them provided. First, a needs assessment of each beneficiary is made and the individual is referred to the relevant services. E.g.: about employment we mediate with the Employment Office to register the individual as a jobseeker /in vocational courses; For education: the teacher of the organization mediates about the beneficiaries enrolment in school, and with the administrative units about preparing the documentation, etc.; In terms of health: every beneficiary is provided with access to the health service – registration and equipping with a health card... etc.; Cooperation with the police/courts /prosecutor's office for individuals with open cases: reporting of traffickers, domestic violence, divorce, etc. Housing: the case is guided and supported in to carrying out the procedures to benefit from social housing programs.

D&E supports beneficiaries in their efforts to engage in the regular labour market. Beneficiaries are assisted with counselling and training sessions focusing primarily on enhancing their skills. This assistance is provided through the "Coaching for employment" cycle. The purpose of this coaching cycle is to help beneficiaries enhance their skills in finding and keeping a job. The coaching cycle trainer works individually and in groups with the beneficiaries aiming to identify the personal strengths of each beneficiary, aiming for a long time to enhance their skills in finding and keeping a job; encouraging participants' research initiatives and skills; developing group social competence; knowledge and preparation for short-term internships. The coaching cycle participants are later introduced to new professions and businesses to prepare themselves for a possible involvement in short-term internships at business companies. During group meetings, participants have the opportunity to share their experiences with each other, while developing their Individual Development Plans.

Ongoing counselling (coaching) is provided to other program beneficiaries focusing on how to prepare a CV; how to have effective communication skills with the employers and colleagues; important tips to consider before a job interview; etc. Group discussions on these topics are organized with beneficiaries who are in the process of preparing the employment process.

The internship program/on-the-job training is another program of employment opportunities for D&E beneficiaries. D&E works closely with the National Employment Service to select private business companies to deliver on-the-job training opportunities for the beneficiaries. D&E establishes a direct relationship with private companies and concrete cooperation agreements are entered with them, to guarantee the employment of beneficiaries in the respective business companies even after the signed agreement has terminated.

To date, the National Employment Service/Regional Employment Offices have supported D&E in identifying trusted business companies so that some of its beneficiaries can participate in internship programs and others in employment opportunities. In addition, D&E cooperates with the State Vocational Training Centres to provide vocational training courses for victims of trafficking. D&E provides support to beneficiaries who have the desire and ability to start a small business. The total number of staff is 32, of which 27 are full-time and 5 part-time employees. The number of professional staff providing the service is 11.

D&E has a multidisciplinary team consisting of case managers, psychologists, lawyers, teachers, doctors, etc. Most of the staff has a long experience in providing direct assistance to victims of trafficking, sexual abuse and domestic violence

## OUTCOMES

- Women, girls and men victims of trafficking, abuse and violence and their children are supported with a comprehensive package of reintegration services.
- Beneficiaries were provided with medical assistance and counselling;
- Beneficiaries were provided with psycho-social counselling;
- Beneficiaries were provided with legal counselling;
- Beneficiaries were offered assistance to enrol and they attended school;
- Assistance and support were provided to the children of victims/potential victims of trafficking, abuse and violence;
- The cases have attended vocational training;
- Beneficiaries were provided with employment counselling and support;
- The cases were employed in various enterprises;



- The cases were supported in their small business development;
- The cases were employed in D&E social business;
- The cases were employed through the internship program.

Between January – December 2020, a total of 103 cases were assisted with employment and vocational training services. 31 beneficiaries attended vocational courses, 34 beneficiaries were informed, oriented and supported with employment counselling by the D&E Economic Empowerment Coordinator and were registered with the Employment Offices as jobseekers, 33 VT/PVoT beneficiaries have been employed, 5 cases were supported on opening a business or taking an internship. The number of reintegrated beneficiaries per year, who are included in the labour market, is 30 – 35.

In terms of social services, 200 beneficiaries are handled every year, and 90% of cases are at a young age. Of these, 30 cases leave the program as rehabilitated. Since the service started, 1245 beneficiaries have been supported with services, out of which 805 have been supported together with their 440 children.

### **CASE REFERRAL/MANAGEMENT SYSTEM**

Cases are referred to the organization's program from various referral sources such as: law enforcement structures, social service structures at the local & central levels, school psychologists, partner organizations, community centres, religious institutions, etc.

After the case is evaluated by the multidisciplinary team, the case manager together with the beneficiary builds an individual reintegration plan, which includes the steps to be followed for economic empowerment and reintegration.

In terms of employment, the Economic Empowerment Coordinator initially registers the case with the Employment Office as an unemployed jobseeker. The case is then provided with counselling/guidance/training based on their skills and preferences for vocational courses, employment, starting a business, or taking an internship. Beneficiaries are trained on how to write a CV, a motivation letter, or how to make a presentation in job interviews, etc. D&E works closely with the Employment Office and private business companies.

### **THE SERVICE IMPACT ON THE TARGET GROUP**

D&E supports women beneficiaries /men beneficiaries in their efforts to enter the formal labour market. D&E staff continuously guides the beneficiaries to choose the professions required in the labour market, adapting in each case to their personal skills. Beneficiaries are trained on how to appear before the employer, how to have an effective communication with the employer and how to proceed at work, how to write a CV, a motivation letter, etc. D&E works closely with the Employment Office and private business companies. All D&E program cases are registered with the Regional Employment Offices.

### **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS**

Every service provided to the group for which the organization works is in line with the case needs and specifics, the continuity of services, the wide range of services and the provision of a complete package of reintegration services, and the focus on empowering its beneficiaries makes service more effective.



D&E ensures the participation and involvement of beneficiaries in every step from the design and implementation of the program to the activities of the organization such as peer mentoring, awareness raising, advocacy, etc. Beneficiary participation and involvement in the program is important to ensure that services are adequate and respond to the beneficiaries' needs.

D&E has a multidisciplinary service provision team consisting of case managers, psychologists, lawyers, doctors, teachers with a long experience in providing direct assistance to victims of trafficking, abuse and domestic violence. The team plays an important role in supporting and guiding beneficiaries through their reintegration process: providing comprehensive information to beneficiaries about their responsibilities in the process; providing psycho-social assistance; supporting beneficiaries to deal with emergency situations, including safety incidents and medical emergencies, etc.

## CHALLENGES

The duration of trials for those beneficiaries under legal proceedings complicates the reintegration process and affects the receipt of other services, the completion of some procedures and their postponement such as rent bonus from the Municipality, economic aid, etc.

Some other difficulties in working with victims are: Mental and physical health problems; traumas which have long-term effects on the victim; coping with abstinence in cases where they have been forced to use narcotics; stigma, especially for victims of sexual abuse or those trafficked and exploited for prostitution; finding suitable alternatives for juvenile victims, and those with mental health problems.

## OPPORTUNITIES FOR REPLICATION

This service is provided in every Municipality, Administrative Unit, Commune where the beneficiary has decided to reside and reintegrate. The full package of services is provided for all cases, wherever they are.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

**Year the service started:** May 17, 2004

**Official address:** "Different & Equal" Organization  
Rr: Fortuzi, Godina nr. 24, Hyrja nr.4, Ap nr.4, Tirana

**Contact:** Mariana Meshi 0692088696 [mmeshi@yahoo.co.uk](mailto:mmeshi@yahoo.co.uk)

# 6- SUPPORT TO FACILITATE THE PROCESS OF BETTER SOCIO-ECONOMIC REINTEGRATION FOR THE TARGET GROUP OF RETURNEES FROM MIGRATION, LOCAL POPULATION/ MARGINALIZED GROUPS



**Implementing organization:**  
CoDe Albania – COHERENT  
DEVELOPMENT ALBANIA



**Place where the service is provided:**  
The service is provided in Malësi e  
Madhe, Shkodra region

## SUPPORTED GROUPS

- Returnees from Germany and EU MS and marginalized groups from the local population, as well as unemployed jobseekers.
- Stakeholders/local cooperating institutions (Local Administration, Directorate of Education, Employment Office, Health Care and Social Services, NGOs, and local Community Centres).
- Business community, local business managers and administrators.

## TYOLOGY OF INTERVENTION

In line with the major objective of the project which is social and economic reintegration for 30 families returned from migration and 30 families from marginalized groups in Malësi e Madhe, the project provides the following services: (i) classes for returned parents; (ii) Peer to Peer with children and young people, as well as Life Skills training; (iii) Soft Skills training for unemployed jobseekers; (iv) job orientation/career counselling for returnees and other jobseekers; promotion and support for start-up initiatives; on-the-job training; (v) financial assistance in attending courses at the Shkodra Public Vocational Training Centre.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>27</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>28</sup> social inclusion of groups in need and those within social<sup>29</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>30</sup> and employment services, and vocational education and training<sup>31</sup>. CoDe Albania has a very good and continuous cooperation with the Employment Office and the Municipality of Malësi e Madhe for the cases that have decided to be reintegrated. The organization and the staff that provides the service interact with the local unit and Employment Office officers, responsible for the case management, until its settlement.

27 National Employment and Skills Strategy 2019-2022 and its Action Plan

28 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

29 National Strategy on Social Protection 2019-2022

30 Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

31 Law 15/2019, dated 13/3/2019 "On employment promotion" DCM No. 17/2020 "On the procedures, criteria and rules for the implementation of programs of employment promotion through employment, on-the-job training and internships"

## FINANCING/SUSTAINABILITY

The service is provided within the implementation of the “Returning to New Opportunities in Malësi e Madhe” project, supported by the German Association for International Cooperation (GIZ) GmbH, part of the “Returning to New Opportunities” program of the German Federal Ministry for Economic Cooperation and Development (BMZ). The service is provided free of charge to all beneficiaries. Sustainability of the service will be difficult if there is no continued support from the Employment Offices and local institutions, which have the duty to provide the service.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

In line with the major objective of the project which is the best social and economic reintegration for 30 families returned from migration and 30 families from marginalized groups, in Malësi e Madhe, the project provides the following services:

- Parent classes for returned parents from Germany or other EU countries, with the aim of providing psycho-social support, fostering a better understanding of the parenting role, and improving parenting skills.
- Peer to Peer with children and young people, and Life Skills training on psycho-social support, improving behaviour and attitudes to become good European citizens.
- Soft Skills training for unemployed returnees and local jobseekers to improve their employability skills.
- Job Orientation/Career Counselling for returnees and other jobseekers, through jobseeker profiling and market research, ensuring a skills-vacancy-job match. Counselling on further qualifications, training for job interviews, preparing application documents.
- Promotion and support for start-up initiatives by providing expertise in business plan development for those interested in self-employment.
- On-the-job training, aimed at supporting returnees/jobseekers, in the tourism and public works sectors, increasing opportunities for integration in the labour market.
- Labour market integration support program for returnees and jobseekers who express their interest in attending vocational training, through reimbursement of travel expenses to reach the Shkodra Public Vocational Training Centre.

The staff that provides the service consists of 4 people, with 2 full-time and 2 part-time employees.

## OUTCOMES

The project has been operating for 4.5 months. These are the outcomes of the service provided to date:

- 9 women and men from the local population and returnees from Germany or EU MS have gained knowledge on effective parenting.
- 44 children and young people have gained theoretical and practical knowledge on Peer Learning and Life Skills.
- 30 returnees and other jobseekers have received job counselling, vocational training/ counselling on psycho-social needs;
- 13 unemployed jobseekers, have received appropriate expertise in developing a business plan, and support in promoting start-ups or even in the gradual growth of their business;
- 1 jobseeker from the local population is attending a 3-month internship at a private company in the field of physiotherapy to enhance employment opportunities, and 1 other jobseeker is waiting to start the internship in hairdressing;
- 2 beneficiaries from the groups in need are attending the 3-month vocational course

at RDPVT (Barber) and a private language centre (to learn German) to enhance their opportunities in the labour market, and 4 other beneficiaries are waiting to start the courses they showed interest in and have been referred for enrolment;

- 3 beneficiaries have been employed by private companies in Malësi e Madhe and Velipoja, Shkodra, as waiter, bartender, and plumbing network maintenance worker.

## CASE REFERRAL/MANAGEMENT SYSTEM

*Beneficiaries are included in the service in one of the following ways:*

- By communicating with the Social Service or Local Employment Office, which are the focal points that beneficiaries address first to receive services. The project communicates with the institutions and then the cases are referred to the service that the organization provides.
- The local project coordinator performs his activity in the Employment Office premises. Consequently, he is in constant contact with the target group receiving services at the Employment Office and refers them to the project services. The project staff also conducts an interview/counselling with the beneficiary to understand their needs, to guide them towards certain services.
- By identifying and accessing project services after the information meetings in the community.
- After the beneficiaries have communicated with other members of the community, family, or acquaintances.

