

SATISFACTION

with **SOCIAL SERVICES:**

BASELINE and MIDLINE DATA

**“LEAVE
NO ONE
BEHIND”**
(PHASE 2)



Leave
No One
Behind

This report is commissioned by the United Nations Development Programme (UNDP) in Albania, in the framework of the UN Joint Programme 'Leave No One Behind,' which is supported by the Swiss Agency for Development and Cooperation (SDC).

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MAIN FINDINGS

Baseline data on persons with disabilities, Roma, Egyptians, older adults, women in need, children in need, families in need, youth in need (n = 530)

The mean value of hours that study participants spent in social service centers was **4.38** hours per day (SD¹ = 3.35; range: .5-9).

41.7% of study participants reported that they used services every day and 4-5 times per week.

The types of services that were used more frequently were food provision, entertainment activities, counseling, information, advice, and speech therapy.

More than **90%** of study participants reported that they **traveled to centers to obtain services**. Other modes of service delivery such as home visits and phone calls were less frequent.

Study participants assigned the mean value of **1.55** (SD = 0.4) to the **quality of services**. A higher average score was assigned to the following: food provision, entertainment activities, counseling, information, advice, and speech therapy.

Children in need, Egyptians, persons with disabilities, and older adults assigned—on average—lower scores to the quality of social services.

Study participants assigned **higher scores** to **non-public service providers** than public service providers.

Women/girls, on average, assigned **higher scores** to the quality of social services than men/boys.

The mean value of satisfaction with social services was **1.56** (SD = 0.4). Higher levels of satisfaction were reported for food provision, entertainment activities, counseling, information, advice, and speech therapy.

1 Standard Deviation

Children in need, Egyptians, persons with disabilities, and older adults—on average—assigned **lower scores** to satisfaction with social services.

Study **participants** assigned **higher scores to non-public service** providers than public service providers and municipal departments.

Women/girls—on average—reported **higher levels of satisfaction** with social services than men/boys.

65.91% of **study participants** said that **their life fully changed** after receiving services in the center, **32.20%** said that their **life partly changed**, and **1.89%** said that their **life did not change** at all. Improvements were reported in areas such as physical activity, socialization and interaction with others, school attendance and performance, nutrition, security, behavior management, performance of daily activities, physical conditions, mental health, financial situation, speech and communication, quality of life.

87.81% of study participants reported that they are knowledgeable about their rights; meanwhile, **12.19%** reported that they are not knowledgeable. Some of the rights that were mentioned by study participants included: the right to demand and obtain services, to be informed, to complain, to be equal with other service beneficiaries, to not be discriminated against, to freely express opinions, to be treated with respect and dignity, to participate in activities, and to be treated with respect.

More than **75%** of **study participants** said that the **center held discussions** on the improvement of services, and less than half of study participants reported that they **have provided suggestions for service improvement**. Among those who provided suggestions, **27.44%** said that **none** of their suggestions were **taken into account**.

80.27% of study participants reported that they have not participated in budget discussions held in the municipality; meanwhile, **19.73%** reported that they have participated. Out of 40 study participants who raised issues during budget discussions, 15 said that their issues were addressed. The issues raised by study participants concerned aspects such as social housing, family support, supportive services for children with disabilities, services for older adults, food packages, therapy hours, quality services for children and youth with disabilities, employment services in urban and rural areas, community services, supportive services for parents, and transportation services.

Midline data on persons with disabilities, Roma, and Egyptians (n = 252)

A higher percentage of study participants reported that they received services in other centers—**18.65%** in 2023 compared to **5.32%** in 2020 and **12.21%** in 2018.

The mean value of hours spent in the center in 2023—compared to 2020 and 2018—was higher. Specifically, the mean value was 4.09 hours in 2023 (SD = 3.30), 2.62 hours in 2020 (SD = 1.88), and 2.60 hours in 2018 (SD = 1.92).

The percentage of respondents who reported that they used services every day in 2023 (**22.62%**) was higher than in 2020 (**10.27%**) but lower than in 2018 (**25.41%**).

There were no substantial differences concerning the types of services that respondents used in 2018, 2020, and 2023.

Compared to 2020 and 2018, a **higher percentage** of study participants reported that they received **food** and **physical therapy**. Meanwhile, a **lower percentage** reported that they received **education services**, **participated in entertainment activities** and **awareness-raising activities**, and **connected with community activists**.

The mode of **service delivery** has changed substantially from 2020 to 2023. Data suggest that after the COVID-19 pandemic, only **a few beneficiaries** **rely on technology** to obtain services. Only **14** study participants reported that they **rely on phone calls, phone messages, videos**, and **chat** to obtain services.

The **mean value** of the quality of all services was **1.71** (SD = 0.37)—a **value higher** than in 2020 and 2018.

There were **no substantial differences** between 2023 and 2020 concerning the services that received the highest (and the lowest) score.

Persons with disabilities assigned the mean value of **1.62** (SD = .29) to the quality of social services—a **value higher** than in 2020 and 2018.

Roma assigned the mean value of **1.80** (SD = .53) to the quality of social services—a **value higher** than in 2020 and 2018. **Egyptians** assigned the

mean value of **1.72** (SD = .29) to the quality of social services—a **value higher** than in 2020 and 2018.

Study participants, on average, assigned **higher scores** to the quality of services provided by **non-public service** providers than public service providers and municipal departments—a pattern observed also in 2020 and 2018.

Similar to 2020 and 2018, there were no **substantial differences between women and men** as regards the perceived quality of social services.

The mean **value of satisfaction** with social services was **1.70** (SD = 0.36)—**higher** than in 2020 and 2018.

Study participants assigned a **higher average** score to food provision, counseling, speech therapy, entertainment activities, and physical therapy.

Persons with disabilities assigned a mean value of **1.61** (SD = .29) to satisfaction with social services—a value higher than in 2020 and 2018.

Roma assigned a mean value of **1.79** (SD = .52)—a value higher than in 2020 and 2018. Egyptians assigned a mean value of **1.71** (SD = .29) to satisfaction with social services—a value higher than in 2020 and 2018.

Study participants, on average, reported **higher levels** of satisfaction with services provided by **non-public service providers** than public service providers and municipal departments.

Similar to 2020 and 2018, there were **no substantial differences** between **women and men** as regards reported satisfaction with social services.

In 2023—compared to 2020 and 2018—a **lower percentage** of study participants reported that services were provided by **community mediators**.

In 2023—compared to 2020 and 2018—a **higher percentage** of study participants fully agreed that **services fulfill their needs**; the physical environment is suitable for persons with disabilities; the way they are treated in the center make them feel good with themselves; staff members are polite; conditions are suitable; services are provided on time; they can connect with the center through telephone; and their life changed after receiving services in the center.

86.61% of study **participants** reported that they are knowledgeable of their rights—a percentage **higher** than in 2020 and 2018.

74.58% of study participants said that the center has organized discussions on the **rights of service beneficiaries**—a percentage significantly **higher** than in 2020 but not different from 2018.

49.08% of study **participants** reported that they have provided suggestions for the improvement of services—a percentage **lower** than in 2020 and 2018.

20.32% of study participants said that they have **participated in municipal meetings** to discuss the budget—a percentage higher than in 2020 and 2018.

Out of **51 individuals** who reported that they have **participated in municipal meetings**, 18 said that they **raised issues** concerning social services during budget discussions. The number of study participants who said that the **issues that they raised were reflected on the budget** of the municipality was **8**.



Recommendations

Study participants demanded the expansion of existing services and the development of new services. Some of their suggestions included increasing the number of programs that promote the independence of children with disabilities; having more qualified staff in social service centers; providing transportation service for service beneficiaries who live in rural areas; introducing new therapies such as ABA² therapy, speech therapy, and physical therapy for persons with disabilities; providing didactic tools to school-age children; organizing social activities for older adults; and engaging youth (as volunteers) in social service centers.

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INTRODUCTION

TO BASELINE AND MIDLINE DATA

Leave No One Behind (LNB) programme has the overarching goal of empowering vulnerable populations to have equal access to public services and opportunities, to have a voice in decisions affecting their lives, and to hold duty bearers accountable. Part of these efforts is ensuring that the social welfare system in Albania responds to the needs and demands of vulnerable populations. LNB programme supports 30 municipalities in the country and is deeply involved in improving access to and quality of social services. LNB programme—starting in 2018—has supported data collection and analysis to understand the extent that satisfaction with social services changes over time. The first round of data collection—conducted in 2018—established baseline data, which focused on persons with disabilities, Roma, and Egyptians. The second round of data collection—conducted in 2020—tracked changes over time. The data highlighted numerous changes in satisfaction with social services, which were deeply affected by the COVID-19 pandemic. The present report is based on the third round of data collection.

The third round of data collection—compared to the first and second rounds of data collection—has expanded its focus on older adults, women in need, children in need, families in need, and youth in need. Hence, the results are presented in two separate chapters. The first one (Baseline Data) presents survey findings for all groups—persons with disabilities, Roma, Egyptians, older adults, women in need, children in need, families in need, and youth in need. The second one (Midline Data) presents survey findings only for persons with disabilities, Roma, and Egyptians.

Baseline data were collected on a sample of 530 service beneficiaries in 25 municipalities (see Appendix A for the list of municipalities and social service centers). Study participants represented the following groups: persons with disabilities (37.55%), Roma (18.30%), Egyptian (12.08%), older adults (14.53%), women in need (13.77%), children in need (22.45%), families in need (19.25%), or youth in need (7.36%). 63.58% received some type of payment from State Social Services, with the most frequent payment being disability entitlement (33.21%). Only a small percentage (11.51%) received social services in other centers. 87.17% of service providers were public (including municipalities as service providers) and 12.83% were non-public. The mean value of age was 29.25 years (SD = 23.61), and the mean value of monthly income was ALL 23,659 (SD = 22,501).

Midline data were collected on a sample of 252 service beneficiaries in 18 municipalities (see Appendix B for the list of municipalities and social service centers). 17.86% of respondents participated in the study of 2018 and 25.79% participated in the study of 2020—percentages that indicate a high attrition rate. Among the main reasons for the attrition rate were the closure of social service centers and the high migration rate. 49.60% of study participants were women/girls and 50.40% were men/boys. Persons with disability comprised 51.59% of the sample, members of the Roma community comprised 20.63%, and members of the Egyptian community comprised 16.67% of the sample. 69.44% reported that they received monthly payments from State Social Services. Similar to previous studies, the most frequent type of payment was disability entitlement.

The rest of the report is organized in the following way: First, we focus on baseline and midline data, highlighting the main findings as regards access to social services, types of social services, quality of social services, satisfaction with social services, professionals providing support, conditions and relationship with staff members, changes in life, and access to information and involvement in decision-making.⁴ Second, we introduce the recommendations provided by study participants—their demands for the expansion of existing social services and the development of new social services. Appendix A & B provide the reader with information on sampling, sample characteristics, and survey responses. Appendix C & D present the summary for baseline and midline data.

3 Baseline and midline data are organized in the following sections: access to social services, types of social services, quality of social services, satisfaction with social services, professionals providing support, conditions and relationship with staff members, changes in life, and access to information and involvement in decision-making. For information on the questionnaire design and procedures, please see the report of the first round of data collection, UNDP. (2018). A satisfaction survey on social services. Retrieved from https://www.undp.org/sites/g/files/zskgke326/files/migration/al/Satisfaction-Survey-on-Social-Servisec_June_2018.pdf. The findings of the second round of data collection can be found at UNDP. (2020). Endline data for the programme Leave No One Behind. Retrieved from <https://www.undp.org/albania/publications/lmb-endline-data>.

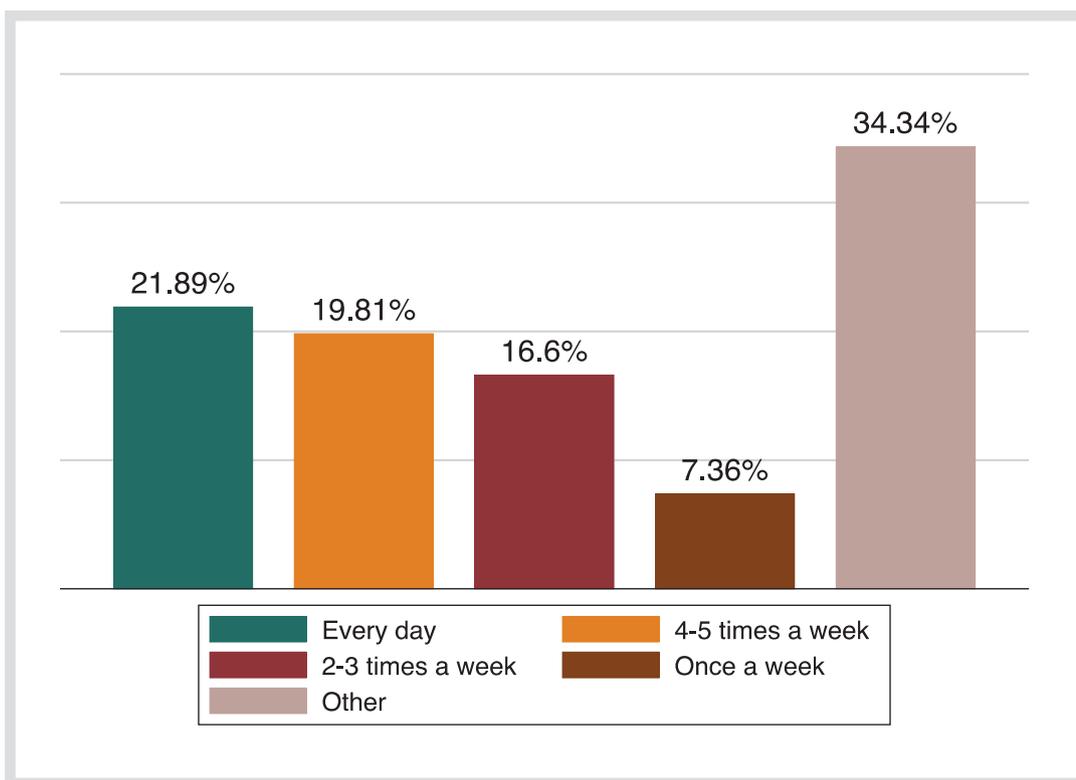
FINDINGS

Baseline data

Access to social services

The mean value of hours that study participants spent in social service centers was 4.38 hours per day (SD = 3.35; range: .5-9). 41.7% of study participants reported that they used services every day (21.89%) and 4-5 times per week (19.81%). Figure 1 presents the frequency of service use.

Figure 1: Frequency of service use



Types of social services

The types of services that were used more frequently were food provision (33.96%), entertainment activities (31.32%), counseling (30.38%), information (23.77%), advice (20.94), and speech therapy (20%). Meanwhile, the types of services that were used less frequently were transportation to other centers (0.57%), connections with community activists (1.51%), referral to other centers (3.21%), legal aid (4.15%), clothing (6.98%), financial support (7.92%), and vocational training (8.68%). Most study participants (94.15%) reported that they traveled to centers to obtain services. Other modes of

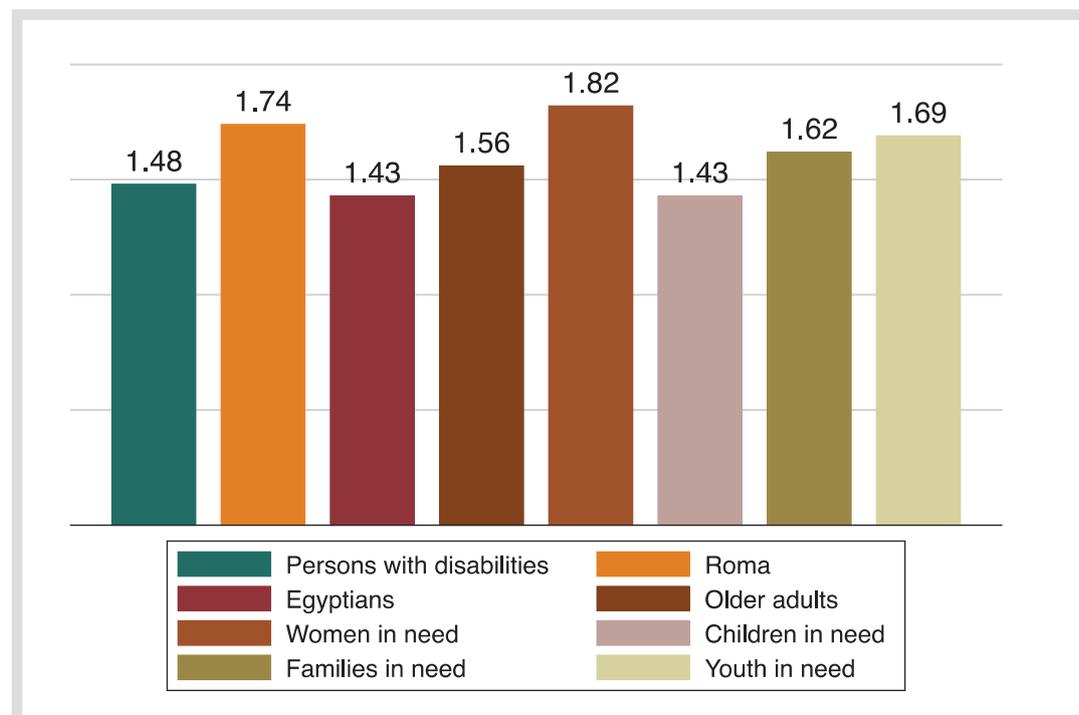
service delivery such as home visits (33.96%) and phone calls (14.72%) were less frequent. 92.83% of study participants reported that they did not use any platform (e.g., WhatsApp, Zoom, Skype) to obtain social services.

Quality of social services

Study participants assigned a mean value of 1.55 (SD = 0.4) to the quality of all services. A higher average score was assigned to the following: food provision (M⁴ = 2.25; SD = 1.78), entertainment activities (M = 2.2; SD = 1.79), counseling (M = 2.16; SD = 1.77), information (M = 1.88; SD = 1.61), advice (M = 1.82; SD = 1.61), and speech therapy (M = 1.71; SD = 1.46). A lower score was assigned to transportation to other centers (M = 1.02; SD = 0.3), connections with community activists (M = 1.06; SD = 0.49), referral to other centers (M = 1.11; SD = 0.61), legal aid (M = 1.16; SD = 0.77), financial support (M = 1.21; SD = 0.85), and clothing (M = 1.27; SD = 0.98).