As mentioned above, the project staff working on the field identifies the beneficiaries whether referred by institutions (such as the Social Service where they are referred first or the Health Service), local partners that provide psycho-social services, etc., or friends and family who have benefited before. The initial evaluation of the beneficiaries is then performed to obtain information on their training and qualification, and to understand their requirements and needs, to guide them towards certain project services or towards more specialized local partner institutions. Once employment needs are identified, the beneficiary is referred to and followed up in the registration process as an unemployed jobseeker at the Local Employment Office, and contact is established with local business operators to identify those companies with vacancies that match the requirements, qualification and skills of the given case. So, the match-making process, the case evaluation and recommendation is performed in close cooperation with the Employment Office. The case is then accompanied to a job interview with the business operator. In case of successful completion of the interview phase and agreement with the business operator to employ the beneficiary, the case is followed by the project staff in cooperation with the Employment Office to complete the necessary documentation for employment, until the final employment.

In case of expression of interest for employment, where the case does not meet the qualification criteria, the case is referred to the Employment Office and assisted in following the referral and registration procedures at the Regional Directorate of Vocational Training, to attend a vocational course that will boost his employment professional skills.

## THE SERVICE IMPACT ON THE TARGET GROUP

*Specific target groups and impact that the service has:*

- Parents from the local population and returnees from migration receive knowledge and skills on effective parenting and psycho-social support, information orientation and referral to more specialized services.
- Beneficiary children and young people gain theoretical and practical knowledge about the

basic life skills to integrate into the society and acquire peer learning skills on effective ways of coping with challenges during the social integration process.

- Jobseeker returnees and jobseekers from the local population receive theoretical and practical knowledge on soft skills that will help them enhance their chances of being prolific and successful in the integration process at the workplace.
- Jobseekers receive job counselling, are assisted in developing a job profile based on the market research, and in matching their skills with vacancies and the specific job requirements.
- They receive appropriate expertise in developing a business plan, local market connections and networking; mentoring tailored to their skill gaps to reach the local market, support for the promotion of start-ups or even for the gradual growth of their business.
- They are guided and followed up to attend on-the-job training in tourism and public services, in order to enhance their employment opportunities.
- They are guided and followed up to attend vocational courses, to fill in their under-qualification gap or low job skills, to enhance their opportunities in entering the labour market.

### **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.**

The service is important and effective in meeting the needs of groups in need, as it helps in: (i) capacity building of the social reintegration project beneficiaries through life skills training and peer learning but also through parent classes, with the aim of providing psycho-social support especially for women and children in the project-covered area; (ii) developing employment skills aimed at supporting reintegration in the labour market, through soft skills training, on-the-job training and career counselling on entering the labour market; (iii) strengthening the local partnership by encouraging reintegration measures for returnee families in the project area.

### **CHALLENGES**

The project has foreseen the provision of equal inclusive opportunities and services for marginalized groups and especially for persons with disabilities, but until this implementation phase there have been difficulties in identifying them, a fact that hinders the provision of psycho-social or employment-related services. The difficulty in identification can also be because of the discriminatory mentality of the area regarding disability, which hinders parents from showing them or the individuals from exposing themselves. This difficulty is intended to be eased by conducting ongoing community awareness campaigns even when employment promotion programs are opened for groups in need, informing them about the program benefits and project services.

Another difficulty rests with identifying jobseekers (especially those returning from migration), as most of them do not know that they need to register as unemployed jobseekers to benefit from free vocational courses, or other services related to employment promotion programs.

The non-qualification or under-qualification of potential beneficiaries for employment is also a difficulty, which has been pointed out by local businesses. Currently, there are vacancies, but it is difficult to identify the right people who meet all the qualification criteria; therefore, this also reduces the number of referrals for employment.

On the other hand, even those who are referred to attend a qualification course, do not have the opportunity to attend it as they cannot afford the transportation costs, a fact that negatively affects unemployment. Of course even those who are qualified, are dissatisfied with their salaries and choose to work on an irregular basis to receive a higher salary and do not wish to be identified or emigrate in an irregular form.

There is room for improvement in terms of the coordination system between local institutions for referral and timely follow-up/management of cases, as non-coordination sometimes creates a barrier to the effective progress of the socio-economic integration process.

#### **OPPORTUNITIES FOR REPLICATION**

The methods applied during the project and the services provided are very practical and could be shared and transferred to the staffs of other Municipalities or Employment Offices or psycho-social service providers, allowing for their replication in other Municipalities.

#### **ADDITIONAL INFORMATION ABOUT THE SERVICE**

<b>Year the service started</b>	February 2021
<b>Official address</b>	'Sami Frashëri, nr. 3/13, Tirana – Albania
<b>Contact:</b>	Redina Çanaku – Project leader, CoDe Albania Mob: +355 67 12 181/ 69 36 43 104; e-mail: <a href="mailto:info@codealbania.org">info@codealbania.org</a> ; <a href="mailto:redinacanaku12-91@hotmail.com">redinacanaku12-91@hotmail.com</a>

# 7- SOCIAL AND MATERIAL (IN KIND) SERVICES FOR FAMILIES IN NEED, MATERIAL (IN KIND) SUPPORT FOR THE CONSTRUCTION OF GREENHOUSES AND HENHOUSES FOR SELF-SUFFICIENT FAMILIES, SOFT LOAN SUPPORT FOR TOURISM SERVICE OPERATORS AND FARMERS TO EXPAND THEIR BUSINESS, EMPLOYMENT AND SELF-EMPLOYMENT COUNSELLING AND VOCATIONAL TRAINING FOR YOUNG PEOPLE



**Implementing organization:**  
"Integration" Association as the implementer of the program funded by the "Dorcas" foundation and "Kom over en Help".



**Place where the service is provided:** Tropojë

## SUPPORTED GROUPS

Small entrepreneurs, such as farmers or tourism service providers, young people from groups in need, families in need, self-sufficient families

## TYOLOGY OF INTERVENTION

The organization provides social and material (in kind) services to the families in need, material (in kind) support for the construction of greenhouses and henhouses for self-sufficient families, soft loan support for tourism service operators and farmers to expand their business, employment and self-employment counselling and vocational training for young people.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>32</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>33</sup> social inclusion of groups in need and those within social<sup>34</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>35</sup> and employment services, and vocational education and training<sup>36</sup>.

The "Integration" staff has a very good and continuous cooperation with the Employment Office and the Municipality of Tropoja. The organization interacts with the local unit and Employment Office officers, responsible for the case management, until its settlement. However, there is still much to be done in this regard, as there needs to be more interaction to improve and expand the range of services for individuals in need in the Municipality of Tropoja.

32 National Employment and Skills Strategy 2019-2022 and its Action Plan

33 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

34 Social Protection Strategy, National Strategy on Social Protection 2019-2022

35 Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

36 Law 15/2019, dated 13/3/2019 "On employment promotion"

## **FINANCING/SUSTAINABILITY**

The services are funded by the “Dorcas” and “Kom over en Help” foundations. Donor support is in its third year. Service sustainability can be ensured if donor funding continues.

## **DESCRIPTION OF SERVICE AND ITS PROVIDERS**

The organization provides social and material (in kind) services for families in need, material (in kind) support for the construction of greenhouses and henhouses for self-sufficient families, soft loan support for tourism service operators and farmers to expand their business, employment and self-employment counselling and vocational training for young people.

The staff of the organization consists of 5 people, qualified as social workers and psychologists. Of these, there are 2 full-time and 3 part-time employees.

## **OUTCOMES**

1. 30 young people have had vocational training
2. 110 farmers have managed to increase income
3. 28 small entrepreneurs have expanded their activity of guesthouses and farms
4. 200 families in need have managed to have food security and support for their social problems.

## **CASE REFERRAL/MANAGEMENT SYSTEM**

Cooperation with institutions for integrated case management is not sustainable yet. Better cooperation between institutions responsible for case management would enable more successful involvement in employment and self-employment by providing appropriate support services for groups and families in need.

## **THE SERVICE IMPACT ON THE TARGET GROUP**

The service provided has made it possible to improve the social and economic well-being of families in need and small entrepreneurs. It has helped: (i) 15 young people to participate in the employment and entrepreneurship counselling cycle, which is provided by the program. They also receive three months of training in cooperation with the partner Vocational Training Centre from Peja; (ii) 55 farmers with material (in kind) support for the construction of greenhouses and henhouses, and clearing of the chestnut forest; (iii) 14 farmers and tourism service operators to receive soft loans, by paying a fairly lower interest rate than to banks or other credit providers; (iv) 100 families to receive food supplies and supporting services by the psychologist of the organization.

## **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS**

Ongoing funding as well as dedicated staff in the implementation of services are the factors that have made it possible for the service to be effective in meeting the target group needs.

## **CHALLENGES**

One of the difficulties in implementing the service is the remote distance from town of families in need. Mostly, they live in remote mountainous areas.



## OPPORTUNITIES FOR REPLICATION

The service can be replicated in other Municipalities and in areas farther from towns in these municipalities, as its provision has made it possible to improve the social and economic well-being of families in need and small entrepreneurs.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2019
<b>Official address</b>	Sheshi Azem Hajdari, Godina e Nënprefekturës Kati i Tretë, Tropoja
<b>Contact:</b>	Xhevdet Hoxha, +355 69 20 72 920, <a href="mailto:xh.hoxha@integrimi.org">xh.hoxha@integrimi.org</a>

# 8- MULTIDISCIPLINARY APPROACH FOR CHILDREN AND YOUNG PEOPLE WITH SPECIAL NEEDS



**Implementing organization:**  
Jonathan Centre



**Place where the service is provided:** Nation-wide

## SUPPORTED GROUPS

Individuals with special needs, their families, social science students, young professionals, and volunteers.

## TYOLOGY OF INTERVENTION

Specialized services (therapy and counselling), community services (training, internships, volunteering and awareness raising), employment promotion and advocacy.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>37</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>38</sup> social inclusion of groups in need and those within social<sup>39</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>40</sup> and employment services, and vocational education and training<sup>41</sup>.

The organization has a good cooperation with local institutions providing social services, and with those of employment and vocational training. The organization also has stable partnerships with other organizations or service centres in the field of disability.

## FINANCING/SUSTAINABILITY

The organization is dependent on grants provided by various donors. The service is not sustainable if state institutions do not yet partially or fully support it. The annual budget to serve 60 persons with disabilities and their families is 100,000 Euro.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

The organization provides developmental evaluation for persons with disabilities, intervention plans and on-demand support for the development of IEP in schools. The intervention plan is implemented through speech, development and music therapies, as well as physiotherapy. During the intervention, counselling is provided to the parent. Young people over the age of 14 are trained in groups towards employment, their declaration to the employment offices is encouraged and employment in local companies is supported. Throughout the year, training is provided for parents, volunteers, young professionals, and opportunities are also provided to have university internships.

37 National Employment and Skills Strategy 2019-2022 and its Action Plan

38 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

39 Social Protection Strategy, National Strategy on Social Protection 2019-2022

40 Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

41 Law 15/2019, dated 13/3/2019 "On employment promotion"

Services are constantly associated with awareness-raising activities, regular evaluations, and advocacy support, where the family is facing barriers to integration or inclusion.

Jonathan Centre consists of 18 employees, of which 10 are professional staff that provides direct services (psychologists, social workers, speech therapist, developmental therapist, physiotherapist). 13 out of 18 staff members work full time in the organization.

## **OUTCOMES**

Some of the key outcomes achieved are the treatment and support of over 200 children with disabilities and their families, the provision of student internships for over 300 students, the provision of over 40,000 therapeutic sessions per year, the introduction and implementation of online services in the country (Teletherapy), the set-up of the first employment training platform (café 'at Johnny's') for young people with the Down Syndrome. Annual business and community awareness campaign on inclusion and employment.

## **CASE REFERRAL/MANAGEMENT SYSTEM**

1. Decision No. 822, dated 6/12/2006 on the approval of the standards of social care services for persons with disabilities, in residential and day care centres.
2. National Strategy on Social Protection 2015 – 2020.
3. The latest international models of behavioural regulation, independence, and therapeutic interventions.

## **THE SERVICE IMPACT ON THE TARGET GROUP**

The service has significantly improved the quality of life, opportunities for engagement in school and the community, and employment opportunities.

## **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS**

- Adapting the latest models and interventions
- Experts involved and trained on the job from over 8 years in the Organization
- Suitable facilities for the provision of services
- Internal structure and procedures that support continuity and growth

## **CHALLENGES**

The main challenge remains the financial support in providing the service, mainly the operational ones such as rent and expert salaries.

## **OPPORTUNITIES FOR REPLICATION**

There are huge needs in the country. Established experience and procedures enable successful replication in new areas in Tirana or new cities/new areas inaccessible with services in the country.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

*All services are provided free of charge.*

**Year the service started** November 2008

**Official address** Rr. e Kavajës, Nr. 175, Tirana, Albania

**Contact:** Oreada Kita, +355682019727, oreadakita@gmail.com

# 9- PROVISION OF VOCATIONAL TRAINING COURSES, COUNSELLING AND EMPLOYMENT, AND ON-THE-JOB TRAINING OF DISADVANTAGED CATEGORIES



**Implementing organization:**  
Jonathan Centre



**Place where the service is provided:** Nation-wide

## SUPPORTED GROUPS

Disadvantaged strata, orphans, returnees from migration

## TYOLOGY OF INTERVENTION

The organization is implementing several projects aimed at integrating and employing people from disadvantaged backgrounds, through the provision of vocational courses and their employment or self-employment. Among the most important ones is “The Future Community: Social Inclusion Interventions and the Labour Market for the orphans of Shkodra”, a project funded by AICS. The project has enabled the provision of vocational courses for about 150 young people, has financed employment under a regular one-year contract through the work scholarship instrument for 58 young people, has financed start-ups for 5 young people (3,000-5,000 Euro according to business plans) and has also financed an organization operating as a social enterprise in the amount of 8,500 Euro.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>42</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>43</sup> social inclusion of groups in need and those within social<sup>44</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>45</sup> and employment services, and vocational education and training<sup>46</sup>.

In the framework of this project, agreements have been formally entered with the Employment Office, the State Social Service, and their implementation has been successful. The service staff works together with these stakeholders to follow up each case, empower it and successfully finalize the employment.

## FINANCING/SUSTAINABILITY

Counselling services, vocational courses and employment/self-employment and tutoring of disadvantaged categories are organized thanks to projects funded by various donors such as AICS (Agenzia Italiana per la Cooperazione allo Sviluppo), GIZ (Gesellschaft für Internationale Zusammenarbeit) etc.

42 National Employment and Skills Strategy 2019-2022 and its Action Plan

43 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

44 National Strategy on Social Protection 2019-2022

45 Law No. 121/2016 “On Social Care Services in the Republic of Albania” and by-laws (DCM, instructions, etc.)

46 Law 15/2019, dated 13/3/2019 “On employment promotion”.

Ensuring the sustainability of the services provided is a challenge. The support has been provided for 3 years and 58 people have benefited from 420,000 ALL per person as annual salary reimbursement. The business has paid 50% of the one-year employment contract value and the other half was reimbursed for each new employee employed by the organization. For a few cases, where the difficulty of inclusion is bigger and long-term, with young people coming out of residential institutions, the organization has funded 100% of the value. 5 start-ups with a value of 20,000 Euro were also funded.

## **DESCRIPTION OF SERVICE AND ITS PROVIDERS**

The main purpose of the service is to prioritize the social inclusion of children and young orphans of the Municipality of Shkodra. Through close cooperation with RDSSS, Employment Office, NAES, religious institutions and other counterpart organizations that provide their services, it has become possible to identify and involve these young people in the process of vocational training and employment. The total number of staff is 15, 12 of them work full time and 5 are professional staff (social workers and lawyers).

## **OUTCOMES**

Through the provision of the service, 58 young people have been employed through the work scholarship instrument and 5 new businesses have been funded. Also, through the provision of counselling cycles, employment and self-employment of about 40 young people has been achieved within the cycle.

## **CASE REFERRAL/MANAGEMENT SYSTEM**

Service beneficiaries were selected in cooperation with state residential institutions, counterpart organizations, and based on the field work of the project staff.

The beneficiary, referred by the above-mentioned stakeholders, undergoes a needs assessment according to a standardized procedure to see the needs for intervention and services. After that, he is referred to pursuing a vocational course to learn a profession. After attending the vocational training course and receiving basic training for the job, the tutors together with the project manager introduce him to potential employers, with whom previous meetings have been held. At the time of the interview, and as agreed, a short eligibility trial period from 1 day to 1 week begins. Upon successful completion of this period, the employment contract is concluded. A tutor is appointed to monitor the progress of the employment process and support the beneficiary throughout the employment period.

## **THE SERVICE IMPACT ON THE TARGET GROUP**

Taking up a profession, getting employed or self-employed has had a positive impact on increasing most of the project beneficiaries' well-being and economic stability.

## **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS**

Providing the opportunity to take up a profession through vocational courses, providing access to the labour market and monitoring the employment process make the service provided to this category effective and attractive.

## CHALLENGES

The process of monitoring the employed cases has often faced various difficulties and issues but through communication and close cooperation between employers-counsellors/tutor-employees in most cases the settlement of disputes and the normal continuation of work has been achieved, but there were also cases where the employment relationship was terminated.

## OPPORTUNITIES FOR REPLICATION

The work scholarship instrument, implemented in the framework of this project, is a good and functional methodology that clearly defines how to approach beneficiaries and monitor the employment process. This successful methodology used for the employment of young orphans can be used for all disadvantaged groups.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

**Year the service started:** 2012

**Official address:** Rr. Paloke Kurti, Nr. 1 Shkodër

**Contact:** Arta Nikolli Mob: 0692064706 e-mail: [artanikolli@gmail.com](mailto:artanikolli@gmail.com)

# 10- VOCATIONAL TRAINING, SOCIAL WORK



**Implementing organization:**

Murialdo Multifunctional Centre



**Place where the service is provided:**

Fier region

## SUPPORTED GROUPS

Children and young people between 6-30 years old

## TYOLOGY OF INTERVENTION

From 1995 to date Murialdo Social Centre has been providing 1-year, 2-year, and 1-month vocational courses and most beneficiaries come from communities and families in need. The centre helps job seeking individuals, guides them in the personal and professional aspects, in mediating with enterprises, in coordinating job offers with demands. "Oratorio" provides various fun activities such as games, football, volleyball, basketball.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>47</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for social inclusion<sup>48</sup> of groups in need and those within<sup>49</sup> social protection. The services provided also find support in the services foreseen in the legal framework on social<sup>50</sup> and employment services, and vocational education and training<sup>51</sup>. Murialdo has entered formal agreements with the Employment Office, the State Social Service, the Municipality of Fier, and their implementation has been successful. The service staff works together with these stakeholders to follow up each case, empower it and successfully finalize the employment.

## FINANCING/SUSTAINABILITY

The service is sustainable due to the constant donations.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

On average, 300 young people benefit from vocational training courses at the centre and 250 participate in social activities per year. The staff consists of 22 people, 12 full-time and 10 part-time employees, 15 specialist staff directly related to the services.

47 National Employment and Skills Strategy 2019-2022 and its Action Plan

48 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

49 National Strategy on Social Protection 2019-2022

50 Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

51 Law 15/2019, dated 13/3/2019 "On employment promotion".



## OUTCOMES

Since the beginning of the service, 2,500 young people have been certified in different courses. Last year, 100 young people participated and were certified in various courses. The number of social services beneficiaries from the start of the service is 8,000 individuals. The average number of beneficiaries involved in social services last year was 250.

## CASE REFERRAL/MANAGEMENT SYSTEM

Due to Murialdo's reputation and long-standing presence, beneficiaries refer themselves directly and ask for services. The organization makes its own individual evaluation of each beneficiary. The case is followed in its entirety, not only through the provision of vocational courses but also through orientation in terms of social issues, if they are found.

## THE SERVICE IMPACT ON THE TARGET GROUP

The service directly affects the lives of the beneficiary and their families, as it empowers them and guides them towards economic independence.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS

The service is effective and close to the needs of young people in need and makes them skilled to enter and adapt to the labour market.

## CHALLENGES

One of the challenges that hinders the finalization and certification of courses is the migration of young people's families which is a trait related to the cultural identities of different communities.

## OPPORTUNITIES FOR REPLICATION

It is an appropriate service and can be replicated for groups in need in other municipalities as well.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	1995
<b>Official address</b>	L. Sheq i Vogel, Rruga Shen Leonardo Murialdo – Fier
<b>Contact:</b>	Alketa Tasi, 0695288909, <a href="mailto:gsm@murialdo.org">gsm@murialdo.org</a>

# 11- KIOSK OF WOMEN UNDER ECONOMIC AID



**Implementing organization:**  
Professional and Business  
Women Handcrafter  
Association (PBWHA)



**Place where the service is provided:** The city of Pogradec and 7 administrative units.

## SUPPORTED GROUPS

Self-employment of women in need

## TYPOLOGY OF INTERVENTION

The service is related to setting up a kiosk that promotes the employment of women in need who activate their craft opportunities and craftswomen of all kinds who work from home in crochet, carpet weaving, embroidery. Women participating in the program have either health problems or take care of someone with a health problem in the family. By getting involved in the program, they make an economic contribution to their families.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>52</sup>. The cooperation with the Municipality of Pogradec and its administrative units is institutionalized and very fruitful.

## FINANCING/SUSTAINABILITY

Even though the organization has been operating for 30 years, this new service has brought an innovation in the provision of self-employment services to women from excluded communities in the Municipality of Pogradec. In 2019 the organization communicated electronically with 236 women under economic aid, of which 92 positively responded to this new idea of setting up a kiosk. The service started with the support of the "Global Albania" foundation that donated USD 1,000 and the Municipality of Pogradec whose contribution was 140,000 ALL, which were used to purchase the basic materials. The municipality also reimbursed the rent for one year. Businesswomen of the city contributed through constant donations to enable the continuity of the service.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

Products produced by women and girls are sold and beneficiaries receive a monthly salary for the work they do. The organization has 12 employees and 2 of them work full time.

## OUTCOMES

This service has enabled the employment promotion of 18 girls and 36 women activists.

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52 Strategy on Employment and Skills, National Employment and Skills Strategy 2019-2022 and its Action Plan

## CASE REFERRAL/MANAGEMENT SYSTEM

The organization keeps close connections with every woman involved in the program. In addition to promoting self-employment, much attention is paid to the social problems of women or their families, which are referred to other social services for solutions. Social problems, if left unaddressed, can hinder the employment and self-employment process of women and girls.

## THE SERVICE IMPACT ON THE TARGET GROUP

The service has an impact on the economic and social empowerment of women and girls and their families.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.

- The women and girls participating in the program are from the economic aid scheme;
- They are trained and continuously monitored by the organization's mentors;

## CHALLENGES

Lack of sustainable financial support without which the store risks closing on October 24;  
Lack of facilities to store winter produce;

## OPPORTUNITIES FOR REPLICATION

This service is worth replicating in other municipalities, including those of Ohrid and Struga.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2019
<b>Official address</b>	Pranë Pallatit të Kulturës, Pogradec
<b>Contact:</b>	Shpresa Blaceri 0692460234

# 12- “FLOURISHING FAMILIES” COMPONENT, PART OF THE “KORÇA INTEGRATED DEVELOPMENT” PROGRAM



**Implementing organization:**  
Emanuel Mission Foundation



**Place where the service is provided:**  
The city of Korça and its surroundings.

## SUPPORTED GROUPS

About 40 families with socio-economic problems from Korça and the surroundings.

## TYOLOGY OF INTERVENTION

An upscaling approach from providing life skills, vocational training, self-employment support and skills for employment through the curriculum set up by Swiss Contact through the Coaching for Employment and Entrepreneurship (C4EE) project.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>53</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>54</sup> social inclusion of groups in need and those within social<sup>55</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>56</sup> and employment services, and vocational education and training<sup>57</sup>.

The service has been able to interact with several offices of the Municipality of Korça and RDPVT Korça, but not with the Employment Office because there are no vacancies, they are outdated or irrelevant to the skills/expectations of clients (project participants). At the same time, regarding RDPVT Korça, despite the good will, many individuals in the project do not have any basic education and therefore, cannot register in the vocational courses of the centre. The region lacks private vocational training courses. At the same time, on-the-job training can legally be provided only to students from vocational high schools, participants in RDPVT vocational courses (or private licensed institutions), or to people referred by the Employment Office. Thus, a band of population with whom the project works cannot receive training and employment services. At the same time, there is a lack of curricula tailored to these target groups.

## FINANCING/SUSTAINABILITY

The program component, which is related to promoting the employment of groups in need, is funded by “Dorcas Aid International” and implemented by the Emanuel Mission Foundation. The project was initially co-financed by “Dorcas Aid International” and Swiss contact. As of 2021, Dorcas Aid International is the sole donor. The aim is that this approach be accepted by local

53 National Employment and Skills Strategy 2019-2022 and its Action Plan

54 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

55 National Strategy on Social Protection 2019-2022

56 Law No. 121/2016 “On Social Care Services in the Republic of Albania” and by-laws (DCM, instructions, etc.)

57 Law 15/2019, dated 13/3/2019 “On employment promotion”

institutions, as an opportunity to treat marginalized groups, not only with economic support but also with an upscaling cycle, according to the service beneficiary knowledge. This would ensure the sustainability of the approach. Currently, the annual funding for the development of this project is about 15,000 Euro per year.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

This project participants are the marginalized families from the city of Korça and its surroundings, and the beneficiaries are families, children and those who attend the child day care centres (3 centres). The service is provided in two ways: (i) following the coaching for employment cycle, based on the Swiss Contact model (C4EE), in which mainly the 18-40 age group participates; (ii) following upscaling life skills, parenting, civic education and employability training.