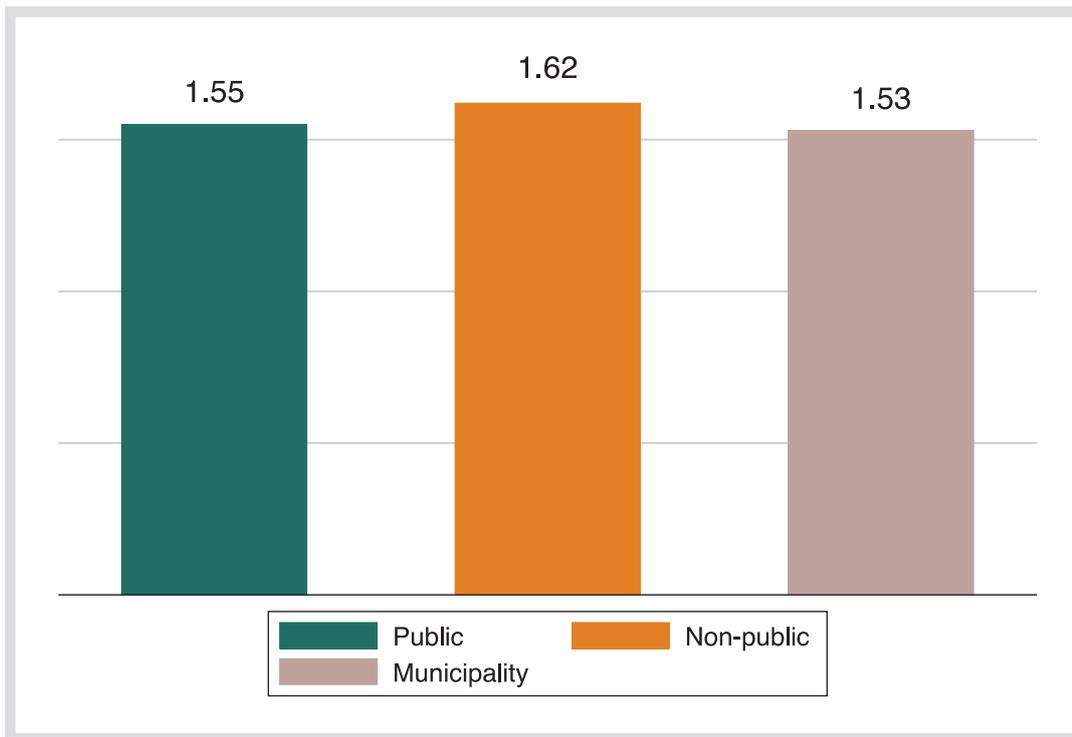
Figure 2 presents the mean value of perceived quality of social services by group—persons with disabilities, Roma, Egyptians, older adults, women in need, children in need, families in need, and youth in need. Data reveal that children in need, Egyptians, persons with disabilities, and older adults assigned—on average—the lowest scores for the quality of social services.

Figure 2: Mean value of perceived quality of social services by group



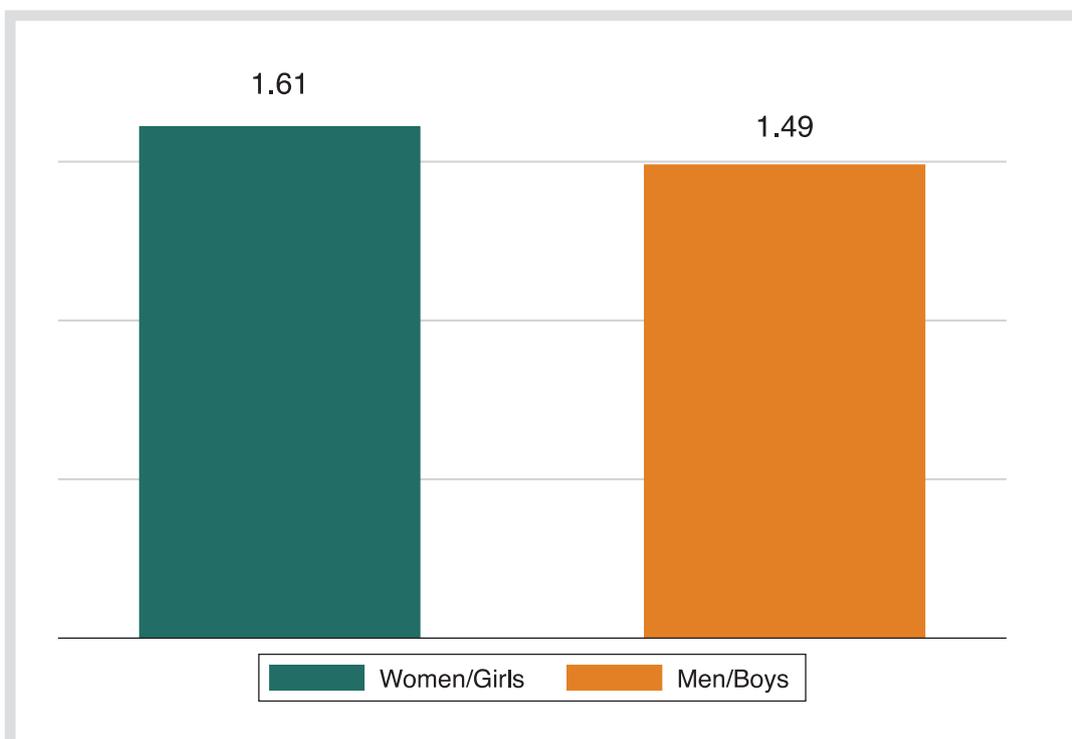
Study participants assigned higher scores to non-public service providers (M = 1.62; SD = .51) than public service providers (M = 1.55; SD = .39) and municipal departments (M = 1.53; SD = .38). Figure 3 presents the mean value of perceived quality of social services by provider.

Figure 3: Mean value of perceived quality of social services by provider



Women/girls, on average, assigned higher scores to the quality of social services than men/boys. Specifically, women/girls assigned a mean value of 1.61 (SD = .47) and men/boys assigned a mean value of 1.49 (SD = .31) to the quality of social services. Figure 4 displays the difference.

Figure 4: Mean value of perceived quality of social services by gender

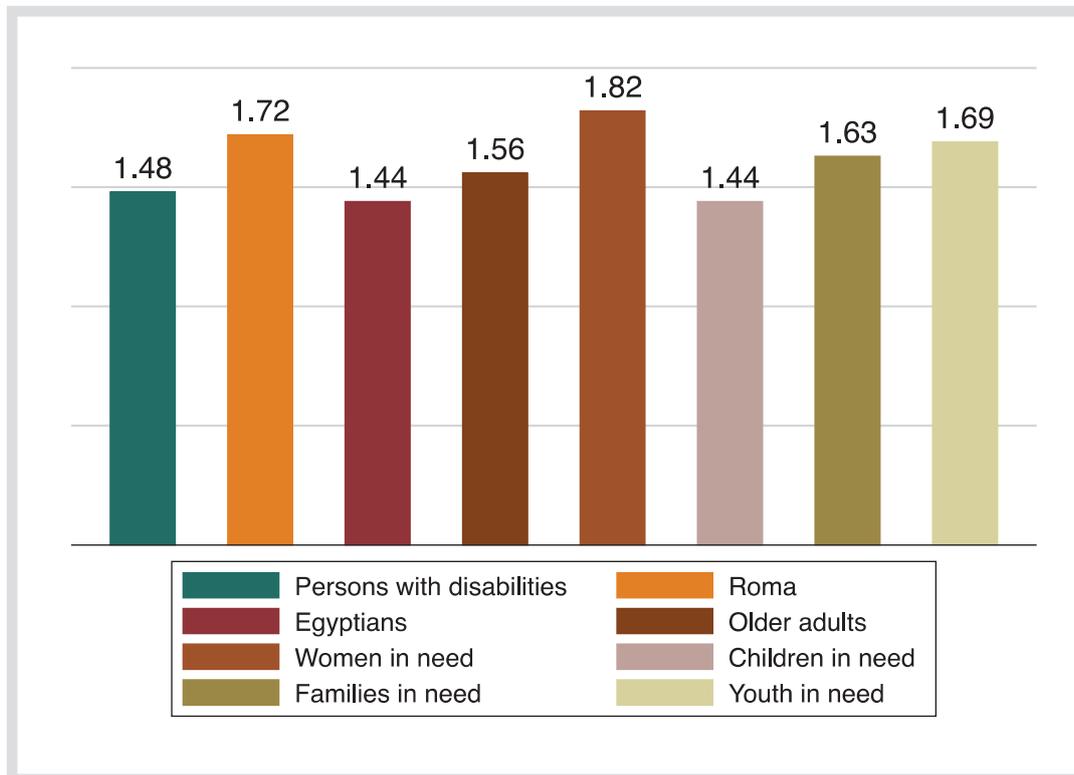


Satisfaction with social services

The mean value of satisfaction with all social services was 1.56 (SD = 0.4). Higher levels of satisfaction were reported for food provision (M = 2.3; SD = 1.8), entertainment activities (M = 2.19; SD = 1.78), counseling (M = 2.13; SD = 1.74), information (M = 1.86; SD = 1.61), advice (M = 1.82; SD = 1.59), and speech therapy (M = 1.76; SD = 1.51). Lower levels of satisfaction were reported for clothing (M = 1.26; SD = 0.96), financial support (M = 1.22; SD = 0.86), legal aid (M = 1.17; SD = 0.79), referral to other centers (M = 1.11; SD = 0.64), connections with community activists (M = 1.07; SD = 0.52), and transportation to other centers (M = 1.02; SD = 0.3).

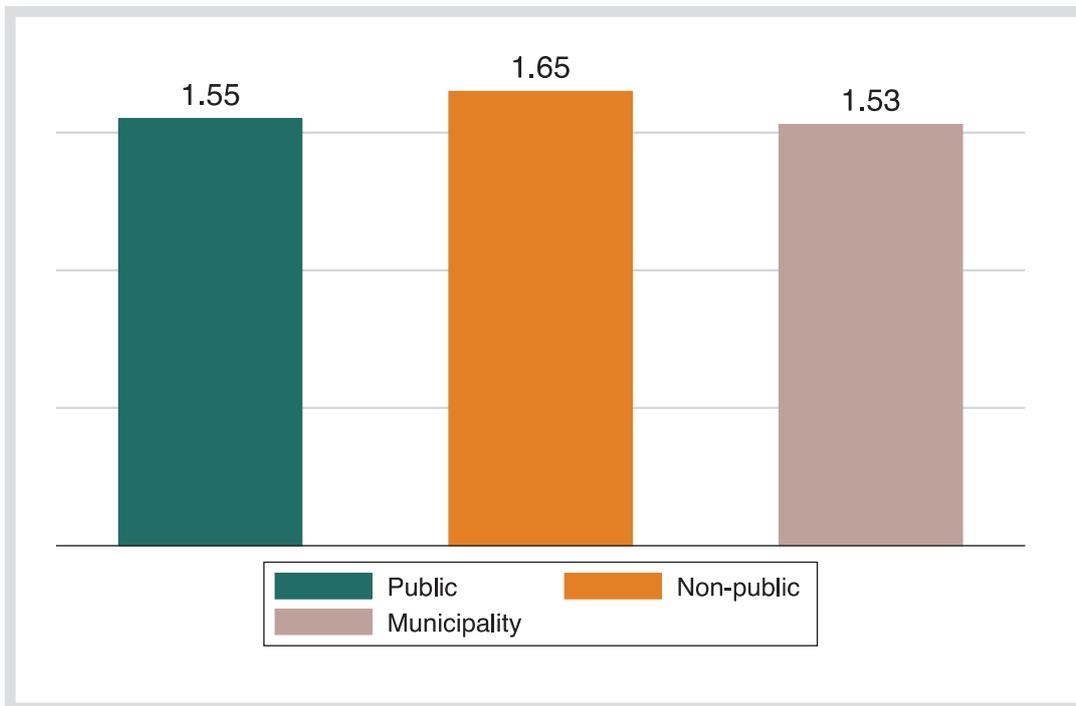
Children in need, Egyptians, persons with disabilities, and older adults—on average—assigned the lowest scores for satisfaction with social services. Figure 5 displays the mean value of reported satisfaction with social services by group.

Figure 5: Mean value of reported satisfaction with social services by group



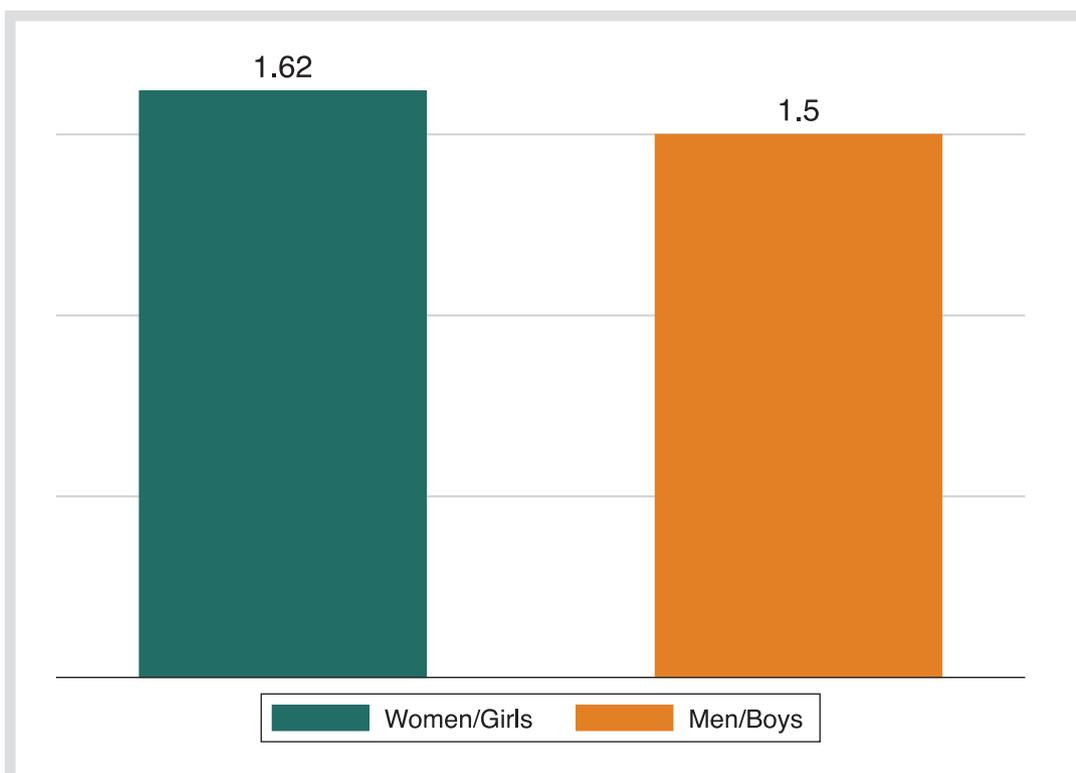
Study participants assigned higher scores to non-public service providers (M = 1.65; SD = .50) than public service providers (M = 1.55; SD = .38) and municipal departments (M = 1.53; SD = .38). Figure 6 displays the mean value of reported satisfaction with social services by service provider.

Figure 6: Mean value of reported satisfaction with social services by service provider



Women/girls—on average—reported higher levels of satisfaction with social services than men/boys. Specifically, women/girls assigned a mean value of 1.62 (SD = .47) and men/boys assigned a mean value of 1.50 (SD = .30). Figure 7 presents the gender difference.

Figure 7: Mean value of reported satisfaction with social services by gender



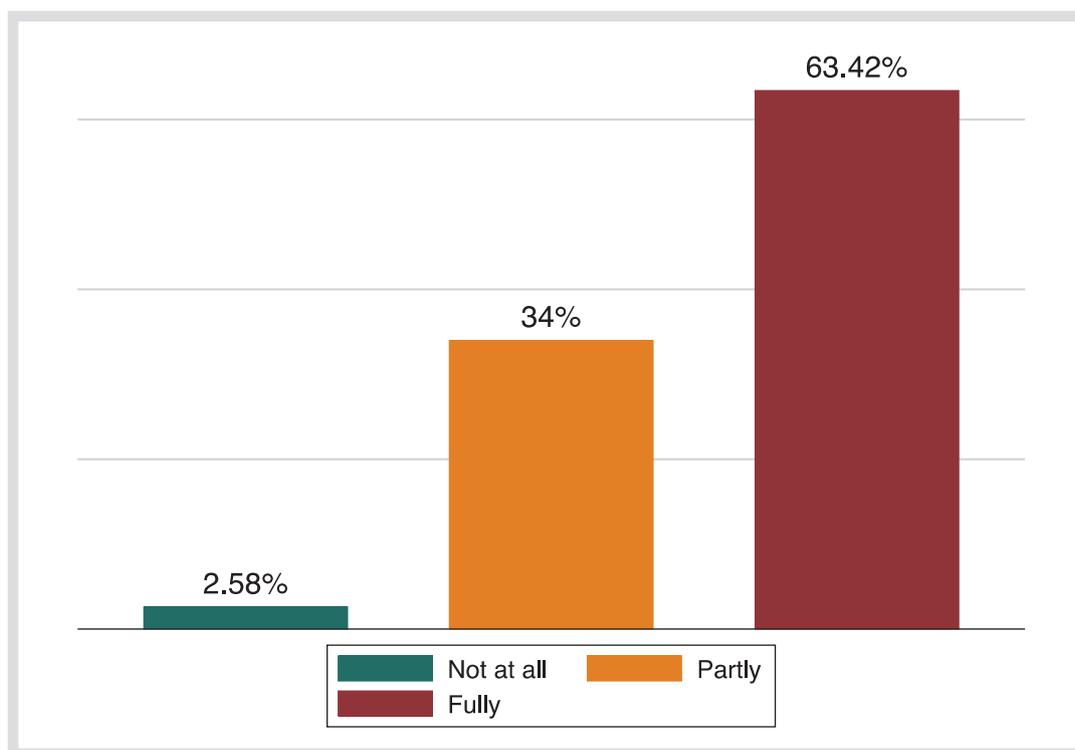
Professionals providing support

Social services were provided by the following professionals: social workers (67.92%), psychologists (36.6%), therapists (23.02%), teachers (16.04%), physical therapists (15.66%), doctors (6.42%), caregivers/guardians (4.53%), community mediators (2.64%), personal care assistants (2.45%), nurses (2.45%), companions (1.51%), and lawyers (0.94%). Satisfaction with the work of professionals ranged from 1.15 to 3.57.

Conditions and relationship with professionals

63.42% of study participants said that services fulfill their needs, 34% said that services partly fulfill their needs, and 2.58% said that services do not fulfill their needs at all (Figure 8).

Figure 8: Fulfillment of needs

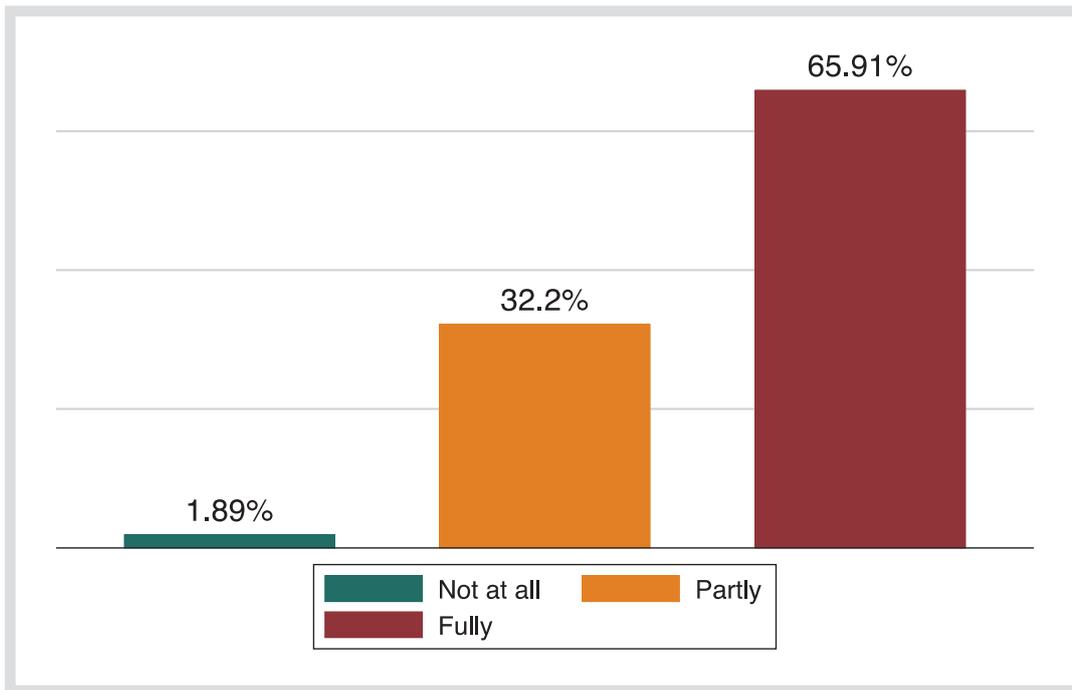


More than 90% of study participants fully agreed that the way that they are treated in the center makes them feel good about themselves; staff members are polite; staff members are communicative; the language used by staff members is easy to understand; conditions are suitable; services are provided on time; and they can connect with the center through telephone.

Changes in life

Study participants were asked whether their life changed after receiving services in the center. Figure 9 presents the answers to the question. 65.91% said that their life fully changed, 32.20% said that their life partly changed, and 1.89% said that their life did not change at all.

Figure 9: Changes in life



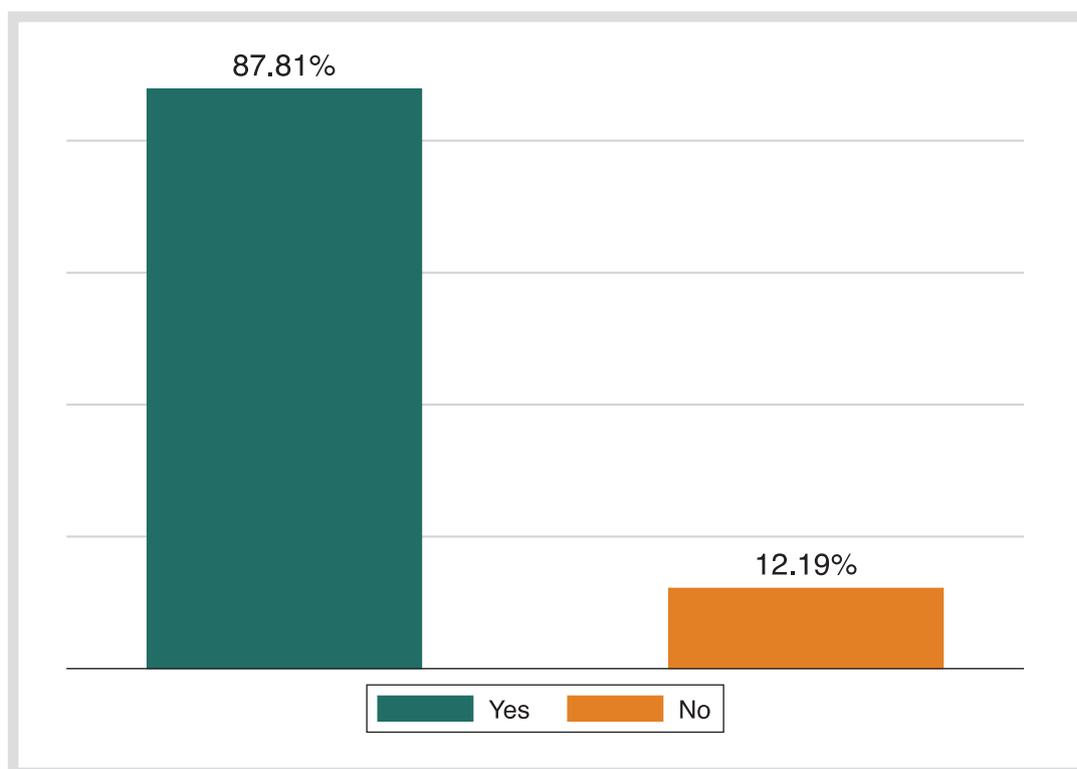
Study participants highlighted that their life changed in different ways. Improvements were reported in the following areas:

- Physical activity
- Socialization and interaction with others
- School attendance and performance
- Security
- Nutrition
- Behavior management
- Performance of daily activities
- Physical conditions
- Mental health—addressing depression, anxiety, stress-related concerns
- Financial situation—finding a job, opening a business, and increasing income
- Speech and communication
- Information
- Quality of life
- Self-esteem and confidence.

Access to information and involvement in decision-making

Study participants were asked about their knowledge of rights. Figure 10 displays the answers. 87.81% of study participants reported that they are knowledgeable about their rights; meanwhile, 12.19% reported that they are not knowledgeable.

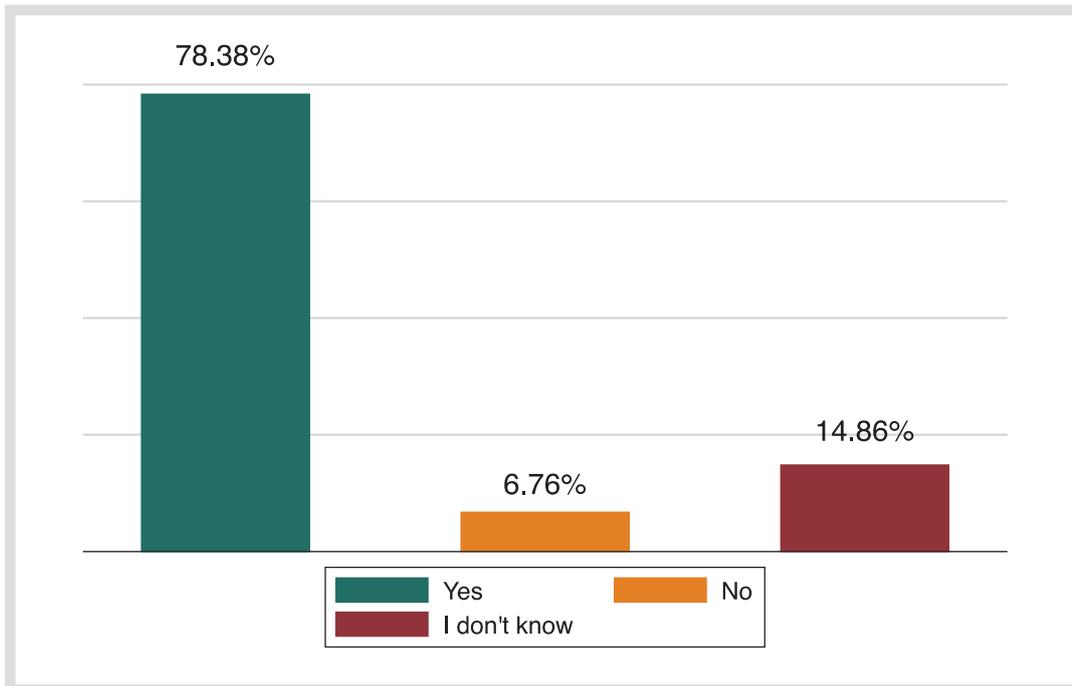
Figure 10: Knowledge of rights



Some of the rights that were mentioned by study participants included: the right to demand and obtain services, to be informed, to complain, to be equal with other service beneficiaries, to not be discriminated against, to freely express opinions, to be treated with respect and dignity, to participate in activities, and to be treated with respect.

In terms of discussions on the rights of beneficiaries, 78.38% of study participants reported that the center has organized discussions on the rights of beneficiaries, 6.76% reported that the center has not organized discussions, and 14.86% reported that they don't know whether the center has organized discussions. Figure 11 displays the answers.

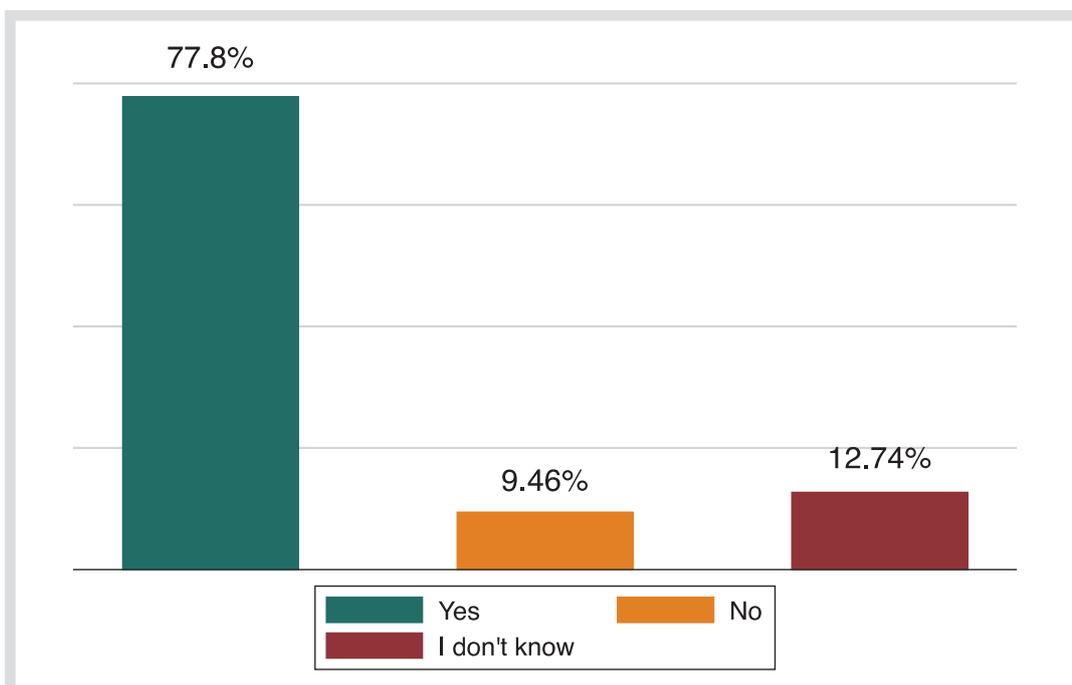
Figure 11: Organization of discussions on the rights of beneficiaries



44.02% of study participants said that they don't know whether the rights of beneficiaries were displayed on the premises of the center; meanwhile, 50.19% said that they know whether their rights were displayed and 5.79% said that they don't know.

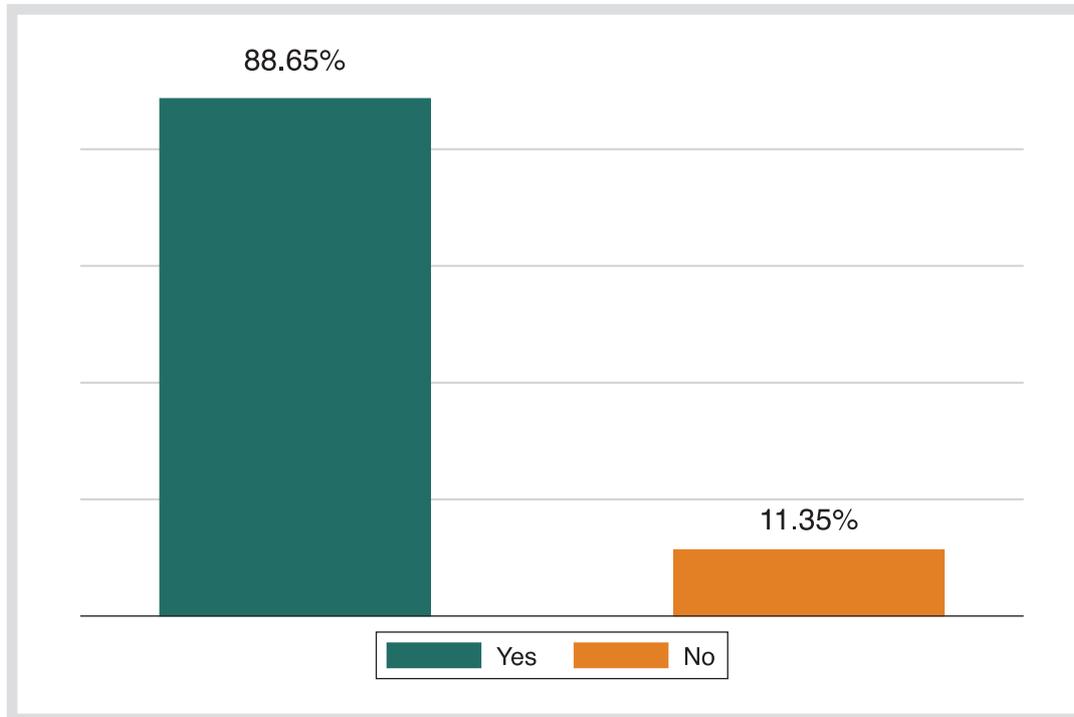
More than 75% of study participants (77.80%) said that the center held discussions on how to improve services; 12.74% said that they don't know whether the center held discussions and 9.46% said that the center did not hold discussions. Figure 12 displays the answers.

Figure 12: Organization of discussions on the improvement of services



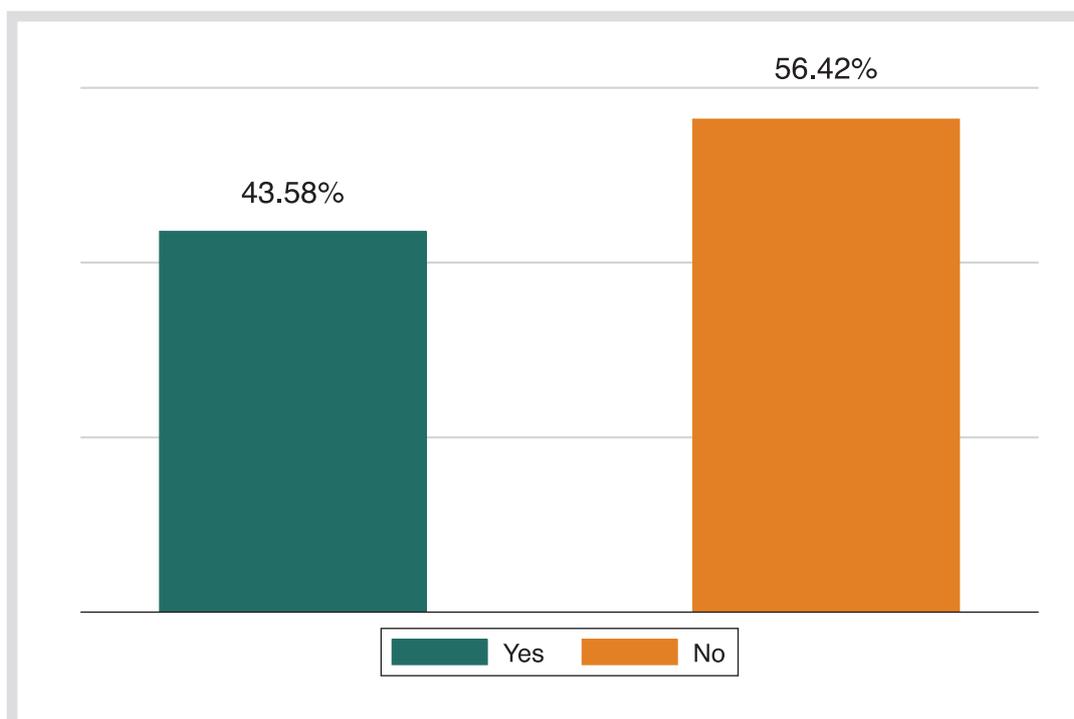
In terms of participation in the discussion of services, 88.65% of study participants said that they have participated in discussions and 11.35% said that they have not participated in discussions (Figure 13).