- The total number of staff is 4, 2 of whom work full time.
- The number of professional staff providing the service is 4 employees
- All employees are trained and certified in providing training in life skills or economic development.

## OUTCOMES

The outcomes vary mainly based on the level of education that the individual has at the time of registering in the service. For individuals who have not completed their compulsory education, the change will be seen mainly in their behaviour and the way they face the challenges. They will be able to communicate with institutions (Municipality, Employment Office, private sector), will be active jobseekers and in many cases will start informal income-generating initiatives (selling second-hand clothes, collecting scrap material, getting employed in the agricultural sector, etc.). Meanwhile, people who have completed their compulsory education will develop communication, analytical skills and will be able to present their skills to an employer. They can come up with a business idea, and project their performance for up to 2-3 years. It will be difficult for them to set long-term objectives.

## CASE REFERRAL/MANAGEMENT SYSTEM

Service beneficiaries are identified mainly by work in the field, by other project participants, local institutions and other organizations operating in the city.

## THE SERVICE IMPACT ON THE TARGET GROUP

Some indicators showing a significant improvement in the socio-economic situation of the handled families are: (i) the individual/family disconnects from material/food support before the set time limit (6-months); (ii) service beneficiaries successfully complete an internship (1-6 months); (iii) service beneficiaries demonstrate sufficient professional knowledge and skills to obtain microgrants; (iv) service beneficiaries get employed/self-employed.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.

- The approach focuses on marginalized groups that are “forgotten” or impossible to involve in public services.
- This is an upscaling approach starting from the acquisition of basic life knowledge to employment training. Service beneficiaries are followed up by a “coach” throughout their involvement in the project.

## CHALLENGES

The problems mainly relate to the low level of education of service beneficiaries, the criteria for access to public vocational training and the lack of private vocational training courses or the inability to start on-the-job training (within the legal requirements). At the same time, the most difficult problems encountered with the development of marginalized families relate to the lack of housing and health problems of the individual or their family members (who can become a burden for the beneficiary).

## OPPORTUNITIES FOR REPLICATION

Replication is possible, as the same difficulties are present in all small municipalities

## ADDITIONAL INFORMATION ABOUT THE SERVICE

**Official address:** Rruga "Teli Samsuri", Nd. 18 (Godina Dorkas), Korça

**Contact:** Aldi Stratobërdha 069 554 3855; [a.stratoberdha@emanuelmission.org](mailto:a.stratoberdha@emanuelmission.org)

**Geographical coverage of the service:** City of Korça and its surroundings

# 13- “FUTURE FOR CHILDREN – F4C” COMPONENT, PART OF THE “KORÇA INTEGRATED DEVELOPMENT” PROGRAM



**Implementing organization:**  
Emanuel Mission Foundation



**Place where the service is provided:**  
The city of Korça and its surroundings.

## SUPPORTED GROUPS

About 100 children in the age group 6 to 15 years old; 72 young parents in the age group 18 to 35 years old; families in socio-economic difficulties from Korça and its surroundings.

## TYOLOGY OF INTERVENTION

The service is provided through 3 day care centres for children. The centre serves a meal (lunch) and provides after-school support activities for children.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>58</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>59</sup> social inclusion of groups in need and those within social<sup>60</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>61</sup> and employment services, and vocational education and training<sup>62</sup>.

The service has been able to interact with several offices of the Municipality of Korça, RED/EO, RDPVT Korça, the Employment Office, etc. Regarding the Employment Office, frequent meetings with its directors inform the families involved in this project about all the regular employment procedures and opportunities. Regarding vocational training, the problem is with some parents who cannot attend courses because of lack of compulsory education. Tailoring and hairdressing courses are the most sought after. The region lacks private vocational training courses.

## FINANCING/SUSTAINABILITY

Program component funded by “Dorcas Aid International” and implemented by the Emanuel Mission Foundation. This project started in 2011. This component is co-financed by the Municipality of Korça that reimburses the day care centres rent and utility bills.

The centres aim to exist under public funds since it is a need identified and accepted by the Municipality of Korça. The social fund is a good opportunity for the day care centres for children to continue since these centres are also under the focus of law 121/2016 on social care services in the Republic of Albania. The annual budget of this component is about 80,000 Euro per year. These centres, thanks to the organization’s staff, experience, and cooperation with other donors,

58 National Employment and Skills Strategy 2019-2022 and its Action Plan.

59 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016.

60 National Strategy on Social Protection 2019-2022.

61 Law No. 121/2016 “On Social Care Services in the Republic of Albania” and by-laws (DCM, instructions, etc.).

62 Law 15/2019, dated 13/3/2019 “On employment promotion”

can easily be turned into Multifunctional Community centres. The Emanuel Mission had such a centre from 2017 to August 2020, thanks to a very good collaboration with the Terre des hommes organization. The co-financing from the Municipality can be progressive, from the current 18% to 50%, 80% until full financing. This is a well-known practice between the Municipality of Korça and the Emanuel Mission Foundation, since the same procedure was followed to transfer the day care centres for the elderly, from 80% foreign donor funding to 100% public funding. These centres still exist today, although their operation was restricted by the COVID-19 situation.

## **DESCRIPTION OF SERVICE AND ITS PROVIDERS**

The project focuses on educating children, enhancing parents' capacity, and strengthening the family. The project operates through 3 day care centres for children. The centres are near areas where many marginalized families live in the city of Korça. The centre serves a meal (lunch) and provides after-school support activities for children. At the same time, the centre hosts some meetings with parents on life skills, parenting classes, coaching sessions for employment and self-employment, etc.

The condition the family must meet in order to receive services at the centre is that the child attends school regularly.

The service beneficiaries consist of about 100 children in the age group 6 to 15 years old; 72 young parents in the age group 18 to 35 years old. Families in difficult socio-economic conditions from Korça and its surroundings. The project staff is in frequent contact with all local institutions regarding: child protection policies, the training of young people, their vocational training and employment.

The total number of staff – 7 employees (1 project officer, 3 social operators/teachers and 3 cooks); Part time staff – 7 employees; Number of professional staff providing the service – 3 employees; All staff are trained and certified on child protection policies, the AFLATOUN curriculum on children and parenting classes).

## **OUTCOMES**

The positive outcome is mainly noticed in children, who receive their compulsory education so that they do not face the same problems that their parents face.

As far as parents are concerned, the outcomes vary mainly based on the level of education they have at the time of registering in the service. People who have completed compulsory education develop communication, analytical skills and are able to face life challenges.

## **CASE REFERRAL/MANAGEMENT SYSTEM**

Service beneficiaries are identified mainly by fieldwork, other project participants, local institutions, employees of the youth centre, schools and other organizations operating in the city.

## **THE SERVICE IMPACT ON THE TARGET GROUP**

Some indicators showing a significant improvement in the socio-economic situation of the families involved in the project are: (i) children from marginalized communities attend school regularly and successfully complete compulsory education; (ii) children are disconnected from the bad phenomena that their parents have often experienced (early marriages, lack of compulsory



education, lack of life knowledge, etc.); (iii) by having their children educated in the centre, the parents' focus shifts to the child and the family; (iv) parents receive valuable life knowledge, regardless of their level of education; (v) parents feel supported and have direct or mediated access to state institutions; (vi) parents are provided with vocational training certificates; (vii) parents are active jobseekers; (viii) parents are supported to develop business initiatives as a good way to bring income and not to fall prey to economic aid; (ix) marginalized households covered by the project are recognized, monitored and supported by social services.

#### **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.**

The applied approach focuses on children and their families, who have difficulty affording the daily costs of living. They have difficulty accessing the labour market as the only way to generate income. On one hand, this initiative ensures the social conditions for the family to perform normally, focusing on the well-being of the child. At this point the key role of social services of the Municipality and the CPU is noticed. On the other hand, it facilitates the access of the adult family members, mainly of the parents to the labour market. This initiative supports the work of the RDPVT and the Employment Office, as well as the complementary role of life skills, which service beneficiaries cannot receive in any state institution.

#### **CHALLENGES**

Many of them are mentioned in the sections above. There are difficulties with children not registered with the Civil Registry Office, children born outside the territory of the Republic of Albania, after the mass migration of 2016-2018 to Central European countries (Germany, France and the Netherlands). In these cases, the registration of the child is very difficult as there is no birth certificate with an apostille stamp from the host country. Such problems lead to additional difficulties for the family, mainly in terms of health, education, and housing

#### **OPPORTUNITIES FOR REPLICATION**

Replication is possible, as the same difficulties are present in all municipalities of the country

#### **ADDITIONAL INFORMATION ABOUT THE SERVICE**

<b>Year the service started</b>	2020
<b>Official address</b>	Rruga "Teli Samsuri", Nd. 18 (Godina Dorkas), Korça
<b>Contact</b>	Aldi Stratobërdha 069 554 3855 <a href="mailto:a.stratoberdha@emanuelmission.org">a.stratoberdha@emanuelmission.org</a>

# 14- THE “YOUTH EMPOWERMENT SUPPORT (YES!)”



**Implementing organization:**  
Emanuel Mission Foundation



**Place where the service is provided:**  
The city of Korça and its surroundings.

## SUPPORTED GROUPS

About 60 young people, 16 to 35 years old, in socio-economic difficulties from Korça and the surrounding area.

## TYPOLGY OF INTERVENTION

Upscaling approach from providing life skills, vocational training, and coaching for employment through 3 curricula “Life Skills”, “Employability” and “Coaching” set up by AFLATOUN International and SOS CHILDREN’S VILLAGES and contextualized by SOS Children’s Villages Albania.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>63</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>64</sup> social inclusion of groups in need and those within social<sup>65</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>66</sup> and employment services, and vocational education and training<sup>67</sup>.

## FINANCING/SUSTAINABILITY

The project is part of the “YEEP” program implemented in cooperation with SOS Children’s Villages Albania and funded by the “German Federal Ministry for Economic Cooperation and Development – BMZ”. The project duration is 2 years (2020-2022). The aim is that this approach is accepted by local institutions and comprehensive or vocational high schools as an opportunity to provide marginalized groups not only with material/economic support but with an upscaling cycle to achieve the objective set by the young person. This would ensure the sustainability of the approach. The total budget of this project is 50,000 Euro or 25,000 Euro per year.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

This project participants are marginalized young people or those in socio-economic difficulties from the city of Korça and the surroundings. The trainings are provided in an upscaling format, starting from the “Life Skills”, “Employability” curricula and intertwining with the “Coaching” curriculum. All participants fill out several forms, including the individual development plan. Based on the progress with the above-mentioned curricula and on their individual plan, the service beneficiaries can receive public or private professional training (funded by the project), mentoring and employment mediation mainly with the private sector.

a. The “Life Skills” curriculum consists of 11 sessions and the main topics are: “Personal exploration”

63 National Employment and Skills Strategy 2019-2022 and its Action Plan

64 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

65 National Strategy on Social Protection 2019-2022

66 Law No. 121/2016 “On Social Care Services in the Republic of Albania” and by-laws (DCM, instructions, etc.).

67 Law 15/2019, dated 13/3/2019 “On employment promotion”

- “Setting objectives,” “Communication skills,” “Conflict management” and “Basic financial knowledge.”
- b. The “Employability” curriculum consists of 12 sessions and the main topics are “My favourite job,” “Learn more about work,” “Job search,” “Writing a CV” and “Rights and responsibilities.”
  - c. The “Coaching” curriculum consists of 4 sessions and the two most important ones are “Strengths and skills – SWOT analysis” and “Preparing for job interviews.”

The implementation of these curricula is associated with informal individual meetings and group meetings according to the needs identified during the training sessions. So far, these meetings have addressed topics such as: “Discrimination in the workplace and beyond,” “Rights and obligations of the employer/employee,” “Practical/legal aspects on getting a start-up loan,” etc.

Total number of staff – 3 employees (1 project coordinator and coach, 1 coach and 1 financial officer)  
Fulltime – 0 employees, part time – 3 employees, number of professional staff providing the service – 3 employees. All employees are trained and certified in providing training in life skills or employability.

## OUTCOMES

The outcomes vary, mainly based on the level of education that the individual has at the time of registering in the service. People who have completed compulsory education will develop communication, analytical skills and will be able to present their skills to an employer. They can communicate with the employer during job interviews. Employment mediation encourages them to be active jobseekers. 40% of service beneficiaries find sustainable employment (employment contract of not less than 6 months).

## CASE REFERRAL/MANAGEMENT SYSTEM

Service beneficiaries are identified mainly by fieldwork, other project participants, local institutions, youth centre staff, vocational high schools and other organizations operating in the city.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.