Figure 13: Participation in the discussion of services



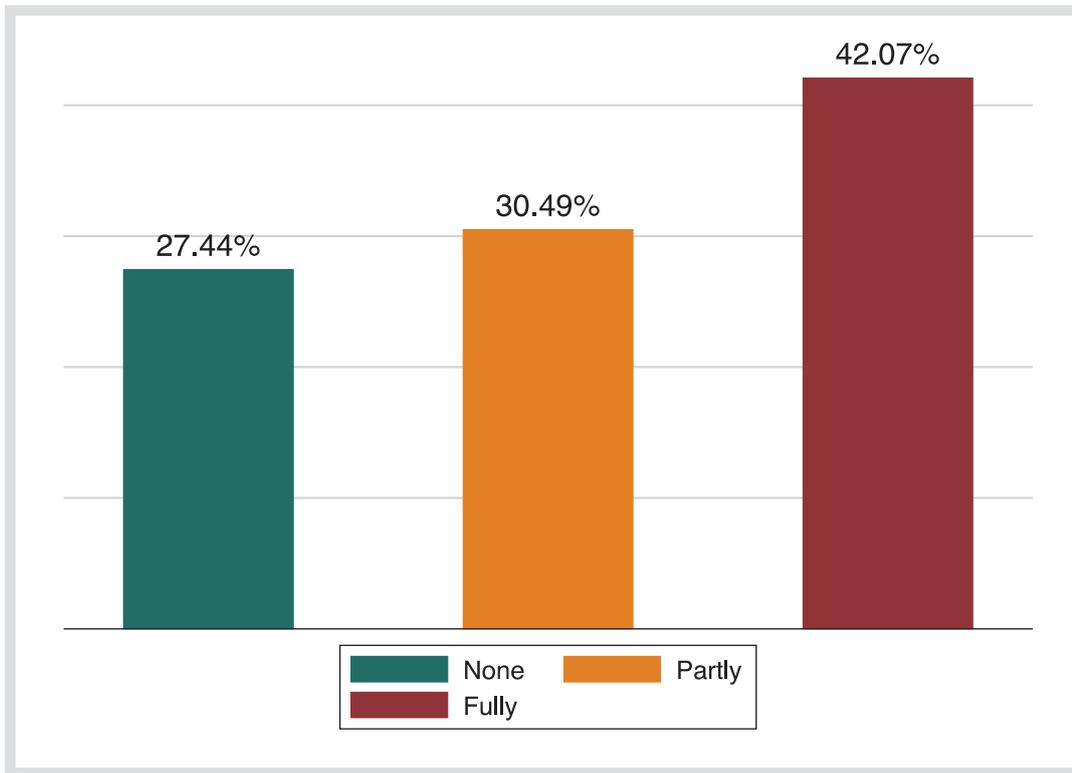
Less than half of the study participants (43.58%) reported that they have provided suggestions for service improvement (Figure 14).

Figure 14: Suggestions for service improvement



Among those who provided suggestions, 27.44% said that none of their suggestions were taken into account, 30.49% said that their suggestions were partly taken into account, and 42.07% said that their suggestions were fully taken into account (Figure 15).

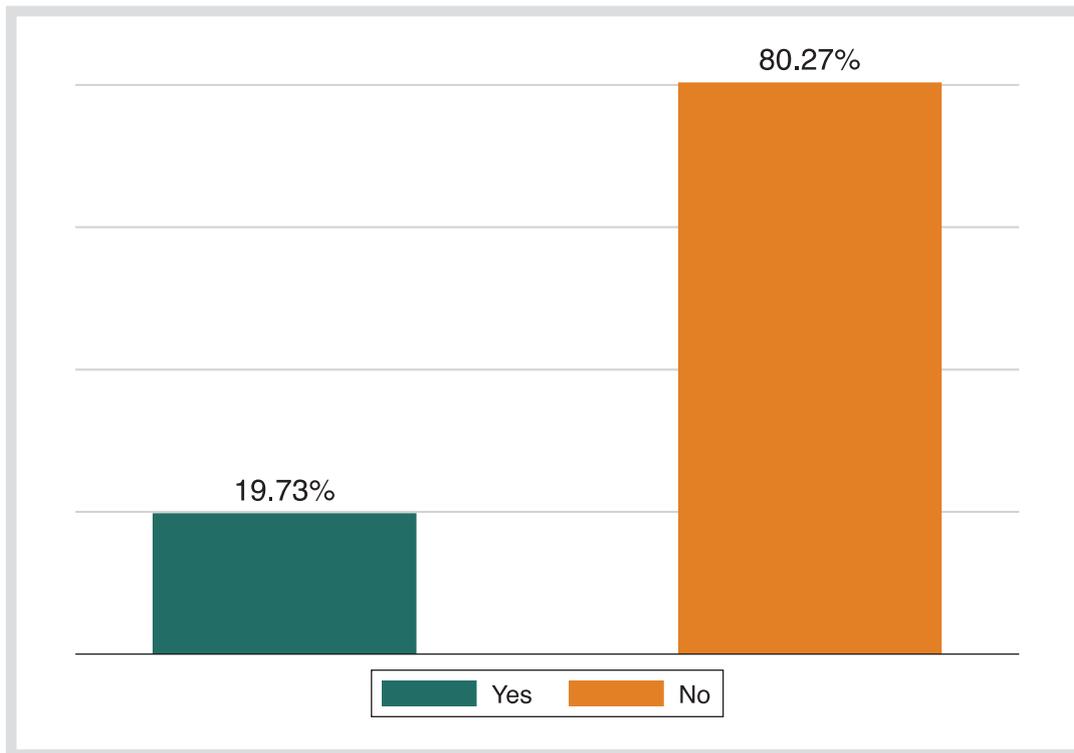
Figure 15: Suggestions were taken into account



Study participants were also asked about their participation in meetings held in the municipality to discuss the budget—whether they have participated, have raised issues concerning social services, and whether the issues that they have raised have been reflected in the budget of the municipality.

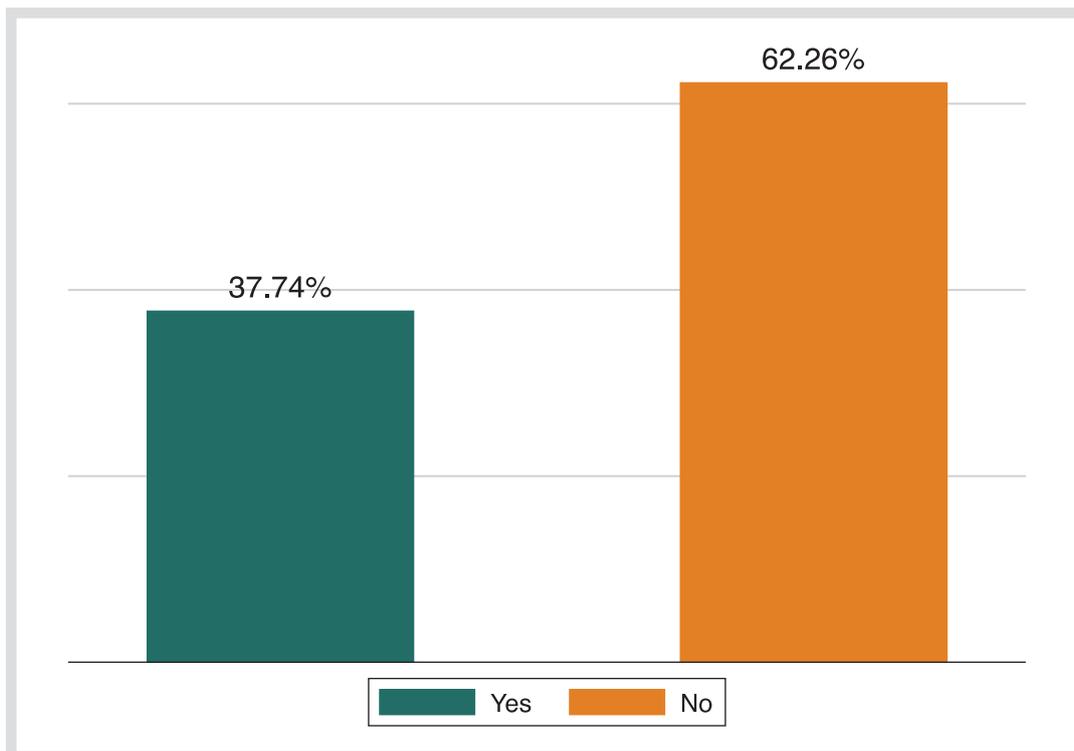
80.27% of study participants reported that they have not participated in budget discussions held in the municipality; meanwhile, 19.73% reported that they have participated (Figure 16).

Figure 16: Participation in meetings held in the municipality to discuss the budget



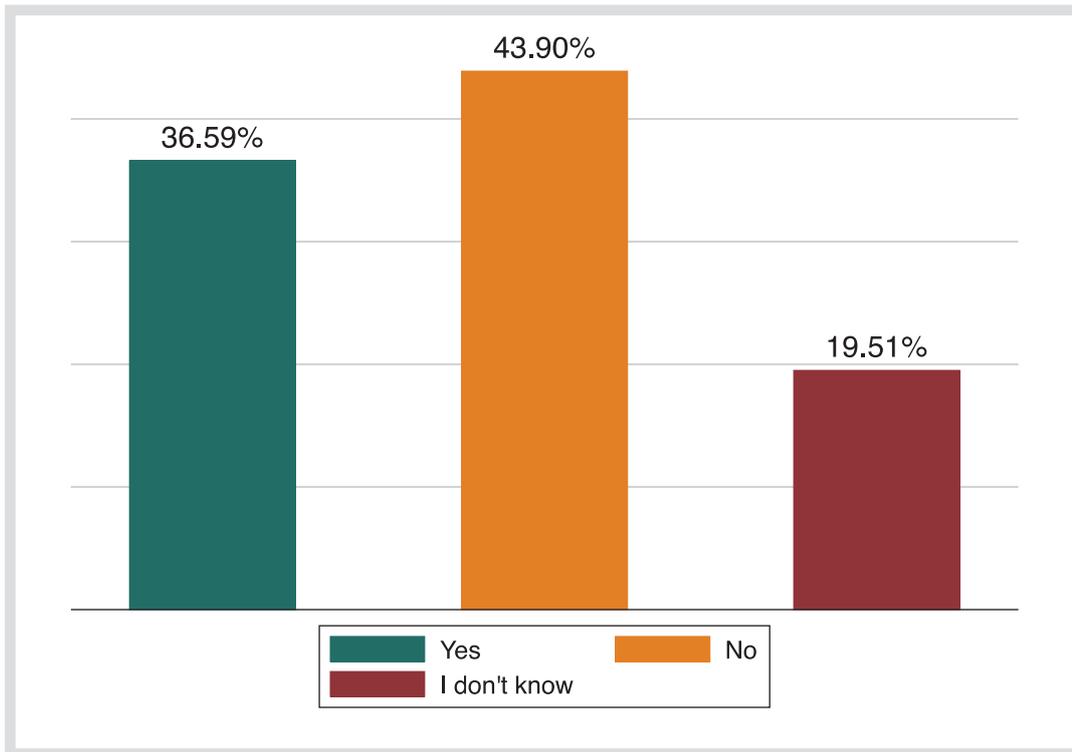
Among those who participated (19.73%), 37.74% (n = 40) said that they raised issues concerning the provision of social services (Figure 17).

Figure 17: Raising issues concerning social services during budget discussions



Out of 40 study participants who raised issues, 15 said that their issues were addressed. Meanwhile, 18 participants said that issues were not addressed.

Figure 18: Issues reflected on the budget of the municipality



The issues raised by study participants concerned the following:

- Social housing
- Family support
- Supportive services for children with disabilities
- Services for older adults
- Food packages
- Therapy hours
- Additional activities for persons with disabilities
- Quality services for children with disabilities
- Quality services for youth with disabilities
- Employment services in urban and rural areas
- Community services
- Supportive services for parents
- Scholarships for students
- Additional staff and classes
- Supportive services for youth
- Supportive services for older adults
- Economic aid
- Transportation services
- Football fields
- Tax support
- Budgets for social services
- Infrastructure
- Supportive teachers for students with disabilities

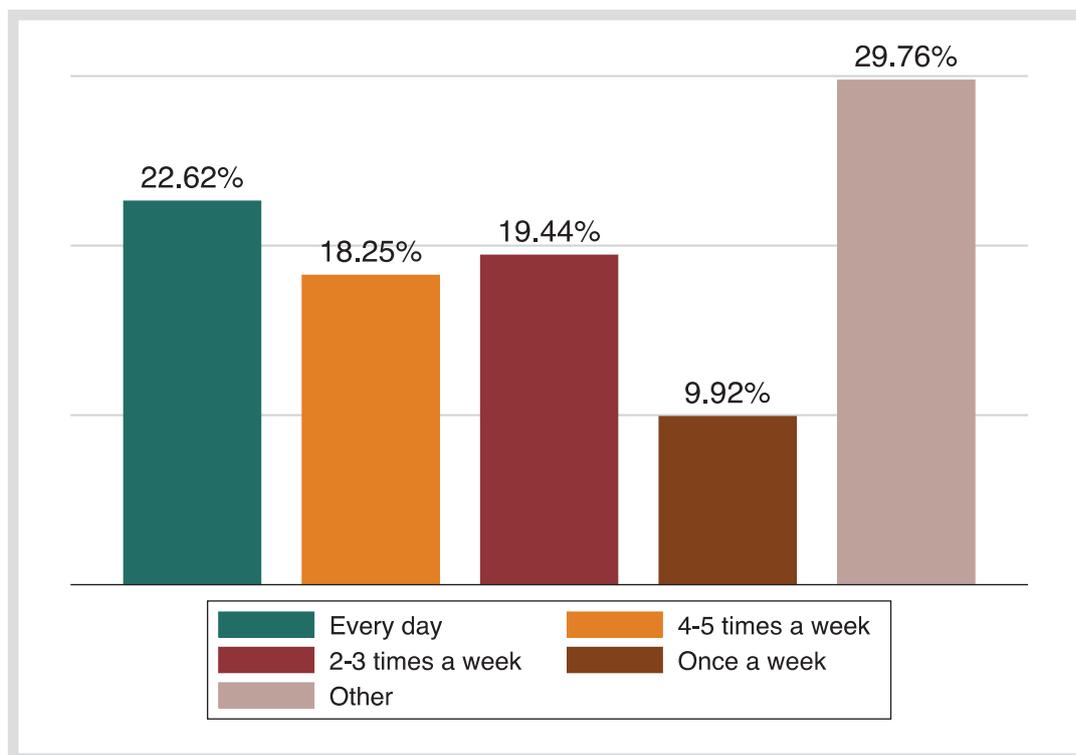
Midline data

Access to social services

The mean value of hours spent in the center was 4.09 hours per day (SD = 3.30). **The mean value of hours spent in the center in 2023—compared to 2020 and 2018—was higher. Specifically, the mean value was 4.09 hours in 2023 (SD = 3.30), 2.62 hours in 2020 (SD = 1.88), and 2.60 hours in 2018 (SD = 1.92). A higher percentage reported that they received services in other centers—18.65% in 2023 compared to 5.32% in 2020 and 12.21% in 2018.**

40.87% of study participants reported that they used services every day and 4-5 times a week. Figure 19 displays the frequency of service use.

Figure 19: Frequency of service use



The percentage of respondents who reported that they used services every day in 2023 (22.62%) was higher than in 2020 (10.27%) but lower than in 2018 (25.41%). Meanwhile, the percentage of respondents who reported that they used services 4-5 times a week in 2023 (18.25%) was lower than in 2020 (32.70%) and 2018 (21.78%).

Types of social services

The most frequently used services in 2023 were food (39.29%), counseling (35.71%), speech therapy (30.56%), physical therapy (21.83%), and participation in entertainment activities (21.43%). In 2020, participation in entertainment activities,

education services, counseling, food, and speech therapy were the most frequently used services. Similarly, participation in entertainment activities, education services, participation in awareness-raising activities, counseling, and food were the most frequently used services in 2018. **There were no substantial differences concerning the types of services that respondents used in 2018, 2020, and 2023.**

Compared to 2020 and 2018, a higher percentage of study participants reported that they received food and physical therapy. Meanwhile, a lower percentage reported that they received education services, participated in entertainment activities and awareness-raising activities, and connected with community activists. Compared to 2018, a lower percentage of study participants reported that they received clothing, financial support, legal aid, education services, and participated in entertainment activities and awareness-raising activities. Connections with community activists have also declined substantially. In 2018, 37 study participants (12.21%) reported that they have established connections with community activists; in 2023, only one respondent (0.40%) reported connecting with community activists.

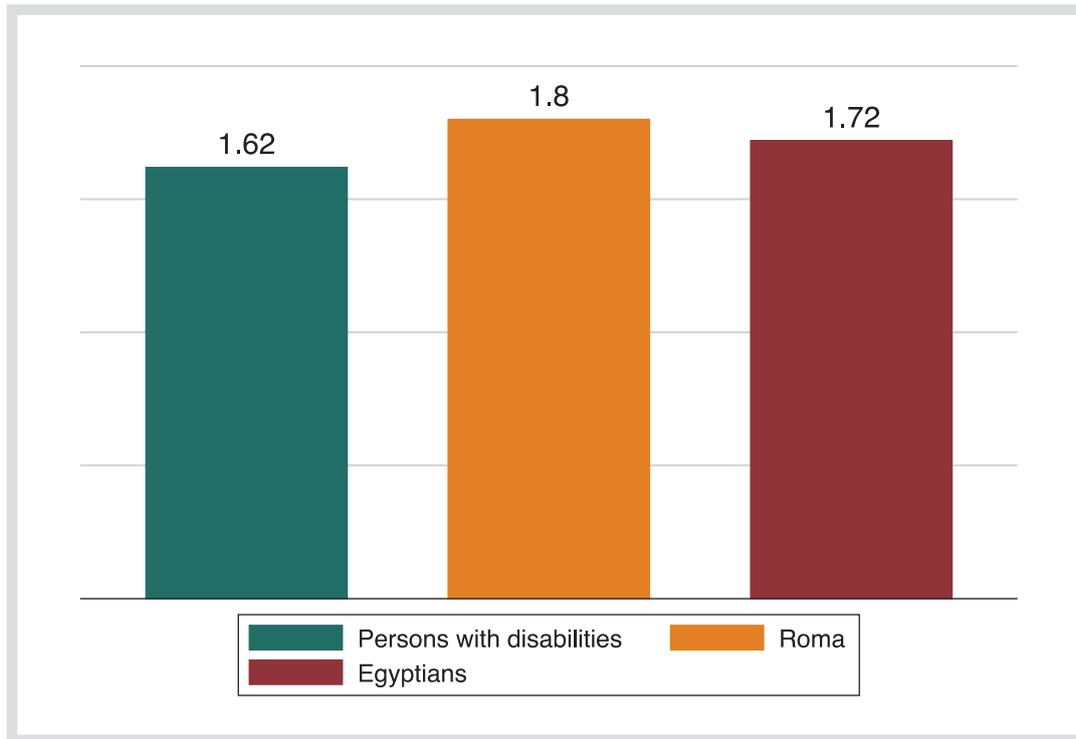
The mode of service delivery has also changed substantially from 2020 to 2023. Data suggest that after the COVID-19 pandemic, only a few beneficiaries rely on technology to obtain services. Only 14 study participants reported that they rely on phone calls, phone messages, videos, and chat to obtain services. Traveling to the center was the common practice for almost 90% of study participants. Similarly, 90% of study participants reported that they did not use any virtual platform (e.g., Zoom, Skype) to access services.