Some indicators showing a significant improvement in the socio-economic situation of young people are: (i) the individual is disconnected from economic aid within 12 months upon registration in the project; (ii) service beneficiaries successfully complete 3 training curricula; (iii) service beneficiaries are active jobseekers; (iv) service beneficiaries demonstrate professional knowledge and skills during internships; (v) service beneficiaries get employed for a minimum period of 6 months.

## CHALLENGES

Many of them are mentioned in the sections above.

## OPPORTUNITIES FOR REPLICATION

Replication is possible, as the same difficulties are present in all municipalities of the country. Currently this project is being successfully developed in Korça, Shkodra, Vlora and Tirana

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2020
<b>Official address</b>	Rruga “Teli Samsuri”, Nd. 18 (Godina Dorkas), Korça
<b>Contact</b>	Aldi Stratobërdha; 069 554 3855; a.stratoberdha@emanuelmission.org

# 15- MULTIFUNCTIONAL CENTRE – (SOCIAL ENTREPRENEURSHIP – VOCATIONAL COURSES CENTRE – LEGAL SERVICES FOR PEOPLE IN NEED – DAY CENTRE FOR ALL AGE GROUPS)



**Implementing organization:**  
"Social Centre for Persons in Need" Association Fushë-Arrëz (SCPN)



**Place where the service is provided:**  
"Social Centre for Persons in Need" Association Fushë-Arrëz (SCPN) is situated in Fushë-Arrëz and provides its service at the geographical extension of the Municipality of Fushë-Arrëz and the Municipality of Puka. Various activities extend to all the Shkodra region.

## SUPPORTED GROUPS

The whole community in the Municipalities of Fushë-Arrëz, Puka and beyond, mainly the social strata in need.

## TYOLOGY OF INTERVENTION

1. Community service.
2. Employment promotion.
3. Vocational training.
4. Legal support and legal counselling

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>68</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>69</sup> social inclusion of groups in need and those within social<sup>70</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>71</sup> and employment services, and vocational education and training<sup>72</sup>. SCPN interacts with municipalities in all activities it organizes. The organization works closely with the Employment Office in all the services it provides. Cooperation with municipalities is excellent as well.

## FINANCING/SUSTAINABILITY

1. The Social Entrepreneurship – Centre for Collection/Gathering/Processing/of forest fruits and medicinal plants, is supported by various grant programs from Partners Albania through the EU and the Australian Embassy in Italy. Currently, the social entrepreneurship is generating its own income, and employs women and girls from marginalized social strata (unemployed, divorced, domestic violence, etc.).
2. Vocational courses. Since 2019, SCPN has obtained the license to provide vocational

68 National Employment and Skills Strategy 2019-2022 and its Action Plan

69 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 201

70 National Strategy on Social Protection 2019-2022

71 Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

72 Law 15/2019, dated 13/3/2019 "On employment promotion"

courses for more than 28 different professions. These courses are supported by the Australian Embassy in Italy and are currently being funded by the trainees themselves, through a reduced fee for service. SCPN also provides employment mediation services after completing the course close to business operators or the public sector.

3. Legal services for people in need. Since 2014, SCPN has had a legal support office for people in need of free representation at court by a lawyer for various cases such as domestic violence, divorce, dismissal from work, property, etc. Psychologists and social workers also work in this centre. Services are provided free of charge.
4. Day centre for all age groups. Since its foundation in 2014, SCPN provides daily services for the elderly through various activities (cafés, library and daily recreation facilities). For women in need, it offers various courses and social thematic activities aiming at their inclusion in society and capacity strengthening for their socio-economic integration. For the youth, SCPN offers a range of activities from a variety of recreational and entertainment facilities such as libraries, stages, etc.

The organization draws the attention of central and local state structures for financial support, as one of the key elements for sustainability. SCPN is supported by donors such as: EU, American, Austrian, Dutch, Australian Embassies in Italy, Save the Children, Partners Albania, USAID, Anttarc, etc., for the provision of services and self-financing for social business cases. The annual budget is from 50,000 Euro – 100,000 Euro. The duration of grant implementation is from 6 to 24 months.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

The services provided by SCPN aim to include vulnerable categories, based on the organization's mission for inclusion and empowerment of excluded groups. Through its projects, SCPN supports vocational courses or free legal service, social entrepreneurship, which is already integrated with SCPN and is generating income which translates into employment and capacity building. Regarding the selection of beneficiaries SCPN cooperates closely with the Municipality of Puka, Fushë-Arrëz and the Employment Office to identify people under various economic aid or social schemes. SCPN also works closely with the community. SCPN mediates with business operators about the employment of beneficiaries who complete vocational courses at the centre and plays a significant role in the economic empowerment of families in need in Fushë-Arrëz, Puka and at large. SCPN Community Centre is open every day from 08.00 – 16.00 to provide daily activities and community services.

SCPN consists of 10 professional staff (social workers, psychologists, lawyers) and 11 support staff with expertise according to the areas of services provided by SCPN.

## OUTCOMES

Some of the outcomes of the services provided by SCPN relate to: (i) more people employed after gaining vocational skills; (ii) more people integrated into society through social services; (iii) less domestic violence; (iv) empowered families in need; (v) more socio-cultural activities in the community.

## CASE REFERRAL/MANAGEMENT SYSTEM

Cases are referred by public, private institutions or they contact SCPN directly. SCPN interacts with the business operators about all needs and guides the business operators to find human resources that match their requirements and needs.

## CHALLENGES

There are various difficulties, such as; unskilled human resources, scarce financial resources, steep areas, etc. SCPN overcomes these challenges thanks to the commitment it has made to perform these services with the support of donors who have unwavering confidence in the realization of the SCPN mission.

## OPPORTUNITIES FOR REPLICATION

The services provided are in high demand and should be replicated in other municipalities or administrative units, where there is a concentration of people in need throughout the country.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2014
<b>Official address</b>	Rr.Demokracia, Ish-Zdrukhtaria, Kati II, Fushë-Arrëz, Albania
<b>Contact</b>	Ardmir DODA; Mob: 0699398912, <a href="mailto:ardmidoda@hotmail.com">ardmidoda@hotmail.com</a>

# MODEL 14: COMMUNITY CENTRE, MULTI-FUNCTIONAL AND SPECIALIZED SERVICES



**Implementing organization:**  
"Today for the Future"  
Community Development Centre



**Place where the service is provided:**  
Durrës, Tirana, Puka

## SUPPORTED GROUPS

Children, young people, women, men, the elderly. Families, community groups (in need, ethnic ones, etc.), public social service institutions, vocational education, employment, municipalities and CRM.

## TYOLOGY OF INTERVENTION

- Services for children for after school lessons, education and recreational activities, summer camps, etc. (Durrës, Puka);
- Orientation and health education (Durrës, Puka);
- Nursing service for children (check-ups/consultations, home visits, injections, health care and follow-up) (Puka);
- Community service, referral, family service, support with assistance (Durrës, Puka);
- Services, clubs and activities for women, young people, children (Durrës, Puka);
- Service, clubs and activities for the elderly, nurse care service, and family service (Puka);
- Strengthening community groups and community engagement (Durrës, Tirana, Puka);
- Family and parenting program (Durrës, Puka, Tirana);
- Psychological services, legal and social support, referral and guidance for reintegration for victims/survivors of domestic violence (Tirana, Durrës, Puka);
- Phone and online service and information at the green line 08009888 (against domestic and gender-based violence) (Tirana, Durrës, Puka);
- Support cases of violence in court, at the police, at the prosecutor's office and referral to CRM (Tirana, Durrës, Puka);
- Family and parenting program (for members in conflict/at risk with the law/children, fathers, etc.);
- Cooperation with vocational training centres of Shkodra, Lezha, Durrës, Korça and mobile centres in the North on curricula, training in soft skills, tour guides and entrepreneurship, labour code, safety at work, business practices, employment, small grant support (of women and young people employment businesses)/ self-employment promotion for women and young people, technical support to employment offices of Lezha, Shkodra, Puka (Focus on young people and women, technical support to public institutions of vocational education and employment service);
- Youth empowerment, courses and direct trainings as tour operators, in guesthouse services and entrepreneurship.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>73</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>74</sup> social inclusion of groups in need and those

<sup>73</sup> National Employment and Skills Strategy 2019-2022 and its Action Plan

<sup>74</sup> Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

within social<sup>75</sup> protection. The services provided also find support in the services foreseen in the legal framework on social <sup>76</sup> and employment services, and vocational education and training<sup>77</sup>.

## FINANCING/SUSTAINABILITY

The service is funded through a combination of foreign donor funding, local government funding, self-financing, and voluntary and materialized contributions on facilities, equipment, etc.

The Municipality of Durrës makes available a budget share to cover specialized services against violence (part of CRM Durrës), and the premises of the community centre, Durrës. The Municipality of Puka makes available premises of the community centre in Puka.

### *Donors in various projects and services*

- Caritas St. Polten Austria, UNDP, UNICEF, World Vision, SHIS, Volkshilfe Austria, ADA Austria, City of Vienna, Austria, GIZ Proseed/GIZ SRD.
- ASA Network supports in-service internships, Internship Network of the Faculty of Social Sciences at the St. Polten University Austria, Bamberg University "Go East Sommer Schule" summer school program on social services, in collaboration with the Faculty of Geography and the University of Durrës. Social University Volunteer and Internship Group. The organization itself via fund-raising and voluntary engagement.
- The service sustainability can only improve if project funding considers the continuous financial coverage of human resources and operational costs to ensure retention of professionals and the means of providing full and long-term service.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

All provided services specifically target vulnerable/marginalized communities and community groups mainly in rural and suburban areas, as well as groups that need to be supported to be further empowered. Priority is given to women, girls, children, young people, family and community empowerment.

As multifunctional and specialized services, they are integrated with public services and other social/private providers, therefore parallel to the service, priority is given to addressing, monitoring, and cooperating to create a continuous chain of services. Hence, two parallel services are: 1) empowering and supporting institutions to provide quality services and complementing their work where they cannot, 2) representing/mediating and engaging the community to address the needs. In all three areas where these services are provided, networking and especially CRM activity is very important.

- The total number of staff is 12, of which 7 are full-time and 5 part-time employees.
- There are 23 associates, interns and volunteers.
- The number of professional staff providing the service is 7 people (2 social workers, 2 psychologists, 1 educator, 1 nurse, 1 lawyer)

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<sup>75</sup> National Strategy on Social Protection 2019-2022

<sup>76</sup> Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

<sup>77</sup> Law 15/2019, dated 13/3/2019 "On employment promotion"



## **OUTCOMES**

Since the service started, the number of social service beneficiaries has varied in different services, such as support for legalization to the communities in the former Durrës swamp area, or awareness raising campaigns, community actions, etc., but generally, communities with a total population of about 68,000 inhabitants with about 7,000 – 10,000 beneficiaries have been served. The number of social service beneficiaries per year is about 300, the average number of new beneficiaries included in social services per year is over 50, the average number of beneficiaries leaving the service as rehabilitated/empowered in a year is about 50, the number of referred beneficiaries per year in services aimed at economic empowerment of the beneficiary is about 30.

## **CASE REFERRAL/MANAGEMENT SYSTEM**

Beneficiaries contact the centre directly, via phone, through the network of collaborators, by addressing and referral by CRM and public service institutions (Employment Office, vocational centre, social services, municipalities, etc.), by the continuous coordination with gender equality coordinators and administrative unit administrators

Individuals are followed up on a case-by-case basis starting from the psychological support, profiling and evaluation; referral to the reference institutions for follow-up of further needs; contacting and referral, and follow-up while receiving services from the next institution; and re-evaluation at the end of the service chain.

## **THE SERVICE IMPACT ON THE TARGET GROUP**

The provided services are multifunctional. Firstly, they complement public services in terms of typology, territory, and wherever they are missing. In this way the impact is direct if the missing service is provided for that area or community group or for that type of service. Secondly, the services are integrated, i.e. they are services that the beneficiaries receive according to their current need by combining them not only with other services, but also with the services received by other family members, e.g. for a woman who is receiving psychological services and her child is taking after school lessons at the centre, the impact is two-way and direct, and she is relieved because of the support given to her child.

## **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.**

Combining services and adapting them to the needs of beneficiaries and ensuring the progress with other services in the service chain make it a good model.

## **CHALLENGES**

The main difficulties are related to sustainable financing, especially of the staff, operational costs and infrastructure and logistics needs.