Quality of social services

The mean value of the quality of all services was 1.71 (SD = 0.37)—a value higher than in 2020 (M = 1.56; SD = 0.27) and 2018 (M = 1.48; SD = 0.34). Study participants assigned a higher average score to food, counseling services, speech therapy, entertainment activities, and physical therapy. The lowest average score was assigned to connections with community activists, transportation to other centers, referral to other centers, legal aid, and vocational training. **There were no substantial differences between 2023 and 2020 concerning the services that received the highest (and the lowest) scores.** In 2020, study participants assigned a higher average score to entertainment activities, education, counseling, food, and speech therapy. In 2018, study participants assigned a higher average score to entertainment activities, education, speech therapy, awareness-raising activities, and counseling.

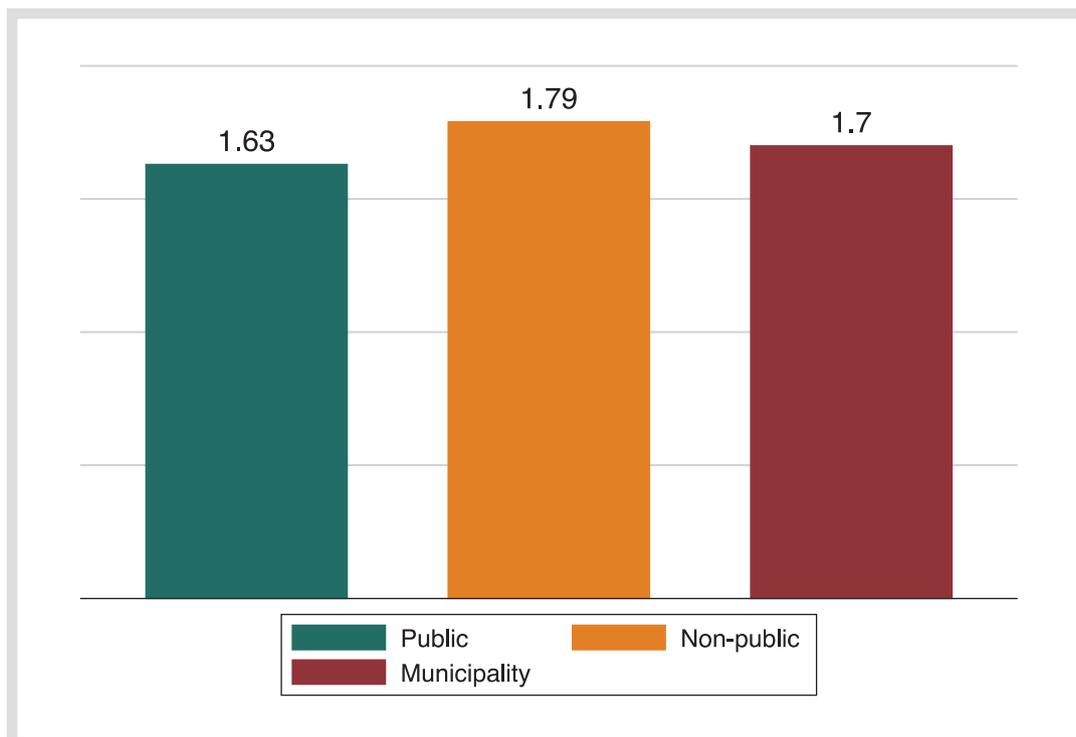
Persons with disabilities assigned a mean value of 1.62 (SD = .29) to the quality of social services—a value higher than in 2020 (M = 1.52; SD = .24) and 2018 (M = 1.54; SD = .32). Roma assigned the mean value of 1.80 (SD = .53) to the quality of social services—a value higher than in 2020 (M = 1.57; SD = .27) and 2018 (M = 1.36; SD = .38). Egyptians assigned the mean value of 1.72 (SD = .29) to the quality of social services—a value higher than in 2020 (M = 1.70; SD = .30) and 2018 (M = 1.47; SD = .31). Figure 20 presents the mean value of perceived quality of social services by group.

Figure 20: Mean value of perceived quality of social services by group



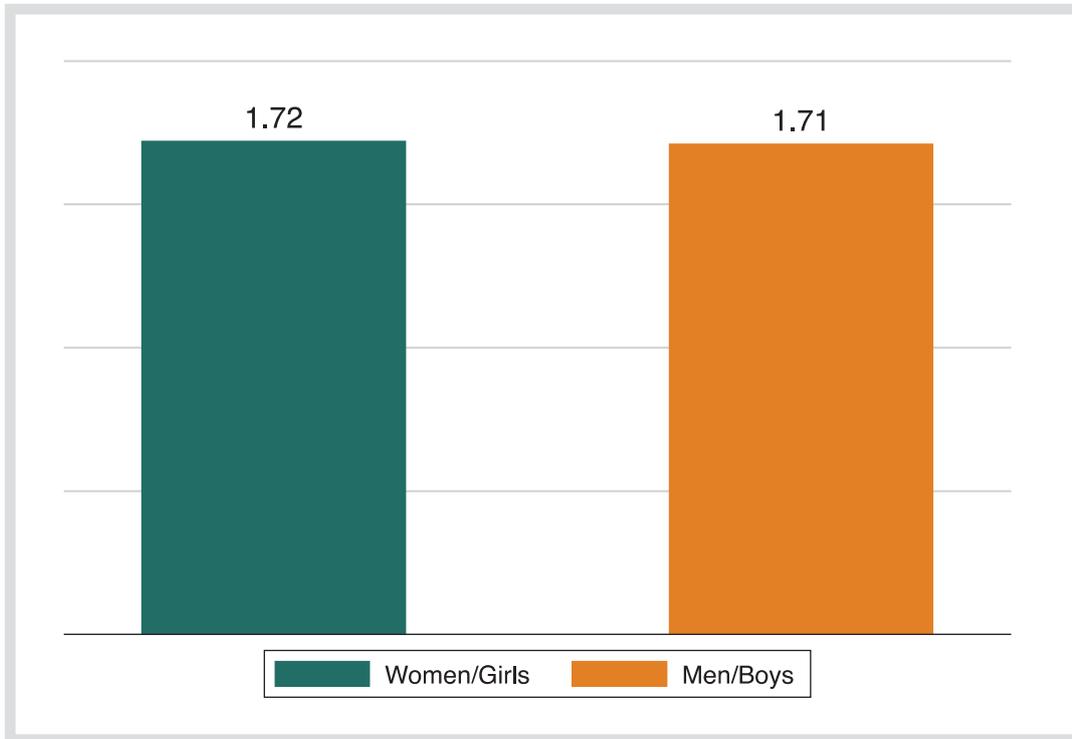
Study participants, on average, assigned higher scores to the quality of services provided by non-public service providers than public service providers and municipal departments—a pattern observed also in 2020 and 2018. Figure 21 displays the mean value of the perceived quality of social services by providers.

Figure 21: Mean value of perceived quality of social services by provider



Similar to 2020 and 2018, there were no substantial differences between women and men as regards the perceived quality of social services. Specifically, women assigned social services a mean value of 1.72 (SD = .42), and men assigned social services a mean value of 1.71 (SD = .31). Figure 22 presents the gender difference.

Figure 22: Mean value of perceived quality of social services by gender

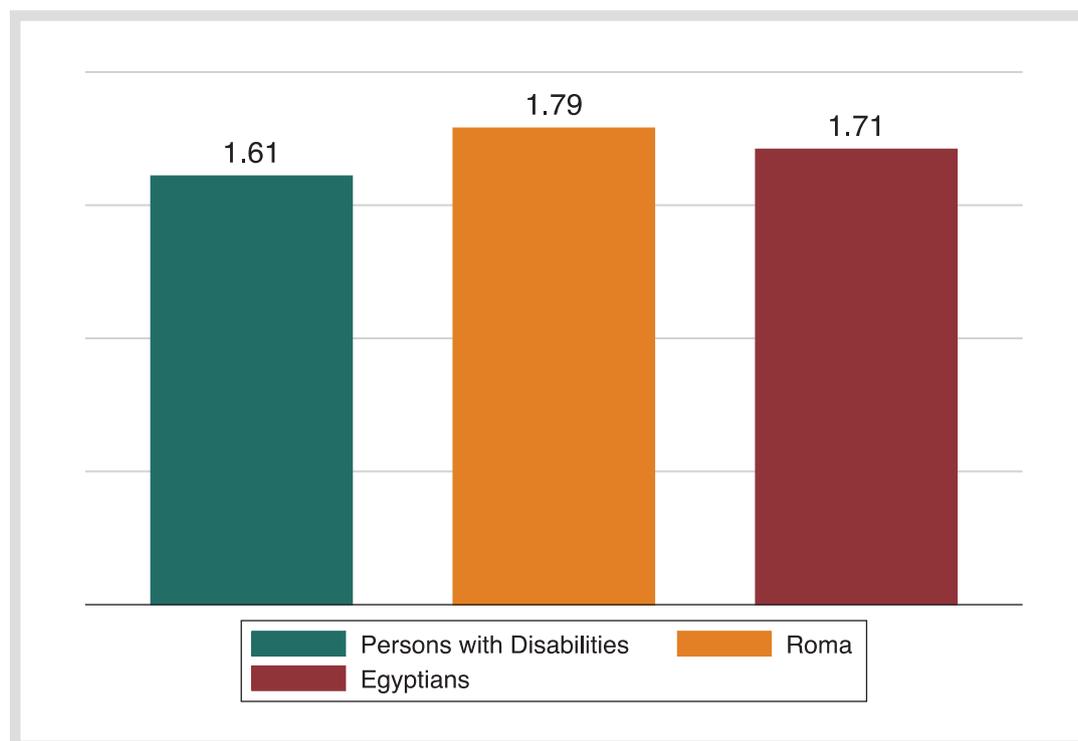


Satisfaction with social services

The mean value of satisfaction with social services was 1.70 (SD = 0.36)—higher than in 2020 (M = 1.55; SD = 0.28) and 2018 (M = 1.48; SD = 0.34). Study participants assigned a higher average score to food provision, counseling, speech therapy, entertainment activities, and physical therapy. Meanwhile, they assigned lower average scores to vocational training, legal aid, referral to other centers, transportation to other centers, and connections with community activists. In 2020, study participants assigned higher average scores to entertainment activities, education, counseling, food, and speech therapy. In 2018, study participants assigned higher average scores to entertainment activities, education, speech therapy, awareness-raising activities, and counseling.

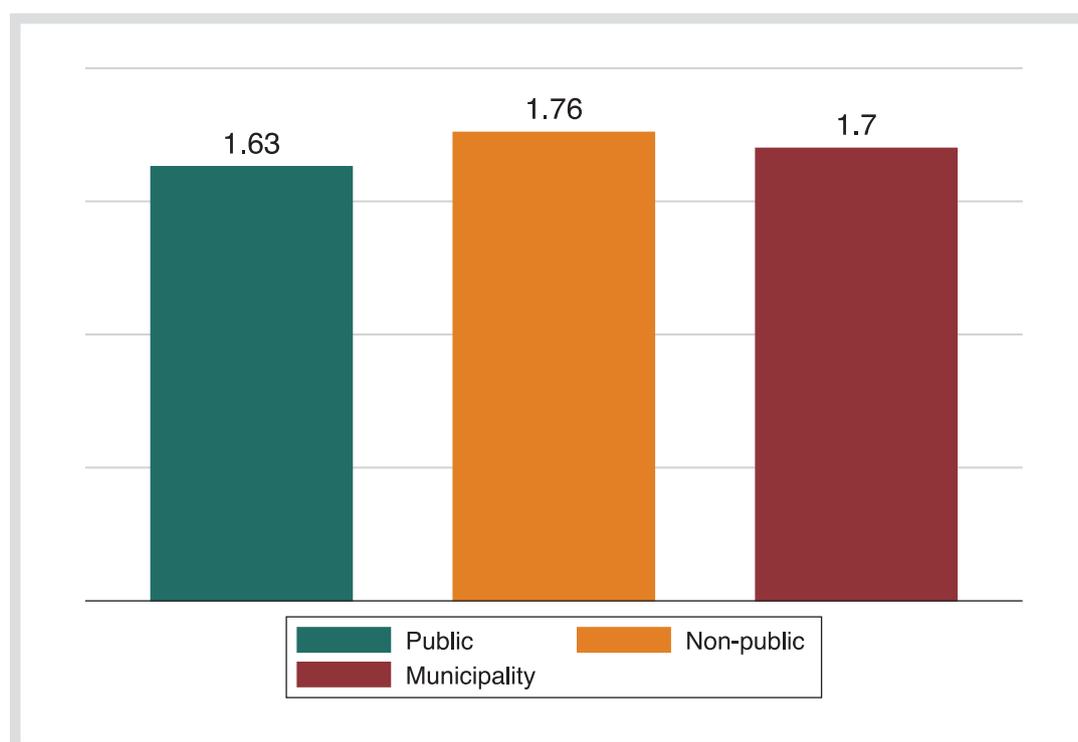
Persons with disabilities assigned a mean value of 1.61 (SD = .29) to satisfaction with social services—a value higher than in 2020 (M = 1.51; SD = .25) and 2018 (M = 1.53; SD = .32). Roma assigned a mean value of 1.79 (SD = .52)—a value higher than in 2020 (M = 1.54; SD = .31) and 2018 (M = 1.37; SD = .40). Egyptians assigned a mean value of 1.71 (SD = .29) to satisfaction with social services—a value higher than in 2020 (M = 1.68; SD = .30) and 2018 (M = 1.47; SD = .31). Figure 23 displays the mean value of reported satisfaction with social services by group.

Figure 23: Mean value of reported satisfaction with social services by group



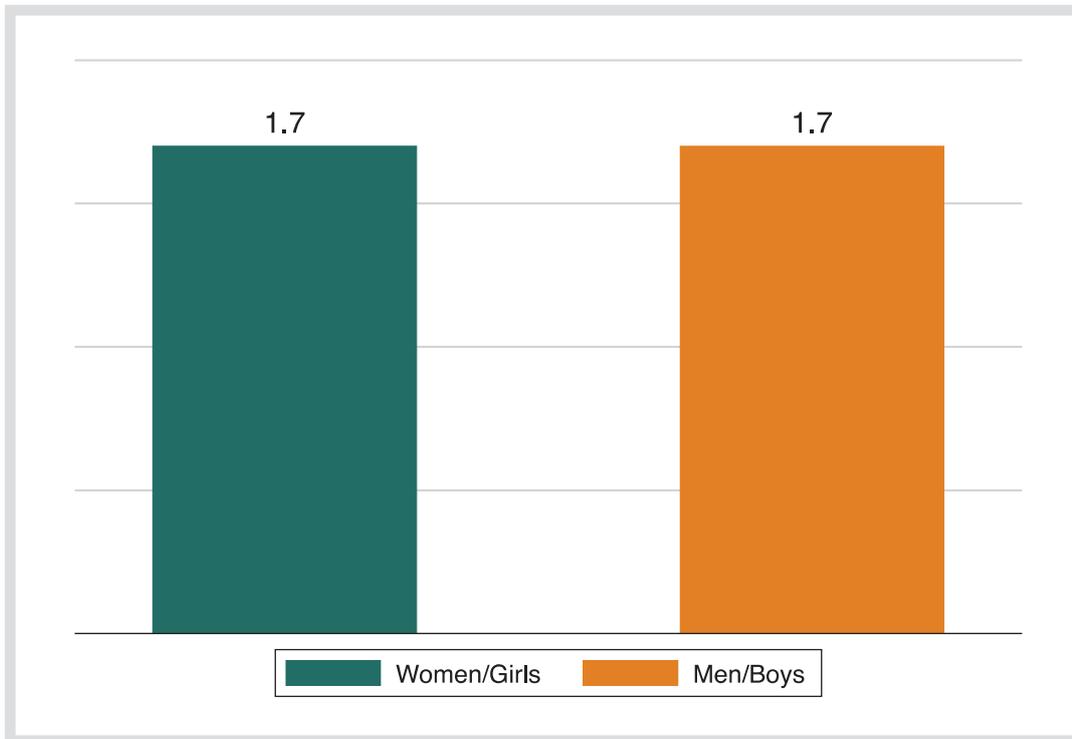
Study participants, on average, reported higher levels of satisfaction with services provided by non-public service providers ($M = 1.76$; $SD = .32$) than public service providers ($M = 1.63$; $SD = .36$) and municipal departments ($M = 1.70$; $SD = .38$). Figure 24 presents the mean value of reported satisfaction with social services by service provider.

Figure 24: Mean value of reported satisfaction with social services by service provider



Similar to 2020 and 2018, there were no substantial differences between women and men as regards reported satisfaction with social services. Figure 25 displays the mean value of reported satisfaction with social services by gender.