## **OPPORTUNITIES FOR REPLICATION**

Yes, as there are two multifunctional community centres in Durrës and Puka, there are specialized services and social and economic community empowerment services in Tirana provided by the organization, the three branches have exchanged and replicated each other's models, adapting them to the needs of the area and the community. Flexibility, adaptation, and integration according to local characteristics and needs are some of the features that make it replicable.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2005 based on when the service started, 2013, based on Registration at Court on 02/10/2013
<b>Official address</b>	Rr. Elbasanit, P.Abau, H2, K6, Ap.13, Tirana Rr. Dalip Peza, Banesat Sociale, Blloku 1, Durrës Sheshi Tërbuni, Puka
<b>Contact</b>	Mrs. Fabiola Laço Egro, Executive Director <a href="mailto:fabiolaegro@gmail.com">fabiolaegro@gmail.com</a> , <a href="mailto:fabiola.laco@cdc-tff.org">fabiola.laco@cdc-tff.org</a> ,

# 16- COUNSELLING AND SERVICES CENTRE



**Implementing organization:**  
Mary Ward Loreto Foundation



**Place where the service is provided:**  
Mary Ward Loreto operates in 6 areas:  
Tirana, Lezha, Rrëshen, Tropoja, Lushnja and Saranda, and their surrounding rural areas.

## SUPPORTED GROUPS

Victims of domestic violence; Potential victims of trafficking; At risk of trafficking; Victims of sexual crimes; Women head of households; Women in the divorce and post-divorce process; Families/ Individuals in need; Returnees.

## TYOLOGY OF INTERVENTION

Services provided: Counselling & Referral to Services; Direct Services & Emergency Programs; Identification of potential victims of trafficking; Community service; Psychological Counselling & Therapy; Employment Promotion; Supported employment; Vocational Training and Education; Self-employment support.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The services provided are in line with the training and employment policies of the Albanian Government<sup>78</sup>. Also, the initiatives that the organization takes for the benefit of the most excluded groups, are in line with the government policies for<sup>79</sup> social inclusion of groups in need and those within social<sup>80</sup> protection. The services provided also find support in the services foreseen in the legal framework on social<sup>81</sup> and employment services, and vocational education and training<sup>82</sup>.

Cases are managed in coordination with the services provided by the Municipality, the Employment Office, the State Social Service, Partner Organizations, with complementary services.

## FINANCING/SUSTAINABILITY

The Mary Ward Loreto Foundation relies on funding secured through gained projects and their implementation. Donors are mainly foreigners, who are interested in the society development in the Balkan region and specifically in combating trafficking in human beings. As other social factors pose a high risk of vulnerability to the community, funding is provided to prevent this phenomenon. In the framework of reintegration of the survivors of trafficking and domestic violence, the funds are provided for mainly 2–3 years and are eligible for reapplication. MWL also applies for funding from local donors. MWL cooperates with other civil society organizations and social service provision institutions, ensuring that the service is funded through cooperation, and enhancing the chances of applications for funding.

78 National Employment and Skills Strategy 2019-2022 and its Action Plan

79 Social Inclusion Policy Paper 2016-2020, Decision of the Council of Ministers No. 87, dated February 3, 2016

80 National Strategy on Social Protection 2019-2022

81 Law No. 121/2016 "On Social Care Services in the Republic of Albania" and by-laws (DCM, instructions, etc.)

82 Law 15/2019, dated 13/3/2019 "On employment promotion"

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

*MWL aims and provides:*

1. Counselling, referral, and accompaniment to services for people in need by empowering them to access relevant services as needed;
2. Direct services and reintegration programs for women and girls victims of domestic violence, victims/potential victims of trafficking, women head of households, people with health problems or family calamities;
3. Free psychological service for categories in need who do not have the financial means to access this service and pay the fee;
4. Support for other (public and non-public) service providers to follow up their cases by delivering complementary services and participating in technical round-tables;
5. Capacity building for service providers;
6. The total number of staff is 11, of which 10 work full time. 8 of them are professional staff, social workers, psychologists, lawyers.

## OUTCOMES

1. Increased access to services in the territory
2. Reduced risk of trafficking in human beings
3. Protection of and security for gender-based violence and domestic violence survivors
4. Empowerment and reintegration
5. Alleviation and mitigation of poverty
6. Improved quality of life

## CASE REFERRAL/MANAGEMENT SYSTEM

The service beneficiary is referred by several entities: Other NGOs, Public Institutions (mainly administrative units), religious institutions, self-referral, clients of the centre, external partners.

*The stages the beneficiary undergoes are:*

- Initial case evaluation
- Counselling & information in response of the needs referred by the beneficiaries, or identified during the initial evaluation.
- Case management plan
- Referral & Accompaniment to social services and employment and vocational training services
- Case follow-up
- Closing the case

## THE SERVICE IMPACT ON THE TARGET GROUP

*The service provided impacts:*

- Security and protection of victims/survivors of gender-based violence and domestic violence and trafficking;
- Rehabilitation and reintegration into society;
- Prevention of the risk of trafficking and gender-based violence & domestic violence;
- Economic & psychological empowerment of beneficiaries;
- Increased access to existing services;
- Enhanced well-being and living conditions.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.

The MWL Counselling and Services Centre is considered by partners and clients as an important stakeholder in identifying, referring, and protecting vulnerable people, through counselling and services.

- MWL is a member of the National Anti-Trafficking Mechanism, and part of the Coordinated Mechanisms against Gender-Based Violence in the areas where it operates.
- There is no bureaucracy
- Hospitable and cosy place
- Increased access to field services
- Vulnerability reduction – empowerment
- Information and awareness
- Poverty reduction
- Domestic violence reduction
- Getting out of the cycle of domestic violence
- Community integration
- Prevention of trafficking in human beings
- Solutions to current concrete problems
- Employment increase
- Increased gender equality

## CHALLENGES

1. Bureaucracy in obtaining services in the territory;
2. Missing or limited services;
3. Limited emergency services;
4. Lack of shelters for victims of violence and trafficking suffering from mental health problems;
5. Service beneficiaries have unrealistic expectations about services.

## OPPORTUNITIES FOR REPLICATION

The service was initially applied in Tirana through the Counselling and Services centre and was replicated in 5 other areas, which proves that it can be further replicated.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	January 2017
<b>Official address</b>	Rr. Skenderbej, 4.1.14, Tirana, Albania
<b>Contact:</b>	Ana Stakaj, Executive director +355 67 401 6532; <a href="mailto:ana.stakaj@gmail.com">ana.stakaj@gmail.com</a>

# 17- COACHING FOR EMPLOYMENT CYCLE



**Implementing organization:**  
Institute of Romani Culture in  
Albania (IRCA)



**Place where the service is provided:**  
Tirana, Fier, Shkodra, Lezha, Lushnje, Berat,  
Vlorë, Durrës, Elbasan, Divjaka (Grabian).

## SUPPORTED GROUPS

Immigrant returnees from European Union MS, asylum seekers, Roma and Egyptian categories, young people with different abilities, economic aid beneficiaries.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The Employment Office cooperates in this program to facilitate communication with registered businesses, to identify participants and vacancies and to provide guidance in employment promotion programs. Close cooperation is established with Vocational Training Centres for the provision of vocational courses.

## FINANCING/SUSTAINABILITY

Service sustainability can be ensured through initiatives that last and are funded for a period from 3 to 5 years. Swiss Contact has been a supporter of IRCA since 2 years now, contributing with ALL 27,500,000. From 2011 to 2016, IRCA voluntarily started career counselling under the employment campaign “Kamav te phirav anglal- I want to move forward”, which provided assistance for 2,163 young Roma students in education and information about various opportunities, and facilitated career counselling and job finding for about 557 people. It also facilitated the access of 125 Roma students to vocational internships and 137 Roma citizens to vocational courses.

Between June 2019 – November 2020, the Institute of Romani Culture in Albania – IRCA has been one of the partner organizations of Swiss Contact under the support of GIZ, for the implementation of the C4EE program (Coaching for Employment and Entrepreneurship for Returnees and Marginalized Strata). The program goal was to develop skills and facilitate entry into the labour market for unemployed returnees in Albania. To contribute to the development of the target groups, the project worked to address important barriers such as young people’s lack of life skills and professional skills, lack of knowledge about and lack of orientation in labour market opportunities, lack of access and services appropriate for these categories at different levels.

The training cycle groups were held in 6 regions of Albania: Tirana, Berat, Fier, Lushnja, Lezha, and Shkodra with the participation of 250 young people who received guidance towards vocational courses, employment and self-employment, managing to have 62 participants employed and 131 participants self-employed.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

Employment Services – Provided to Roma and Egyptians, returnees from EU MS, persons with disabilities, young people, etc. Beneficiaries are identified by the Roma Volunteer Corps on the field and IRCA mediators at Roma settlements. The connection with the available services is made based on the beneficiaries’ needs and their expressed interests. This service provides a counselling cycle, which includes labour market orientation, labour market exploration, personal, professional and methodological capacity building, vocational training courses and support for employment or self-employment according to the participants’ needs and potential.

Educational Services – Through career counselling, Roma and Egyptian students have been provided for 10 years with the opportunity to enter the academic system, to apply to the university through access to the Ministry of Education, Sports and Youth policies such as university quotas, through help with applications for university scholarships in various programs, youth exchange programs, training in various fields in order to boost their capacity, at home and abroad.

Mediation Services – Since 2013, IRCA has applied the Roma community mediator concept which aims at building bridges between local institutions and the Roma minority in different cities. The mediator gets the community organized, trains the community how to advocate its civil rights and access local public services, informs the Roma minority about various social policies taken by local authorities. The total number of staff is 7 people, of which 5 are full-time employees.

## **OUTCOMES**

250 young people who received guidance towards vocational courses, employment and self-employment, managing to have 62 participants employed and 131 participants self-employed.

## **CASE REFERRAL/MANAGEMENT SYSTEM**

Participants are identified through fieldwork by the Roma Volunteer Corps IRCA, mediators, contacts with local employment offices, and through cooperation with multifunctional community centres. Regarding the case management of unemployed jobseekers, once they are identified, a form is filled in describing beneficiary's interests, previous personal and professional data, and professional skills. Then, a group of 20 -25 participants is formed who participate in periodic meetings with the counsellor. Meetings are held twice a week during the entire phase of the counselling cycle and theoretical knowledge is linked to practical knowledge. Meanwhile, participants can develop 1-3 short-term one-week internships in the profession they wish to learn. This phase helps the participant to establish their professional orientation and start developing the individual development plan-IDP.

After developing the IDP, the participant follows the steps set out in this plan, cooperates with business operators, the Employment Office, or other stakeholders that he or the counsellor has identified until the final goal of employment or self-employment is reached.

## **THE SERVICE IMPACT ON THE TARGET GROUP**

The target group/beneficiaries become a direct part of the Coaching for Employment Cycle program, by regularly participating in periodic and regular meetings organized by counsellors. The participants are given an active role in creating the individual development plan and implementing the goals, objectives, and steps they have set.

## **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.**

The Coaching for Employment Cycle is a program that empowers beneficiaries economically, giving them the opportunity to freely access other social services such as rent bonus or health services and all other social services.. The service qualities are: the trust created in the community, engagement of beneficiaries during the implementation and monitoring process, engagement of their trusted people.

## CHALLENGES

People leaving the program and migrating to the European Union to have better economic conditions remains a challenge

## OPPORTUNITIES FOR REPLICATION

This program can be replicated not only at the national level but also at the international level because it is a solid, resilient and successful program for every target group.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

**Year the service started** 2013

**Official address** Rr. Myslym Shyri-S.Pitarka, P.O. Box 154 Tirana, Albania

**Contact:** Bledar Taho, +355696187840, [institute.irca@gmail.com](mailto:institute.irca@gmail.com)



# 18- VOCATIONAL TRAINING COURSES AND ADVISORY SERVICE FOR FARMERS AND OTHER GROUPS IN RURAL AREAS.



**Implementing organization:**  
AGROPUKA



**Place where the service is provided:**  
Municipalities of Puka, Fushë Arrëz,  
Kukës and Tropoja

## SUPPORTED GROUPS

Farmers in mountainous areas, with a focus on women and young people.

## TYOLOGY OF INTERVENTION

Vocational training and education/support for self-employment (tailoring courses, gastronomy, etc.).

## FINANCING/SUSTAINABILITY

The main donor is the EU and We Effect through projects, where service provision is a project component. The state should provide more funding for such services but for certain services "Fee for Service" should be applied. The above services are funded by various donors. Initially supported by SDC (Swiss Development and Cooperation 2001-2010); from 2011 to date the organization has the support of We Effect Sweden (Former Swedish Cooperative Centre); had and is still having support for the provision of these services from EU funds, within the RuraYou, EKONORD, Strengthening civil society organizations in rural development, etc.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

Services are provided mainly to farmers in mountainous areas and women and young people are prioritized. These services are provided based on situation analysis of the focus areas, setting priorities for the areas' development, building the groups' capacities to develop small local businesses or to create opportunities for self-employment. The service beneficiaries are mainly residents with limited financial opportunities and mainly the most marginalized groups such as women. In some cases, services are provided in cooperation with local responsible institutions. The total number of staff is 6 employees and 5 of them are full-time staff. The organization consists of 12 professionals (pool of advisers, agronomist, veterinarian, bee-keeper, economist, archaeologist, teacher).