Figure 25: Mean value of reported satisfaction with social services by gender



Professionals providing support

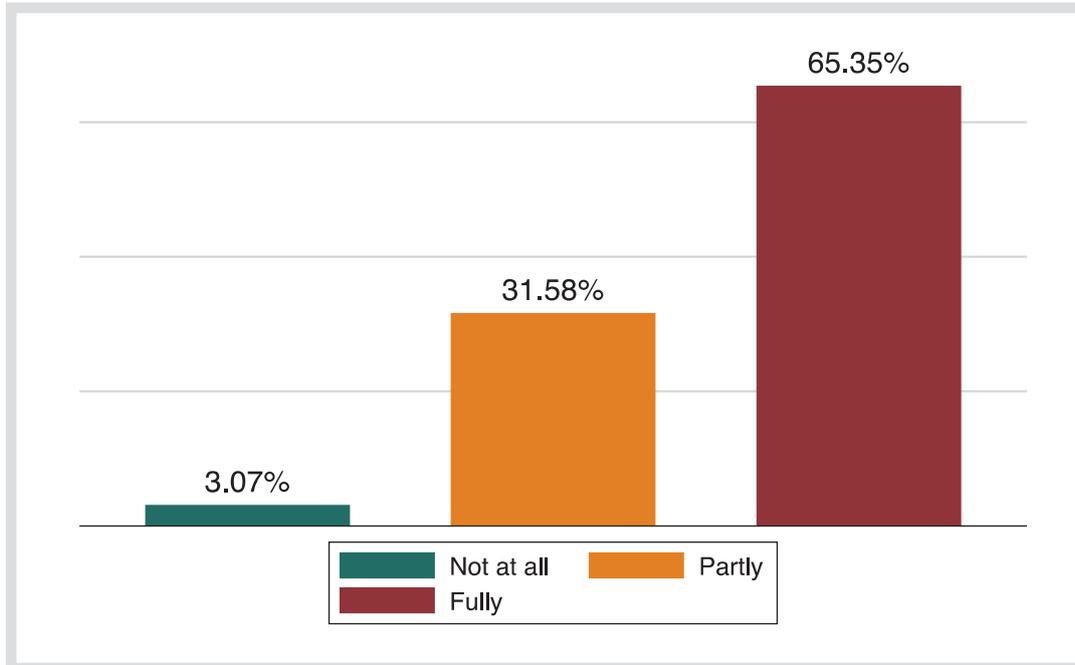
In 2023, services were mainly provided by the following professionals: social workers (57.14%), therapists (36.11%), psychologists (35.71%), physical therapists (21.83%), and teachers (15.48%). Only 6 respondents reported that services were provided by community mediators. In 2020, services were mainly provided by the following professionals: social workers (68.82%), psychologists (42.21%), therapists (30.8%), teachers (25.86%), and community mediators (24.71%). **In 2023—compared to 2020 and 2018—a lower percentage of study participants reported that services were provided by community mediators (2.38%, 24.71%, and 18.48%, respectively).** There were no substantial differences concerning satisfaction with the work of professionals.

Conditions and relationship with professionals

In 2023—compared to 2020 and 2018—a higher percentage of study participants fully agreed that services fulfill their needs; the physical environment is suitable for persons with disabilities; the way they are treated in the center makes them feel good about themselves; staff members are polite; conditions are suitable; services are provided on time; they can connect with the center through telephone; and their life changed after receiving services in the center.

In 2023, 65.35% of study participants reported that services fully fulfill their needs (Figure 26); the percentage was 23.57% in 2020 and 43.33% in 2018.

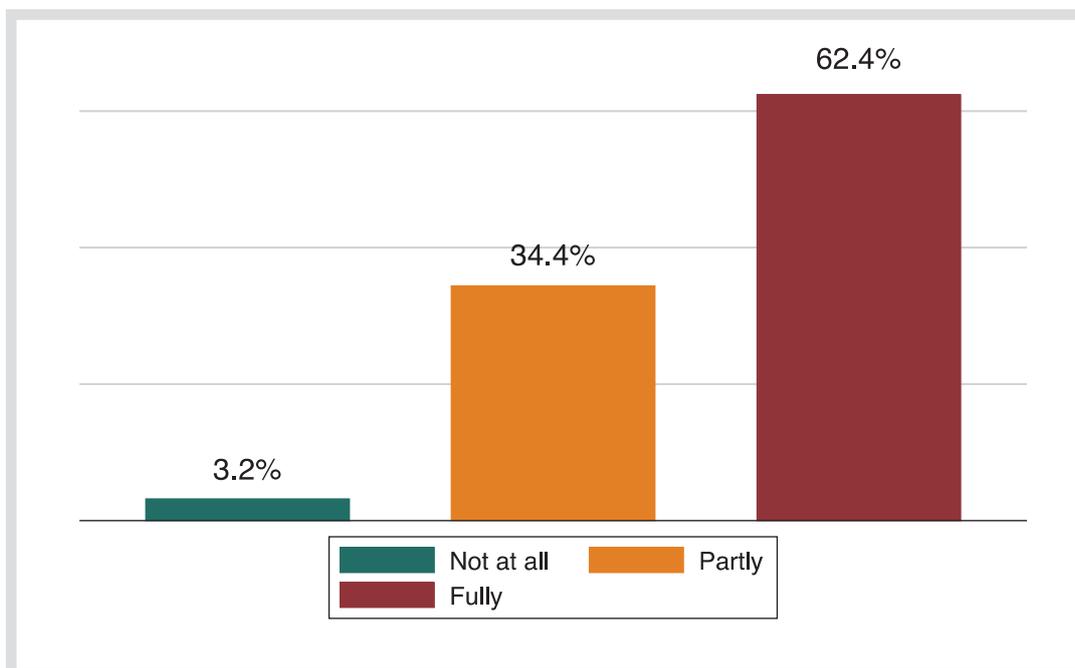
Figure 26: Fulfillment of needs



Changes in life

In 2023, 62.40% of study participants said that their life has fully changed after receiving services in the center (Figure 27). Meanwhile, the percentage was 16.73% in 2020 and 33.99% in 2018.

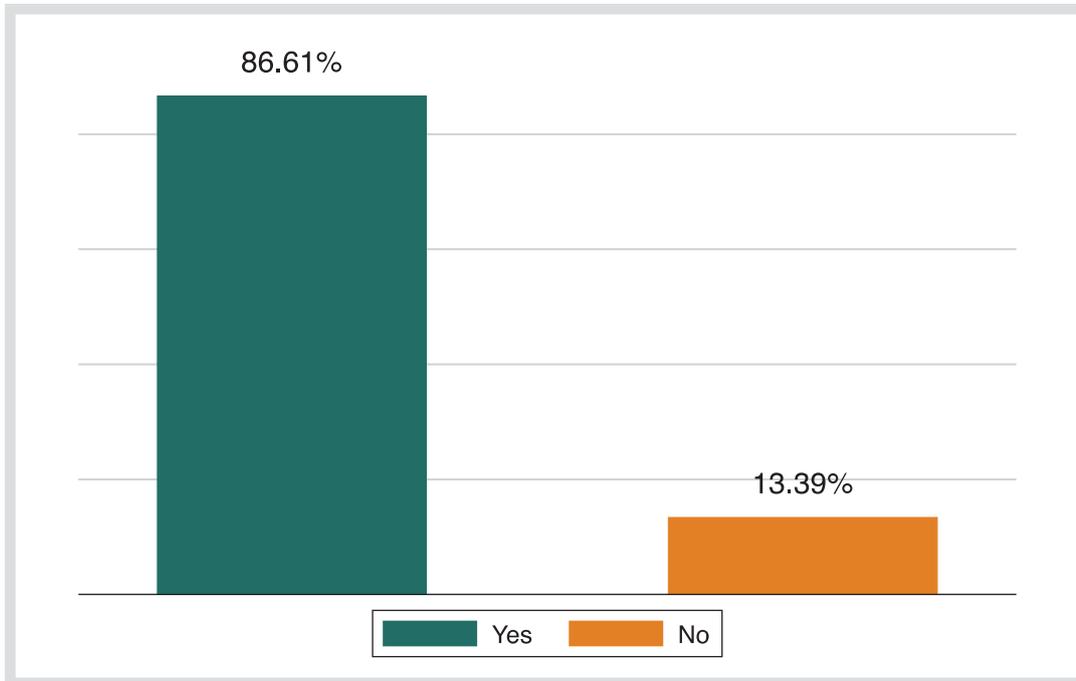
Figure 27: Changes in life



Access to information and involvement in decision-making

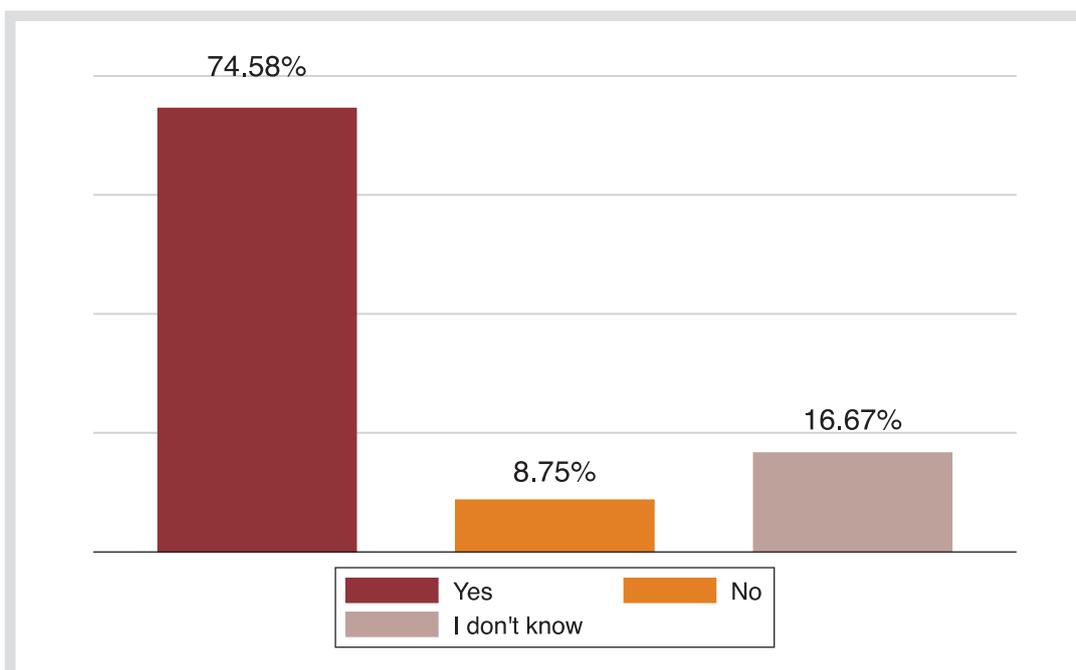
86.61% of study participants reported that they are knowledgeable of their rights (Figure 28)—a percentage higher than in 2020 (47.91%) and 2018 (64.36%).

Figure 28: Knowledge of rights



74.58% of study participants said that the center has organized discussions on the rights of service beneficiaries (Figure 29)—a percentage significantly higher than in 2020 (30.04%) and not different from 2018 (73.93%).

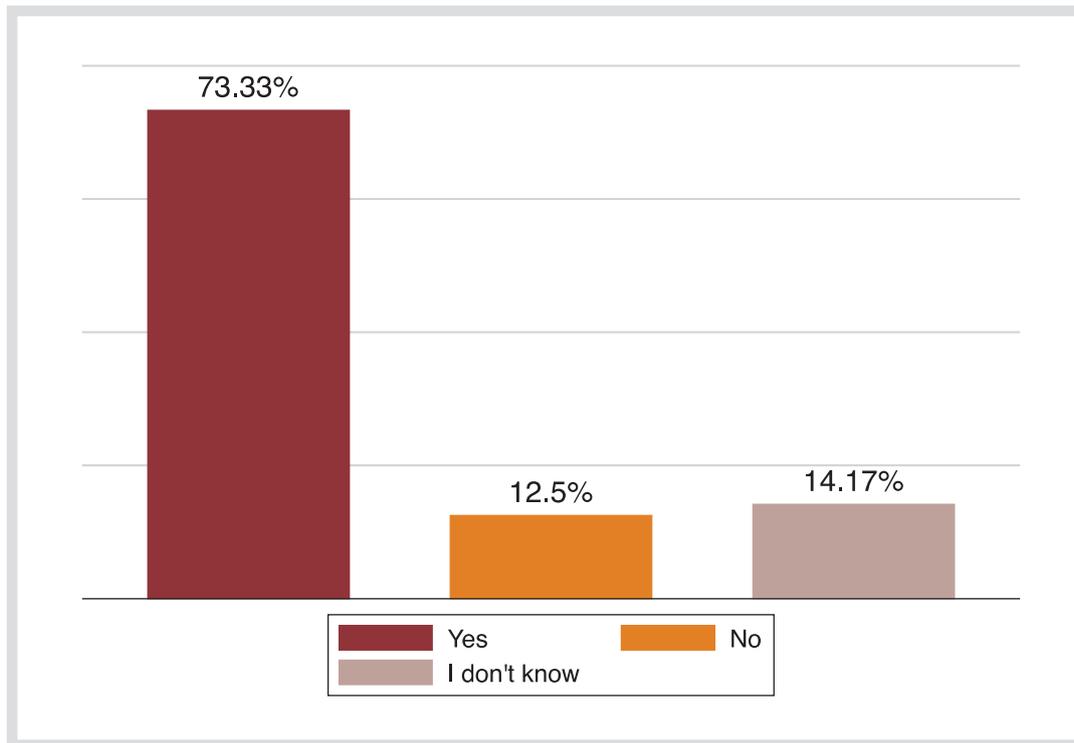
Figure 29: Organization of discussions on the rights of beneficiaries



55.42% of study participants said that their rights were displayed on the premises of the center—a percentage higher than in 2020 (5.70%) and 2018 (39.93%).

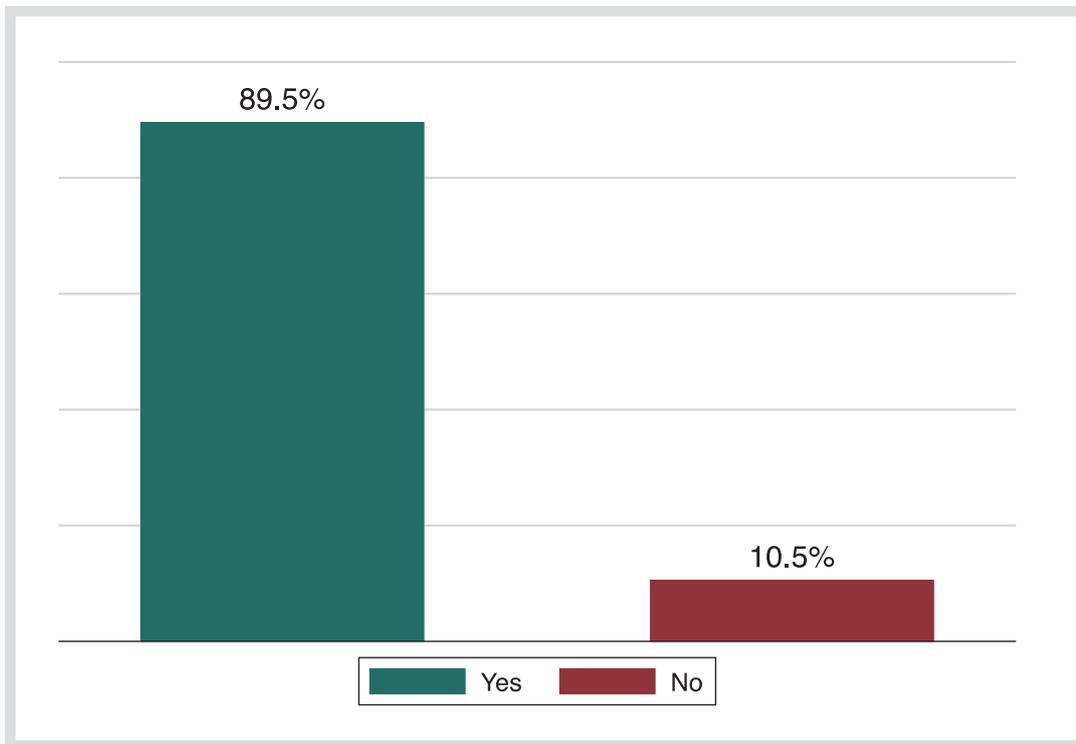
73.33% of study participants said that the center held discussions on the improvement of services (Figure 30)—a percentage lower than in 2020 (93.54%) but higher than in 2018 (66.34%).

Figure 30: Organization of discussions on the improvement of services



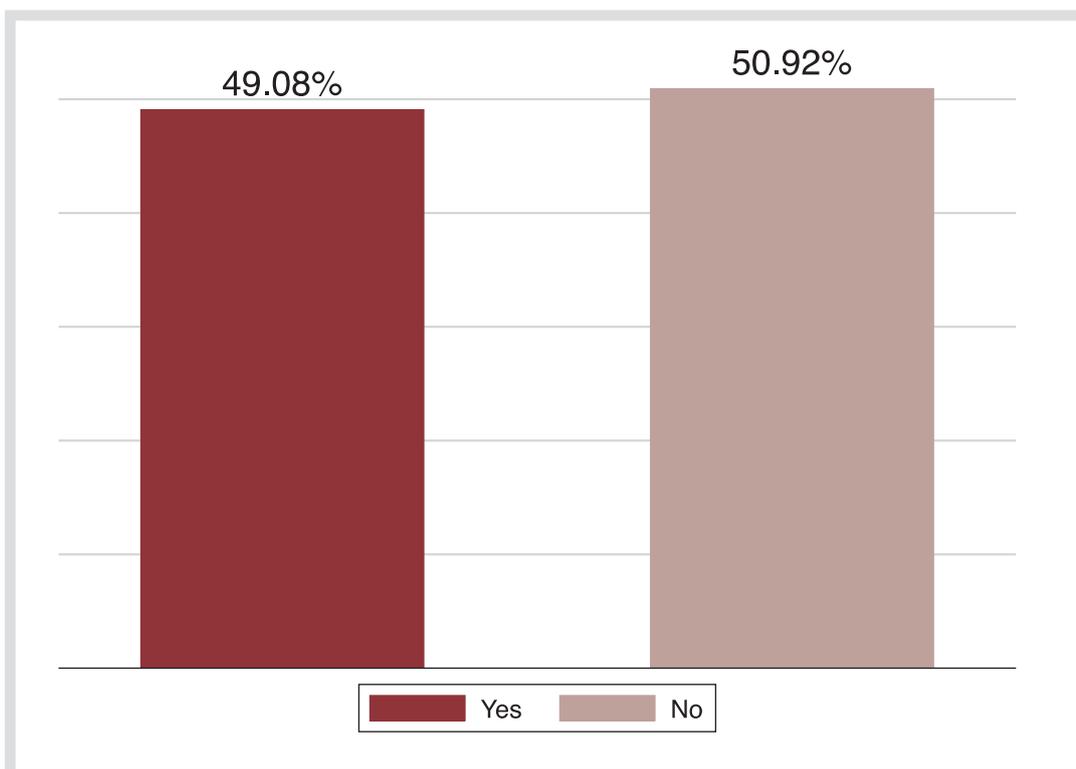
The percentage of study participants who said that they participated in the discussions held was 89.50% (Figure 31). The percentage was not substantially different from 2020 (91.06%) and 2018 (82.84%).

Figure 31: Participation in the discussion of services



49.08% of study participants reported that they have provided suggestions for the improvement of services (Figure 32)—a percentage lower than in 2020 (66.07%) and 2018 (70.41%).

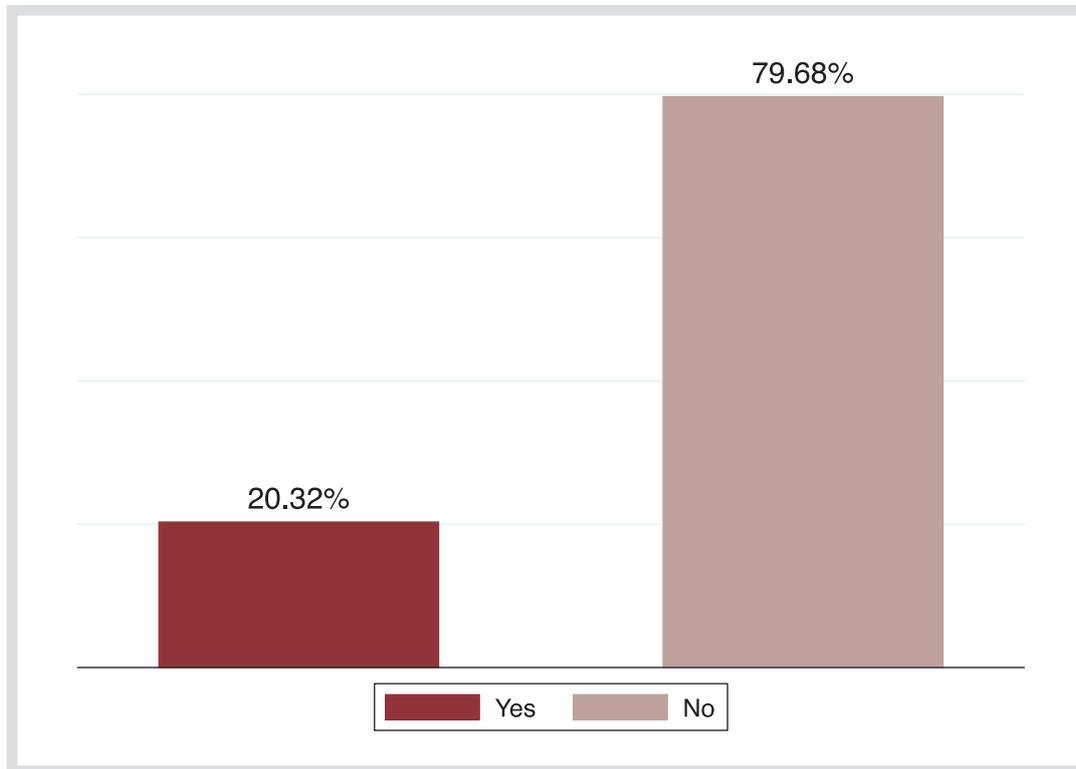
Figure 32: Suggestions for service improvement



The percentage of study participants who reported that none of their suggestions was taken into account was higher in 2023 (32.50%) than in 2020 (28.08%) and 2018 (23.08%).

20.32% of study participants said that they have participated in municipal meetings to discuss the budget (Figure 33)—a percentage higher than in 2020 (1.90%) and 2018 (5.61%).

Figure 33: Participation in meetings held in the municipality to discuss the budget



Out of 51 individuals who reported that they have participated in municipal meetings, 18 said that they raised issues concerning social services during budget discussions. The number of study participants who said that the issues that they raised were reflected in the budget of the municipality was 8.

RECOMMENDATIONS

Study participants demanded the expansion of existing services and the development of new services. Their recommendations are listed below:

- Increasing the number of programs that promote the independence of children with disabilities.
- Having more qualified staff in social service centers.
- Informing the parents of children with disabilities about children's progress.
- Providing transportation service for service beneficiaries who live in rural areas.
- Increasing the number of service hours, especially in centers that serve persons with disabilities.
- Introducing new therapies such as ABA therapy, speech therapy, and physical therapy for persons with disabilities.
- Providing equipments such as wheelchairs and hearing aids for persons with disabilities.
- Providing financial and material support for new businesses.
- Providing food and clothing regularly (such as once a month) to families in need.
- Providing support with documentation and bureaucratic procedures (such as obtaining retirement pension, social assistance).
- Providing breakfast and/or lunch in social service centers.
- Engaging parents in the provision of services for children with disabilities.
- Introducing training sessions for the parents of children with disabilities on how to better serve their children.
- Improving access to social housing programs for families in need.
- Providing didactic tools to school-age children.
- Providing legal aid to women in need.
- Introducing supportive teachers in schools.
- Providing employment support in rural areas.
- Improving facilities (e.g., having kitchen, shower) in social service centers.
- Introducing services for adults with disabilities.
- Improving referral services.
- Providing free dental service.
- Ensuring equal treatment in social service centers.
- Organizing more social activities for older adults.
- Improving conditions in social service centers—having more space, tables, chairs, and tools for engagement in daily activities.
- Providing counseling to parents of children with disabilities.
- Providing long-term financial and social support to groups in need—after leaving the center.
- Engaging youth (as volunteers) in social service centers.

APPENDIX A

BASELINE DATA

The survey was conducted in the following (25) municipalities: Berat, Bulqizë, Devoll, Dibër, Dimal, Divjakë, Durrës, Elbasan, Fier, Kamëz, Korçë, Krujë, Kukës, Lezhë, Lushnje, Maliq, Përmet, Pogradec, Prrenjas, Pukë, Roskovec, Sarandë, Shijak, Shkodër, Tiranë.

Table A1: Number of study participants by municipality

Municipality	2023	
	n	%
1. Berat	19	3.58
2. Bulqizë	4	0.75
3. Devoll	12	2.26
4. Dibër	13	2.45
5. Dimal	11	2.08
6. Divjakë	32	6.04
7. Durrës	25	4.72
8. Elbasan	27	5.09
9. Fier	18	3.40
10. Kamëz	12	2.26
11. Korçë	41	7.74
12. Krujë	34	6.42
13. Kukës	8	1.51
14. Lezhë	29	5.47
15. Lushnje	44	8.30
16. Maliq	6	1.13
17. Përmet	5	0.94
18. Pogradec	24	4.53
19. Prrenjas	20	3.77
20. Pukë	7	1.32
21. Roskovec	15	2.83
22. Sarandë	13	2.45
23. Shijak	8	1.51
24. Shkodër	34	6.42
25. Tiranë	56	10.57
Total	530	100

Table A2: Selected service providers

Municipality	Service provider
1. Berat	Center "Lira" / Qendra "Lira" Intercultural Community Center / Qendra Ndërkulturore Komunitare
2. Bulqizë	Community Center for Persons with Disabilities / Qendra Komunitare për Personat me Aftësi të Kufizuara
3. Devoll	Multifunctional Community Center / Qendra Shumëfunktionale Komunitare
4. Dibër	Daily Center for Older Adults / Qendra Ditore për Moshën e Tretë
5. Dimal	Community Center for Persons with Disabilities / Qendra Komunitare për Personat me Aftësi të Kufizuara
6. Divjakë	Help for Children Foundation / Fondacioni Ndhmë për Fëmijët
7. Durrës	Center for Community Services for Persons with Disabilities / Qendra e Shërbimeve Komunitare për Personat me Aftësi të Kufizuara
	Multifunctional Community Center Nishtulla / Qendra Komunitare Multifunktionale Nishtulla
	Help for Children Foundation / Fondacioni Ndhmë për Fëmijët, Sukth
8. Elbasan	Aid to the Balkans A2B / Ndhmë për Ballkanin A2B Municipality / Bashkia
	Albanian Center for Integration of Children with Special Needs / Qendra Shqiptare për Integrimin e Fëmijëve me Nevoja të Veçanta
	"Other Vision" Center / Qendra "Tjetër Vizion"
	Roma Community Center / Qendra Komunitare Rome
9. Fier	Daily Center for Persons with Disabilities "Horizont" / Qendra Ditore për Personat me Aftësi të Kufizuara "Horizont"
	Help for Children Foundation / Fondacioni Ndhmë për Fëmijët
10. Kamëz	Multifunctional Center for Children with Disabilities / Qendra Multifunktionale për Fëmijët me Aftësi të Kufizuara
	Polyvalent Daily Center / Qendra Polivalente Ditore
11. Korçë	Daily Center for Older Adults / Qendra Ditore për Moshën e Tretë
	Multifunctional Community Center / Qendra Komunitare Multifunktionale
	Community Center for Persons with Disabilities / Qendra Komunitare për Personat me Aftësi të Kufizuara
	Municipality / Bashkia
12. Krujë	Physical Rehabilitation Center / Qendra e Rehabilitimit Fizik
	Daily Center for Older Adults / Qendra Ditore për Moshën e Tretë
	Community Center for Persons with Disabilities / Qendra Komunitare për Personat me Aftësi të Kufizuara
	Help for Children Foundation / Fondacioni Ndhmë për Fëmijët
	Municipality / Bashkia
	Daily Center for Development Arrameras / Qendra Ditore për Zhvillim Arrameras

Municipality	Service provider
13. Kukës	Social Services Center / Qendra e Shërbimeve Sociale
14. Lezhë	Daily Center for Development "Trëndaflrat" / Qendra Ditore për Zhvillim "Trëndaflrat" Help for Children Foundation / Fondacioni Ndhimë për Fëmijët Shenjta Mari Center / Qendra Shenjta Mari
15. Lushnje	Development Center for Persons with Disabilities / Qendër Zhvillimi për Personat me Aftësi të Kufizuara Children's Cultural Center / Qendra Kulturore e Fëmijëve Center for Integrated Social Services for Families / Qendra e Shërbimeve Sociale të Integruara për Familjet
16. Maliq	Daily Center for Older Adults / Qendra Ditore e të Moshuarve Community Center / Qendra Komunitare
17. Përmet	Daily Center for Persons with Disabilities / Qendra Ditore për Personat me Aftësi të Kufizuara
18. Pogradec	Daily Center for Persons with Disabilities / Qendra Ditore për Personat me Aftësi të Kufizuara Intercultural Community Center / Qendra Ndërkulturore Komunitare
19. Prrenjas	Municipality / Bashkia
20. Pukë	Community Development Center / Qendra e Zhvillimit Komunitar
21. Roskovec	Multifunctional Community Center / Qendra Komunitare Multifunkionale
22. Sarandë	Daily Center for Persons with Disabilities / Qendra Ditore për Personat me Aftësi të Kufizuara Multifunctional Center / Qendra Multifunkionale Daily Center for Older Adults / Qendra Ditore e të Moshuarve
23. Shijak	Community Center / Qendra Komunitare
24. Shkodër	Multifunctional Community Center / Qendra Komunitare Multifunkionale Community Center no. 4 for Older Adults / Qendra Komunitare nr. 4 e Moshës së Tretë Development Center for Persons with Disabilities / Qendra e Zhvillimit për Personat me Aftësi të Kufizuara Community Center no. 5 for the Family / Qendra Komunitare nr. 5 për Familjen
25. Tiranë	Help the Life Center / Shoqata Ndhimoni Jetën Jonathan Center / Qendra Jonathan Albanian Children Foundation "Domenick Scaglione" / Fondacioni Fëmijët Shqiptarë "Domenick Scaglione" Multifunctional Center "Shtëpia e Ngjyrave" (ARSIS) / Qendra Multifunkionale "Shtëpia e Ngjyrave" (ARSIS) Community Center "Gonxhe Bojaxhi" / Qendra Komunitare "Gonxhe Bojaxhi"

Table A3: Sample characteristics

	2023	
	n	%
Participation in the study of 2018		
Yes	52	9.81
No	478	90.19
Participation in the study of 2020		
Yes	84	15.85
No	446	84.15
Gender		
Woman/girl	266	50.19
Man/boy	264	49.81
Education level		
No education	107	20.66
Primary education	164	31.66
8/9 years of education	147	28.38
High school	69	13.32
Vocational training	3	0.58
University	10	1.93
Master or Doctorate	2	0.39
Other*	16	3.09
Group**		
Persons with disability	199	37.55
Roma	97	18.30
Egyptian	64	12.08
Older adults	77	14.53
Women in need	73	13.77
Children in need	119	22.45
Families in need	102	19.25
Youth in need	39	7.36
Type of disability		
Intellectual disability	23	4.34
Autism	93	17.55
Problems concerning the ability to see	5	0.94
Chronic illness	1	0.19

Problems concerning the ability to listen/speak	46	8.68
Occupational disability	2	0.38
Mental health problems/behavioral/emotional disorders	26	4.91
Paralysis/absence of limbs	28	5.28
Other	43	8.11
Recipient of monthly payment from State Social Services		
Yes	337	63.58
No	193	36.42
Type of payment		
Disability payment/entitlement	176	33.21
Disability support payment/entitlement	-	-
Payment for the caregiver	81	15.28
Economic aid	112	21.13
Payment for victims of domestic violence	8	1.51
Family pension for widows	4	0.75
Other	56	10.57
Recipient of social services in other centers		
Yes	61	11.51
No	469	88.49
Respondent		
Selected person	240	45.28
Personal assistant for persons with disabilities	286	53.96
Child's custodian	4	0.75
Other	-	-
Type of service provider		
Public	410	77.36
Non-public	68	12.83
Hybrid	-	-
Municipality	52	9.81
	M	SD
Age	29.25	23.61
Monthly personal income	23,659	22,501

*Enrolled in nursery, kindergarten.

**There were a few instances of individuals who belonged to more than group. In these cases, group membership was counted more than once.

Table A4: Access to social services

	2023		
	<i>M</i>	<i>SD</i>	<i>range</i>
Length of time receiving services	4.05	4.38	0-25
Time spent in the center	4.38	3.35	.5-9
Frequency of service use		<i>n</i>	%
Every day		116	21.89
4-5 times a week		105	19.81
2-3 times a week		88	16.60
Once a week		39	7.36
Other		182	34.34

Table A5: Social services received

	2023	
	<i>n</i>	%
Information	126	23.77
Advice	111	20.94
Referral	65	12.26
Food	180	33.96
Clothing	37	6.98
Health services	77	14.53
Counseling	161	30.38
Speech therapy	106	20.00
Physical therapy	86	16.23
Vocational training	46	8.68
Financial support	42	7.92
Asset support for starting a business	61	11.51
Legal aid	22	4.15
Education	99	18.68
Referral to other centers	17	3.21
Transportation to other centers	3	0.57
Entertainment activities	166	31.32
Awareness-raising activities	57	10.75
Connections with community activists	8	1.51
Other*	168	31.70
Other:	16	3.02
Other:	-	-

*Developmental therapy (6.42%), transportation (2.64%), social housing (1.13%), music and art classes (1.13%), didactic/teaching tools (10.19%), e-Albania support (2.26%), hygienic package (1.32%).

Table A6: Mode of service delivery

	2023	
	<i>n</i>	%
Home visits	180	33.96
Travelling to the center	499	94.15
Phone calls	78	14.72
Phone messages	29	5.47
Videos	8	1.51
Chat	5	0.94
Webinars	3	0.57
Other	6	1.13

Table A7: Platforms used

	2023	
	<i>n</i>	%
WhatsApp	20	3.77
Zoom	5	0.94
Skype	4	0.75
Google classroom	0	-
Other	1	0.19
None	492	92.83

Table A8: Quality of social services

	2023	
	<i>M</i>	<i>SD</i>
Information	1.88	1.61
Advice	1.82	1.61
Referral	1.50	1.30
Food	2.25	1.78
Clothing	1.27	.98
Health services	1.56	1.37
Counseling	2.16	1.77
Speech therapy	1.71	1.46
Physical therapy	1.55	1.32
Vocational training	1.32	1.06
Financial support	1.21	.85
Asset support for starting a business	1.44	1.23
Legal aid	1.16	.77

	2023	
	<i>M</i>	<i>SD</i>
Education	1.68	1.47
Referral to other centers	1.11	.61
Transportation to other centers	1.02	.30
Entertainment activities	2.20	1.79
Awareness-raising activities	1.41	1.19
Connections with community activists	1.06	.49
Other:	2.27	1.81
Other:	1.11	.66
Other:	-	-
All services	1.55	.40

Table A9: Satisfaction with social services

	2023	
	<i>M</i>	<i>SD</i>
Information	1.86	1.61
Advice	1.82	1.59
Referral	1.51	1.32
Food	2.30	1.80
Clothing	1.26	.96
Health services	1.57	1.37
Counseling	2.13	1.74
Speech therapy	1.76	1.51
Physical therapy	1.57	1.35
Vocational training	1.32	1.06
Financial support	1.22	.86
Asset support for starting a business	1.43	1.22
Legal aid	1.17	.79
Education	1.70	1.47
Referral to other centers	1.11	.64
Transportation to other centers	1.02	.30
Entertainment activities	2.19	1.78
Awareness-raising activities	1.40	1.18
Connections with community activists	1.07	.52
Other:	2.22	1.80
Other:	1.11	.66
Other:	-	-
All services	1.56	.40

Table 10: Professionals providing support

	2023	
	<i>n</i>	%
Personal care assistant	13	2.45
Therapist	122	23.02
Physical therapist	83	15.66
Caregiver/guardian	24	4.53
Social worker	360	67.92
Psychologist	194	36.60
Teacher	85	16.04
Doctor	34	6.42
Nurse	13	2.45
Lawyer	5	0.94
Companion	8	1.51
Community mediator	14	2.64
Other:	21	3.96

Table A11: Satisfaction with the work of professionals

	2023	
	<i>M</i>	<i>SD</i>
Personal care assistant	-	-
Therapist	1.87	1.61
Physical therapist	1.60	1.40
Caregiver/guardian	1.17	.79
Social worker	3.57	1.87
Psychologist	2.39	1.87
Teacher	1.62	1.42
Doctor	1.25	.95
Nurse	-	-
Lawyer	-	-
Companion	-	-
Community mediator	-	-
Other:	1.15	.75

*Some means were not calculated because of the small sample size.