## OUTCOMES

Several local businesses have been set up based on the experience and expertise provided by the organization. AP has a social business-Agropuka market. 6 groups of women have been set up and are being formalized in order to make products for the local market; 4 farmers have been supported to set up cheese processing centres; 2 businesses have been supported in the collection and marketing of forest fruits and medicinal plants, etc. The tourism sector has also been supported through the training of young people and women groups.

## CASE REFERRAL/MANAGEMENT SYSTEM

Beneficiaries are members of the association or people that have contacted directly with its advisory service. They can be people contacted by the organization based on sectoral evaluations and analyses conducted within the advisory service sector.

## THE SERVICE IMPACT ON THE TARGET GROUP

The service enables groups to make a good evaluation of the local potentials of the production of fruits, vegetables, forest fruits, aromatic plants, and of raising livestock, of bee-keeping, of tourism, etc. By increasing their capacities, they develop skills to make a good evaluation of products, by processing and marketing them, and as a result they manage to generate income. At the same time, by providing services in sectors such as bee-keeping, tourism, gastronomy, they increase the capacity to develop a profession and to set up a business to generate income.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.

Women participating in the service are best integrated both technically and socially. Women in rural areas are very little or not included at all in the social life of the communities they belong to. Through the provision of services such as vocational courses, etc., they not only learn and build the capacity to produce but also integrate into social life, get informed and communicate, and are given the opportunity to become part of problem solving.

The service should be tailored to the real community needs. Attention should be paid to the preparation of local experts (ToT) as they know better the needs and are part of the developments and are closer to the service provided to constantly monitor it. Investing in local expertise has a higher cost at first, but later the cost is more affordable.

## OPPORTUNITIES FOR REPLICATION

Initially, the service started with 2 groups in the Municipality of Puka and was later replicated in the Municipality of Fushë Arrëz. It started in 2020 in the municipalities of Kukës and Tropoja. These services are replicable as they are directly related to income generation opportunities through production, processing, marketing, etc.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2001
<b>Official address</b>	Shoqata Agropuka, Lagjja e re, Puka, Albania
<b>Contact:</b>	Sabah Djaloshi/Mob. 0682388169/
<b>E-mail</b>	<a href="mailto:sdjaloshi@yahoo.com">sdjaloshi@yahoo.com</a> / <a href="mailto:agropuka@gmail.com">agropuka@gmail.com</a>

# 19- "DRITA" CLEANING SERVICES



## Implementing organization:

Voice of Roma in Albania  
Association



## Place where the service is provided:

Cleaning services are spread all over Albania, but we have mostly operated in Fier and Vlora.

## SUPPORTED GROUPS

Any business/public or private institution, and the marginalized strata.

## TYOLOGY OF INTERVENTION

The focus is that by means of the social enterprise to employ people from vulnerable groups, specifically the Roma community, but not only. So far, 5 people have been employed, and 4 of whom are from the Roma community.

## FINANCING/SUSTAINABILITY

In 2019, the organization implemented two small grants from Partners Albania and the Centre for Competitiveness Promotion-CCP, which provided some equipment for carpet washing and general cleaning machinery.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

Cleaning services have a wide range, starting from general cleaning, provided to any public or private institution. Also, carpet and rug washing, etc., started recently. Mostly, beneficiaries are referred from their friends who have previously received our services. Also, so far, the organization has promoted the service through social networks such as Facebook and Instagram  
Total number of staff 5, of which 2 work full-time and 3 part-time.

## THE SERVICE IMPACT ON THE TARGET GROUP

Employees enjoy better family and financial health, and a more secure future by increasing opportunities for their children's education.

## CHALLENGES

In most cases it is not possible to reach a cooperation agreement with the customers due to the price. The organization has established a standard but often customers do not respond to this standard

## ADDITIONAL INFORMATION ABOUT THE SERVICE

**Year the service started** 2017

**Official address** Ura e Sheqit, Fier

**Contact:** Fatos Koci, 0696344192,  
[voiceofroma\\_inalbania@yahoo.com](mailto:voiceofroma_inalbania@yahoo.com) / [drita.cleaning@yahoo.com](mailto:drita.cleaning@yahoo.com)

# 20- SUPPORTED EMPLOYMENT SERVICES FOR PERSONS WITH DISABILITIES



**Implementing organization:**  
Albanian Disability Rights  
Foundation



**Place where the service is provided:**  
Tirana, Elbasan, Shkodra, Vlora

## SUPPORTED GROUPS

Persons with disabilities

## TYOLOGY OF INTERVENTION

Employment promotion; Supported employment

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The service provided is in line with the Albanian Government policies for training and employment, social inclusion, especially of persons with disabilities, broken down into policy documents , strategies, action plans and in the relevant legislation, and more specifically, in the law on employment promotion, vocational education and the law on social services.

Cases have been managed in coordination with the Employment Office services, with the employment promotion programs sector; through the creation of a network of cooperation with disability organizations, public institutions that address disability issues, in particular with the social services and protection sector, vocational education and training and employment at all levels, as well as others.

## FINANCING/SUSTAINABILITY

The service is supported only by donors and provided free of charge to all customers. The donors who have supported this service over the years are: Vodafone Albania; USAID; Albvet/Swiss Contact by Swiss Government funding; UNDP.

Currently the service is not operating due to lack of funding. Sustainability can be ensured through cooperation and support from the Municipality, through the social fund or from the NAES/NAES Regional Directorates through the social employment fund and from other donors focusing on social inclusion through employment.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

The Supported Employment Model targets persons with disabilities and aims to provide the necessary support, with their employment as the ultimate goal.

The Supported Employment Service consists of several components:

1. Information and guidance/ training in labour market skills through engagement and interaction with the person(s) with disabilities.

*Topics addressed in the information, guidance and training phase:*

- Concept of supported employment

- Individual planning methods of career development and social integration through employment
  - On-the-job training
  - Methods of searching, finding, and getting a job, establishing a trust relationship with the employer
  - Legal information about integration in the workplace, including information about reasonable accommodation/adaptation;
  - Conflict management and support for safety and sustainability at work;
2. Professional profiling through self-evaluation and evaluation by the support staff/employment counsellors; Developing individual employment plans;
  3. Mediation for vocational training, employment, finding and getting a job.
  4. Information, counselling, training for employers on how to employ persons with disabilities. Evaluation of the work setting and process; presentation and description of potential candidates; information on the legal framework that provides for the employment of persons with disabilities and on the obligations of the employer to guarantee the employment of persons with disabilities; counselling on providing reasonable accommodation/adaptation at all stages of a person with a disability including the interview process, hiring, adaptation of the workplace and facilities, working process, ongoing on-the-job training; information about special employment programs provided through employment offices; constant contacting and counselling and training for companies/institutions on issues related to interaction with persons with disabilities in the workplace, terminology, ethics, etc.
  5. Constant assistance and follow-up during the employment phase – support in the entry/ placement phase in a job, for professional development and personal integration;
  6. Counselling and supervision – long-term monitoring (counselling/contacting the employers; counselling/contacting the employee; assisting in conflict situations, etc.).
- Target group: all categories of PWDs, especially young persons with disabilities in the transition phase from school to work;
  - Total number of staff, 15
  - Full-time – 3
  - Part-time – 12
  - Number of professional staff providing the service - 12 counsellors/coaches

## OUTCOMES

1. The Supported Employment Service developed a Career Development and Job Placement Model of persons with disabilities, prioritizing young persons with disabilities;
2. 748 persons with disabilities were informed/advised/guided, of which 288 were mediated for employment, internships and VET. 700 public and private entities were contacted and informed/made aware, while 120 public and private entities in the 4 (four) target districts of the project were trained in the employment of persons with disabilities.
3. The program had other components that contributed to improving the climate and infrastructure necessary to promote the employment of persons with disabilities. ADRF supports the legal reform in VET and Employment of Persons with Disabilities to ensure that the best EU, UN and international legal framework standards are met, including the “EU Disability Action Plan 2010-2020 and 2021-2030”, CRPD (UN Convention on the Rights of Persons with Disabilities), etc. ADRF raises awareness, builds capacities and creates partnerships between stakeholders on issues that are important for the social integration and the labour market integration of persons with disabilities and facilitates knowledge and best practices sharing between local government, public institutions, civil society organizations, and employers.

## CASE REFERRAL/MANAGEMENT SYSTEM

The Supported Employment Model targets persons with disabilities and aims to provide the necessary support, with their employment as the ultimate goal.

People are referred by employment offices, state social services or municipalities/social services offices, organizations, other individuals with disabilities or they contact the service themselves. Meanwhile, in addition to the service provided by the foundation, individuals are referred to employment offices, guided to register as unemployed jobseekers, in order to enhance their employment opportunities through active and passive programs that they provide, or they are referred to or supported by other services provided by the foundation, other organizations, etc., based on the needs identified during their evaluation and participation in the program.

*The service consists of several stages:*

1. Training for skills stage related to preparing for the labour market (start smart) through engagement and interaction with the person with disabilities;
2. Professional profiling, through self-evaluation and evaluation by support staff/employment counsellors; Developing an Individual Plan;
3. Mediation for vocational training, employment and finding a job;
4. Employer engagement – evaluation of the work setting and process, work regulations, placement in the work process based on work experience or skills for job;
5. Assistance/Follow-up during the employment stage – support in the entry/placement phase in a job, for professional development and personal integration, constant support. This includes elements such as the combination of hiring and on-the-job training, but also the performance of internships combined with on-the-job adaptation, the provision of a personal assistant (internal or external expert), and other reasonable accommodations, etc.
6. Counselling and supervision – long-term monitoring (professional counselling/ guidance/ contacts with employers/ contact person in conflict situations, etc.).

## THE SERVICE IMPACT ON THE TARGET GROUP

Supported employment service impacts the training of persons with disabilities in finding a job, getting employed, keeping a job, and developing at the workplace. The program helps many beneficiaries get employed and benefit from other services provided by the foundation or other public or private service providers in the territory where they live and where a supported employment program is applicable.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.

The advantage of this service: it is a customized service- the handling approach is centred and focused on the individual, persons with disabilities, prioritizing young people in search of social inclusion through employment.

The service helps the individual from the first moment of evaluation, through the development of the individual training/employment plan and training, and follows him up until he gets employed, and adapts and integrates in the workplace.

## CHALLENGES

The service faces challenges because the beneficiary groups belong to all typologies of persons with disabilities and different levels of disabilities and each individual faces different and often multiple barriers. Adaptation of the intervention/reasonable adaptation is challenging and

therefore, their employment, the ultimate goal, is a challenge. Despite the challenges, the service has been successful, but still needs multidimensional and multi-sectoral interventions to facilitate this process, including investment in education, vocational education and training, vocational rehabilitation, accessibility, elimination of barriers to stay, etc. Funding remains a challenge because specific funding for disability programs is limited or totally missing.

#### OPPORTUNITIES FOR REPLICATION

It is a good practice that can be replicated in other municipalities.

#### ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	2010-2020
<b>Official address</b>	Rr. Bogdani, Nr 1, Tirana
<b>Contact:</b>	Blerta Cani (Drenofci), 0682049160; bcani009@gmail.com;

# 21- INTEGRATED FAMILY SOCIAL SERVICES



**Implementing organization:**  
Help for Children (HFC)



**Place where the service is provided:**  
Lezha, Cërrik, Fier, Shkodra, Kruja, Fushë Krujë, Elbasan, Korça, Berat

## SUPPORTED GROUPS

Roma and Egyptian communities, migrant returnees, young people in need.

## TYOLOGY OF INTERVENTION

The organization provides integrated services for the whole family in need, ranging from child education services, family social development services, vocational training facilitation services, employment and self-employment facilitation services, and community development services. The services provided aim to promote participation and help the social development of the family.

## POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The social worker in the municipality is a key point in the integrated case management process. Cooperation between the municipality and the Employment Office should be an ongoing process. The social worker in the municipality has a duty to follow the progress of the beneficiary in need, even when referring him to employment or vocational training, e.g. when he is taking a two-week "Start Smart" course at the Employment Office. Also, cooperation is a basic condition in the relationship established with local social services institutions. The organization services are provided close to the communities in need. The organization has also set up a cooperation network in areas where it provides services such as with Egyptian and Roma organizations, NGOs focused on women, the business community, business operators that are licensed to provide vocational courses, since not every municipality has public providers for such service.

## FINANCING/SUSTAINABILITY

Donors supporting the services provided by the organization are the Swiss Government for about 20 years, the European Union, the Dutch Embassy, ILO, UNICEF, UNDP, Save the Children, GIZ. The Swiss Government is aware of the need for long-term and sustainable services. In countries like ours, it is necessary to have long-term projects for the establishment of social services and employment services which lead to sustainable employment. Thus, the organization takes its time to set up, pilot, and finally institutionalize services. Over the years, HFC has strongly lobbied to set up and institutionalize integrated case management services. After several years, central and local employment and social protection institutions are realizing that this is a necessary service to achieve success in case management, especially in those with complex and intertwined issues. The situation has begun to change because donors have long supported this philosophy and institutions have embraced the integrated case management approach.

## DESCRIPTION OF SERVICE AND ITS PROVIDERS

The total number of HFC employees in years has been 30. After the termination of some projects, the current staff is 18 employees, and about 20% are administrative staff and the rest are service staff.



## OUTCOMES

350 families and about 1,000 members of served families per year.

## CASE REFERRAL/MANAGEMENT SYSTEM

The HFC does not wait for cases to be referred but has modelled a service in the municipalities where it operates whereby individuals in need are searched and found where they live, work and study. Once identified, the case is followed up in all dimensions, together with their family. Work starts with the individual by empowering him in vocational training or supported employment to lead him toward economic empowerment. At the same time, work starts with the family in all its dimensions to empower it by addressing, referring, solving all social problems.

## THE SERVICE IMPACT ON THE TARGET GROUP

The services that HFC provides, through the implementation of a wide range of projects, are conceived based on the integrated case management philosophy. Services start with identifying the family or individual in need and supporting them until empowerment and problem solving. A stronger family means a stronger and more consolidated society.

## QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.

Some of the qualities that make the service effective in supporting the groups in need are: (i) focus on the family; (ii) modelling and institutionalization; (iii) coordination of work with both social service institutions and employment and vocational training institutions; (iv) long-term service support.

## CHALLENGES

The trust of communities in need has declined. They are highly dissatisfied with salaries, governmental services, consideration of the state as a partner. There are attempts to emigrate. These communities aim for survival, even when they emigrate, they leave uninformed. They do not see any concrete action, there is no optimism. HFC aims to restore hope in these communities. Some Roma and Egyptian returnees are operating their own businesses such as barber shops, car services, medicinal plant collection, employing about 30 other families that fetch the plants.

## OPPORTUNITIES FOR REPLICATION

Municipalities are making an evaluation of the HFC model and this is a strength that can allow for the model replication in other municipalities as well. Municipalities often thank HFC for the set up model and donors are increasingly turning to integrated services.

## ADDITIONAL INFORMATION ABOUT THE SERVICE

<b>Year the service started</b>	1998
<b>Official address</b>	Tirana
<b>Contact:</b>	Shpresa Spahiu

## 22- PSYCHO-LEGAL SERVICE, ENCOURAGING YOUNG PEOPLE FROM COMMUNITIES IN NEED TOWARDS EMPLOYMENT.



**Implementing organization:**  
"Gender, Peace and Security" Association



**Place where the service is provided:** The association performs its activity in the entire territory of the Republic of Albania, based on the projects it implements. In the past years, the Association has implemented the "Coaching for Employment" project with the support of Swiss Contact/GIZ, and 685 young people have benefited. The Association "Gender, Peace and Security" has implemented this project in Berat, Fier, Vlora, Kuçova, Durrës and Pogradec.

### SUPPORTED GROUPS

"Coaching for Employment" aims at guidance and integration of people from vulnerable groups, the Roma and Egyptian communities and returnees from migration.

The program has helped young people achieve personal and professional development, and secure sustainable employment and self-employment.

### TYOLOGY OF INTERVENTION

Services provided by "Gender, Peace and Security" association in the case of encouraging young people towards employment, have focused on personal and professional development, initially through career development counselling, vocational courses development and then on subsidizing/investing in starting their own businesses.

### POLICIES UPON WHICH THE ACTIVITY OF THE ORGANIZATION IS BASED/NETWORKING AND COOPERATION

The work of the organization is based on training and employment policies, as well as on the inclusion and social protection policies of groups in need. The service is in line with the services foreseen in the legal and strategic framework on social and employment services, vocational education and training. The staff interacts with the local unit and Employment Office officer, responsible for case management. The association has also cooperation agreements with the Municipality of Durrës and mutual cooperation with other institutions at the local level. The organization also has agreements with other municipalities where it operates such as: Municipality of Berat, Municipality of Vlora, Municipality of Pogradec, Municipality of Fier.

### FINANCING/SUSTAINABILITY

"Coaching for Employment" project" has been implemented until 2020 under the support of Swiss Contact/GIZ. For 8 (eight) years, the "Gender, Peace and Security" Association has provided its support under donor-funded projects such as the: Swiss Contact, Swiss Embassy, German Embassy, Swedish Embassy, UNDP. Each of them has prioritized the employment of young people, women and girls, ethnic minorities, Roma and Egyptian communities and marginalized groups. In 8 (eight) years dedicated to providing these services, donors have funded GPSA with more than 400 thousand Euro.

The cooperation with the Employment Offices, the Vocational Training Centres that provide free vocational courses in some regions of Albania are indicators of the sustainability and guarantee of the service provision.

## **DESCRIPTION OF SERVICE AND ITS PROVIDERS**

Since 2017, through the “Coaching for Employment” program, returnees from migration and individuals from vulnerable groups have been guided and integrated. The program has helped young people achieve personal and professional development and secure sustainable employment and self-employment. The total number of professional staff providing these services is 10.

## **OUTCOMES**

During 2017-2020 within the “Coaching for Employment” project about 635 young people benefited in the cities of Durrës, Fier, Berat, Kuçova, Pogradec and Vlora.

The program has been 80% successful in the employment and self-employment of the persons involved.

Meanwhile in the framework of the “Social Centre for Women and Girls” project, about 250 women and girls victims of violence receive legal and psychological services every year and are then referred to social services, such as the economic aid scheme, vocational courses, internships, and employment counselling/referral.

## **CASE REFERRAL/MANAGEMENT SYSTEM**

Service beneficiaries self-refer, according to a preliminary information they may have received, are referred by the Local Police Directorate, the Court, the Prosecutor’s Office, Administrative Units and other beneficiaries. In the “Coaching for Employment” program that the organization has provided for years in several cities of Albania, the results have been fruitful and beneficiaries from previous years have referred and suggested to a friend or relative to join the project. Many beneficiaries, together with their family members, have been referred to attend vocational courses. Also, the “Gender, Peace and Security” Association has had and continues to have a very good relationship with the Employment Offices and Administrative Units, which have subsequently referred different categories of beneficiaries according to projects.

Once the person/beneficiary comes to the Association premises, he is interviewed to understand his needs and then a work plan is prepared, on how the case will be managed in order to receive all the necessary services. The first services provided are the legal and psychological ones and then, the person is referred to the economic aid and vocational training systems or to employment services. The association has always appreciated the role that the family plays in empowering young people, and therefore psychological counselling and support is provided for the family, too. While implementing numerous projects and establishing very good relations with all institutions, the Association has always paid attention to finding solutions to every individual’s needs by providing appropriate counselling.

## **THE SERVICE IMPACT ON THE TARGET GROUP:**

Throughout the years of providing its support, the “Gender, Peace and Security” Association has been able to empower 635 beneficiaries through the “Coaching for Employment” project. The main goal of the program has always been the integration of young people in the labour market. Specifically, the selected participants come from families with economic difficulties, from rural

areas of Berat, Durrës, Vlora, Kuçova, Pogradec, with various social problems and who have never had any other chance or support. There are also beneficiaries who migrated or sought asylum in various EU MS, mainly in Germany and France and returned/were deported to Albania by the state authorities of the host countries. Their cases have been more difficult to deal with because their self-motivation and self-confidence is lower upon return. It was the direct counselling and support that GPSA provided to these beneficiaries that helped them reintegrate into the society and the labour market to generate steady income by employment or self-employment. 80% of the beneficiaries were able to build a sustainable future at the end of the project.

### **QUALITIES THAT MAKE THE SERVICE EFFECTIVE IN MEETING THE TARGET GROUP NEEDS.**

Some of the features that make this service effective are: (i) the service is provided directly; (ii) the cases are followed up until they are reintegrated, or all their needs have been met.

### **CHALLENGES**

The main challenge with young people and other categories of beneficiaries has been their indecisiveness, lack of information about the skills they possessed, and lack of knowledge of market demands.

Another challenge has been the short internships to learn a profession. There are professions, which require more time to acquire, nearly 6 months, while the internship lasted for only 3 months. Upon the financing and successful completion of the coaching for employment and their funding, following up their development has been challenging, because market competition is fierce, keeping up a business and conducting financial operations requires liquidity, which this category lacks.

### **OPPORTUNITIES FOR REPLICATION**

There are numerous beneficiaries supported by the Association. Each implemented project has provided the best needs and requirements evaluation, psychological and legal support, employment counselling. The beneficiaries' success stories show best that every instrument or support provided by the "Gender, Peace and Security" Association has brought sustainable and replicable results every year and in every city of Albania.

### **ADDITIONAL INFORMATION ABOUT THE SERVICE**

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## ANNEX 1: LIST OF DESCRIBED PRACTICES

<b>Service Provider</b>	<b>Name of the service</b>	<b>Municipality where the service is provided</b>
"Tjetër Vizion" Association	Vocational training for categories in need	Elbasan region
Initiative for Social Change ARSIS	Child protection and family empowerment	Municipalities: Tirana, Shkodra, Durrës, Korça, Vlora, Saranda
National Association Education for Life/ SHKEJ	Inclusive Community Service	Municipality of Tirana
Caritas Albania	Your Job Shqipëri	Municipalities: Shkodra, Lezha and Kamza
Different & Equal (D&E)	Provision of inclusive reintegration services to victims/potential victims of trafficking, abuse and domestic violence in Albania	Throughout the territory of Albania
CoDe Albania – COHERENT DEVELOPMENT ALBANIA	Support to facilitate the process of better socio-economic reintegration for the target group of returnees from migration, local population/marginalized groups, in the framework of the implementation of the "Returning to New Opportunities in Malësi e Madhe" project.	Municipality of Malësi e Madhe Shkodra region
"Integration" Association	Social and material (in kind) services for families in need, material (in kind) support for the construction of greenhouses and henhouses for self-sufficient families, soft loan support for tourism service operators and farmers to expand their business, employment and self-employment counselling and vocational training for young people.	Municipality of Tropoja
Jonathan Centre	Multidisciplinary approach for children and young people with special needs	Nation-wide
Consulting and Development Partners	Provision of vocational training courses, counselling and employment, and on-the-job training of disadvantaged categories	Municipality of Shkodra
Murialdo Multifunctional Centre	Vocational Training, Social Work, Oratorio	Fier region

Professional and Business Women Handcrafter Association (PBWHA)	Kiosk of women under economic aid	Municipality of Pogradec and 7 administrative units
Emanuel Mission Foundation	“Flourishing families” component, part of the “Korça Integrated Development” program	Municipality of Korça and its surroundings
Emanuel Mission Foundation	“Future for Children – F4C” component, part of the “Korça Integrated Development” program	Municipality of Korça and its surroundings
Emanuel Mission Foundation	The “Youth Empowerment Support (YES!) project through capacity building, community cooperation and employment in the Korça Region”, part of the “Youth Empowerment Enabling Prospects – YEPP” program	Municipality of Korça and its surroundings
“Social Centre for Persons in Need” Association Fushë-Arrëz (SCPN)	Multifunctional Centre – (Social Entrepreneurship – Vocational Courses Centre – Legal services for people in need – Day centre for all age groups)	Municipality of Fushë -Arrëz and Municipality of Puka  Shkodra region
“Today for the Future” Community Development Centre	Community centre, multi-functional and specialized services	Municipalities of Durrës, Tirana, Puka
Mary Ward Loreto Foundation	Counselling and services centre	Municipalities: Tirana Lezha, Rrëshen, Tropoja, Lushnja and Saranda
Institute of Romani Culture in Albania (IRCA)	Coaching for Employment Cycle	Municipalities: Tirana, Fier, Shkodra, Lezha, Lushnja, Berat, Vloa, Durrës, Elbasan, Divjaka (Grabian)
AGROPUKA	Vocational training courses and advisory service for farmers and other groups in rural areas	Municipalities: Puka, Fushë Arrëz, Kukës and Tropoja
Voice of Roma in Albania Association	“Drita” Cleaning Services	Municipalities of Fier and Vloa
Albanian Disability Rights Foundation	Supported employment services for persons with disabilities	Municipalities of Tirana, Elbasan, Shkodra, Vloa
Help for Children	Integrated family social services	Municipalities: Lezha, Cërrik, Fier, Shkodra, Kruja, Fushë Kruja, Elbasan, Korça, Berat
“Gender, Peace and Security” Association	Psycho-Legal Service, encouraging young people belonging to vulnerable groups, Roma and Egyptian communities and returnees from migration towards employment.	Municipalities: Berat, Fier, Vloa, Kuçovë, Durrës and Pogradec