Table A12: Conditions and relationship with professionals in the center

	2023		
	<i>Not at all</i> (%)	<i>Partly</i> (%)	<i>Fully</i> (%)
Do services fulfill your needs?	13 (2.58)	171 (34.00)	319 (63.42)
Is the physical environment suitable for persons with disabilities?	6 (2.12)	48 (16.96)	229 (80.92)
Does the way that you are treated in the center make you feel good with yourself?	6 (1.18)	22 (4.32)	481 (94.50)
Are staff members polite?	5 (0.99)	13 (2.56)	489 (96.45)
Are staff members communicative?	5 (0.99)	14 (2.76)	488 (96.25)
Is the language used by staff members easy to understand?	5 (0.99)	15 (2.96)	487 (96.06)
Are conditions suitable, for instance warm during winter?	8 (1.64)	40 (8.18)	441 (90.18)
Are services provided on time?	8 (1.58)	23 (4.55)	475 (93.87)
Can you connect with the center through telephone?	10 (1.98)	16 (3.17)	478 (94.84)
Has your life changed after receiving services in the center?	10 (1.89)	170 (32.20)	348 (65.91)

Table A13: Access to information and involvement in decision-making

	2023	
	<i>n</i>	<i>%</i>
Knowledge of rights		
Yes	454	87.81
No	63	12.19
Discussions on the rights of service beneficiaries		
Yes	406	78.38
No	35	6.76
I don't know	77	14.86
Rights displayed on the premises of the center		
Yes	260	50.19
No	30	5.79
I don't know	228	44.02

	2023	
	<i>n</i>	%
Discussions on the improvement of services held		
Yes	403	77.80
No	49	9.46
I don't know	66	12.74
Participation in discussions held		
Yes	367	88.65
No	47	11.35
Suggestions for the improvement of services		
Yes	163	43.58
No	211	56.42
Suggestions taken into account		
None	45	27.44
Partly	50	30.49
Fully	69	42.07
Participation in meetings held in the municipality to discuss the budget		
Yes	104	19.73
No	423	80.27
Raising issues concerning social services during budget discussion		
Yes	40	37.74
No	66	62.26
Number of issues raised*	24	-
Issues reflected on the budget of the municipality		
Yes	15	36.59
No	18	43.90
I don't know	7	19.51

*Social housing; family support; supportive services for children with disabilities; center for older adults; food; therapy hours; additional activities for persons with disabilities; quality services for children with disabilities; quality services for youth with disabilities; employment services; community services; support for agriculture; supportive services for parents; scholarships for students; additional staff and classes; supportive services for youth; supportive services for older adults; economic aid; transportation services; football field; taxes; budgets; infrastructure; supportive teacher for students with disabilities.

APPENDIX B

MIDLINE DATA

The survey with service beneficiaries was conducted in the following municipalities: Bulqizë, Berat, Dibër, Dimal, Durrës, Fier, Korçë, Krujë, Kukës, Lezhë, Lushnje, Përmet, Pogradec, Prrenjas, Sarandë, Shijak, Shkodër, Tiranë.

Table B1: Number of study participants by municipality

Municipality	2018		2020		2023	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
1. Berat	16	5.28	14	5.32	19	7.54
2. Bulqizë	4	1.32	4	1.52	4	1.59
3. Dibër	8	2.64	7	2.66	-	-
4. Dimal	7	2.31	7	2.66	-	-
5. Durrës	24	7.92	23	8.75	25	9.92
6. Fier	24	7.92	20	7.60	18	7.14
7. Korçë	19	6.27	19	7.22	10	3.97
8. Krujë	22	7.26	18	6.84	25	9.92
9. Kukës	8	2.64	5	1.90	8	3.17
10. Lezhë	30	9.90	30	11.41	26	10.32
11. Lushnje	10	3.30	7	2.66	10	3.97
12. Përmet	7	2.31	6	2.28	5	1.98
13. Pogradec	21	6.93	20	7.60	24	9.52
14. Prrenjas	-	-	8	3.04	20	7.94
15. Sarandë	8	2.64	8	3.04	5	1.98
16. Shijak	7	2.31	8	3.04	8	3.17
17. Shkodër	24	7.92	17	6.46	17	6.75
18. Tiranë	64	21.12	42	15.97	28	11.11
Total	303	100	263	100	252	100

Table B2: Selected service providers

Municipality	Service provider
1. Berat	Center "Lira" / Qendra "Lira" Intercultural Community Center / Qendra Nderkulturore Komunitare
2. Bulqizë	Community Center for Persons with Disabilities / Qendra Komunitare për Personat me Aftësi të Kufizuara
3. Dibër	Municipality / Bashkia
4. Dimal	Municipality / Bashkia
5. Durrës	Center for Community Services for Persons with Disabilities / Qendra e Shërbimeve Komunitare për Personat me Aftësi të Kufizuara Multifunctional Community Center Nishtulla / Qendra Komunitare Multifunkionale Nishtulla
6. Fier	Daily Center for Persons with Disabilities "Horizont" / Qendra Ditore për Personat me Aftësi të Kufizuara "Horizont" Help for Children Foundation / Fondacioni Ndhinë për Fëmijët
7. Korçë	Physical Rehabilitation Center / Qendra e Rehabilitimit Fizik
8. Krujë	Help for Children Foundation / Fondacioni Ndhinë për Fëmijët Daily Center for Development, Arrameras / Qendra Ditore për Zhvillim Municipality / Bashkia
9. Kukës	Social Services Center / Qendra e Shërbimeve Sociale
10. Lezhë	Daily Center for Development "Trëndafilat" / Qendra Ditore për Zhvillim "Trëndafilat" Help for Children Foundation / Fondacioni Ndhinë për Fëmijët Shenjta Mari Center / Qendra Shenjta Mari
11. Lushnje	Development Center for Persons with Disabilities / Qendër Zhvillimi për Personat me Aftësi të Kufizuara
12. Përmet	Daily Center for Persons with Disabilities / Qendra Ditore për Personat me Aftësi të Kufizuara
13. Pogradec	Daily Center for Persons with Disabilities / Qendra Ditore për Personat me Aftësi të Kufizuara Qendra Nderkulturore Komunitare / Intercultural Community Center
14. Prrenjas	Municipality / Bashkia
15. Sarandë	Daily Center for Persons with Disabilities / Qendra Ditore për Personat me Aftësi të Kufizuara
16. Shijak	Community Center / Qendra Komunitare
17. Shkodër	Multifunctional Community Center / Qendra Multifunkionale Komunitare Daily Center for Development / Qendra Ditore për Zhvillim
18. Tiranë	Albanian Children Foundation "Domenick Scaglione" / Fondacioni Fëmijët Shqiptarë "Domenick Scaglione" Help the Life Center / Shoqata Ndhmoni Jetën Jonathan Center / Qendra Jonathan Multifunctional Center "Shtëpia e Ngjyrave" (ARSIS) / Qendra Multifunkionale "Shtëpia e Ngjyrave" (ARSIS)

Table B3: Sample characteristics

	2018		2020		2023	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Participation in the study of 2018						
Yes	-	-	141	53.61	45	17.86
No	-	-	122	46.39	207	82.14
Participation in the study of 2020						
Yes	-	-	-	-	65	25.79
No	-	-	-	-	187	74.21
Gender						
Woman/girl	148	48.84	156	59.32	125	49.60
Man/boy	155	51.16	107	40.68	127	50.40
Education level						
No education	163	53.80	78	29.66	70	28.69
Primary education	77	25.41	53	20.15	72	29.51
8/9 years of education	38	12.54	72	27.38	64	26.23
High school	12	3.96	36	13.69	23	9.43
Vocational training	2	0.66	6	2.28	-	-
University	9	2.97	14	5.32	6	2.46
Master or Doctorate	2	0.66	4	1.52	-	-
Other					9	3.69
Group*						
Persons with disability	180	59.41	154	58.56	130	51.59
Roma	81	26.73	64	24.33	52	20.63
Egyptian	49	16.17	45	17.18	42	16.67
Older adults	-	-	-	-	25	9.92
Women in need	-	-	-	-	23	9.13
Children in need	-	-	-	-	37	14.68
Families in need	-	-	-	-	40	15.87
Youth in need	-	-	-	-	18	7.14
Type of disability						
Intellectual disability	28	9.24	13	4.94	17	6.75
Autism	75	24.75	58	22.05	70	27.78
Problems concerning the ability to see	5	1.65	-	-	3	1.19
Chronic illness	21	6.93	5	1.90	1	0.40
Problems concerning the ability to listen/speak	37	12.21	6	2.28	30	11.90
Occupational disability	1	0.33	1	0.38	1	0.40

Mental health problems/ behavioral/emotional disorders	34	11.22	27	10.27	17	6.75
Paralysis/absence of limbs	21	6.93	23	8.75	15	5.95
Other	60	19.80	31	12.30	25	9.92
Recipient of monthly payment from State Social Services						
Yes	189	62.38	195	74.14	175	69.44
No	114	37.62	68	25.86	77	30.56
Type of payment						
Disability payment/entitlement	164	54.13	148	56.27	112	44.44
Disability support payment/ entitlement	-	-	-	-	-	-
Payment for the caregiver	87	28.71	87	33.08	51	20.24
Economic aid	25	8.25	41	15.59	49	19.44
Payment for victims of domestic violence	-	-	-	-	3	1.19
Family pension for widows	-	-	-	-	2	0.79
Other	9	2.97	10	3.80	18	7.14
Recipient of social services in other centers						
Yes	37	12.21	14	5.32	47	18.65
No	266	87.79	249	94.68	205	81.35
Respondent						
Selected person	104	34.32	113	42.97	93	36.90
Personal assistant for persons with disabilities	1	0.33	27	10.27	-	-
Child's custodian	192	63.37	122	46.39	159	63.10
Other	6	1.98	1	0.38	-	-
Type of service provider						
Public	114	37.62	160	60.84	410	77.36
Non-public	112	36.96	61	23.19	68	12.83
Hybrid	48	15.84	37	14.07	-	-
Municipality	29	9.57	5	1.90	52	9.81
	M	SD	M	SD	M	SD
Age	19.23	14.40	34.82	16.43	26.44	22.27
Monthly personal income**	20,528	19,542	16,941	17,087	25,097	26,030

*There were a few instances of individuals who belonged to more than group. In these cases, group membership was counted more than once.

**59.64% of respondents refused to respond.

Table B4: Access to social services

	2018			2020			2023		
	<i>M</i>	<i>SD</i>	<i>range</i>	<i>M</i>	<i>SD</i>	<i>range</i>	<i>M</i>	<i>SD</i>	<i>range</i>
Length of time receiving services	4.06	4.32	0-20	4.04	4.40	0-20	5.02	4.76	0-25
Time spent in the center	2.60	1.92	0-8	2.62	1.88	.5-8	4.09	3.30	.5-9
Frequency of service use	<i>n</i>	%		<i>n</i>	%		<i>n</i>	%	
1. Every day	77	25.41		27	10.27		57	22.62	
2. 4-5 times a week	66	21.78		86	32.70		46	18.25	
3. 2-3 times a week	56	18.48		48	18.25		49	19.44	
4. Once a week	29	9.57		18	6.84		25	9.92	
5. Other	75	24.75		84	31.94		75	29.76	

Table B5: Social services received

	2018		2020		2023	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Information	-	-	-	-	43	17.06
Advice	-	-	-	-	35	13.89
Referral	-	-	-	-	16	6.35
Food	108	35.64	87	33.08	99	39.29
Clothing	31	10.23	26	9.89	18	7.14
Health services	42	13.86	20	7.60	33	13.10
Counseling	125	41.25	91	34.60	90	35.71
Speech therapy	88	29.04	77	29.28	77	30.56
Physical therapy	52	17.16	48	18.25	55	21.83
Vocational training	21	6.93	7	2.66	11	4.37
Financial support	51	16.83	18	6.84	20	7.94
Asset support for starting a business	20	6.60	20	7.60	22	8.73
Legal aid	68	22.44	4	1.52	5	1.98
Education	145	47.85	112	42.59	41	16.27
Referral to other centers	13	4.29	5	1.90	5	1.98
Transportation to other centers	5	1.65	5	1.90	2	0.79
Entertainment activities	191	63.04	122	46.39	54	21.43
Awareness-raising activities	127	41.91	49	18.63	16	6.35
Connections with community activists	37	12.21	2	0.76	1	0.40
Other:*	111	36.63	19	7.22	74	29.37
Other:	18	5.94	-	-	9	3.57
Other:	3	0.99	1	0.38	-	-

*Developmental therapy, transportation, social housing, music and art classes, didactic/teaching tools, e-Albania support, hygienic package.

Table B6: Mode of service delivery

	2020		2023	
	<i>n</i>	%	<i>n</i>	%
Home visits	90	34.22	58	23.02
Travelling to the center	12	4.56	225	89.29
Phone calls	39	14.83	9	3.57
Phone messages	4	1.52	2	0.79
Videos	28	10.65	2	0.79
Chat	70	26.62	1	0.40
Webinars	0	-	-	-
Other	0	-	-	-

Table B7: Platforms used

	2020		2023	
	<i>n</i>	%	<i>n</i>	%
WhatsApp	78	29.66	4	1.59
Zoom	4	1.52	1	0.40
Skype	0	-	-	-
Google classroom	0	-	-	-
Other	0	-	1	0.40
None	-	-	227	90.08

Table B8: Quality of social services

	2018		2020		2023	
	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>
Information	-	-	-	-	1.65	1.44
Advice	-	-	-	-	1.56	1.38
Referral	-	-	-	-	1.27	1.00
Food	2.16	1.65	2.12	1.68	2.46	1.85
Clothing	1.29	.95	1.33	1.05	1.27	.98
Health services	1.44	1.18	1.25	.92	1.49	1.28
Counseling	2.47	1.78	2.24	1.73	2.37	1.85
Speech therapy	2.58	1.72	2.04	1.68	2.09	1.71
Physical therapy	1.97	1.64	1.60	1.38	1.78	1.54
Vocational training	1.22	.86	1.08	.54	1.16	.78
Financial support	1.40	1.05	1.30	1.06	1.18	.78
Asset support for starting a business	1.22	.88	1.29	1.01	1.33	1.08

Legal aid	1.79	1.51	1.07	.52	1.08	.56
Education	2.60	1.79	2.47	1.81	1.62	1.41
Referral to other centers	1.14	.71	1.08	.52	1.07	.53
Transportation to other centers	1.04	.38	1.06	.44	1.03	.35
Entertainment activities	3.11	1.76	2.60	1.82	1.89	1.63
Awareness-raising activities	2.48	1.79	1.65	1.41	1.24	.94
Connections with community activists	1.43	1.19	1.02	.31	1.01	.25
Other:	2.28	1.76	1.34	1.06	2.10	1.76
Other:	1.13	.68	-	-	1.14	.74
Other:	1.02	.32	-	-	-	-
All services	1.48	.34	1.56	.27	1.71	.37

Table B9: Satisfaction with social services

	2018		2020		2023	
	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>
Information	-	-	-	-	1.64	1.42
Advice	-	-	-	-	1.55	1.36
Referral	-	-	-	-	1.26	.98
Food	2.16	1.66	2.08	1.67	2.52	1.88
Clothing	1.30	.99	1.31	1.03	1.26	.95
Health services	1.43	1.18	1.25	.92	1.50	1.29
Counseling	2.44	1.78	2.20	1.71	2.31	1.80
Speech therapy	2.58	1.72	2.01	1.66	2.20	1.76
Physical therapy	1.88	1.53	1.62	1.39	1.78	1.55
Vocational training	1.24	.93	1.08	.54	1.15	.76
Financial support	1.37	.99	1.30	1.06	1.19	.81
Asset support for starting a business	1.25	.94	1.29	1.01	1.34	1.10
Legal aid	1.80	1.54	1.05	.43	1.08	.56
Education	2.62	1.82	2.44	1.79	1.61	1.40
Referral to other centers	1.10	.58	1.05	.40	1.07	.53
Transportation to other centers	1.06	.47	1.05	.43	1.03	.35
Entertainment activities	3.09	1.77	2.61	1.82	1.90	1.63
Awareness-raising activities	2.50	1.81	1.64	1.41	1.25	.96
Connections with community activists	1.81	1.16	1.01	.18	1.01	.25

Other:	2.29	1.77	1.33	1.04	2.09	1.74
Other:	1.19	.83	-	-	1.14	.74
Other:	1.03	.36	-	-	-	-
All services	1.48	.34	1.55	.28	1.70	.36

Table B10: Professionals providing support

	2018		2020		2023	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Personal care assistant	8	2.64	1	0.38	2	0.79
Therapist	98	32.34	81	30.80	91	36.11
Physical therapist	51	16.83	42	15.97	55	21.83
Caregiver/guardian	19	6.27	25	9.51	11	4.37
Social worker	138	45.54	181	68.82	144	57.14
Psychologist	104	34.32	111	42.21	90	35.71
Teacher	115	37.95	68	25.86	39	15.48
Doctor	32	10.56	10	3.80	15	5.95
Nurse	29	9.57	19	7.22	7	2.78
Lawyer	11	3.63	3	1.14	-	-
Companion	23	7.59	7	2.66	3	1.19
Community mediator	56	18.48	65	24.71	6	2.38
Other:	32	10.56	6	2.28	6	2.38
Other:	11	3.63	-	-	-	-

Table B11: Satisfaction with the work of professionals

	2018		2020		2023	
	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>
Personal care assistant	1.16	.75	-	-	-	-
Therapist	2.97	1.86	2.08	1.70	2.38	1.85
Physical therapist	1.97	1.61	1.56	1.34	1.84	1.61
Caregiver/guardian	1.24	.92	1.29	.97	1.15	.73
Social worker	2.62	1.86	3.25	1.77	3.19	1.94
Psychologist	2.21	1.75	2.43	1.81	2.34	1.85
Teacher	2.32	1.78	1.90	1.59	1.60	1.41
Doctor	1.36	1.12	1.16	.77	1.24	.95
Nurse	1.27	.97	1.27	.99	-	-
Lawyer	1.10	.57	-	-	-	-
Companion	1.29	1.00	-	-	-	-
Community mediator	1.60	1.34	1.85	1.59	-	-
Other:	1.13	.71	-	-	-	-

*Some means were not calculated because of the small sample size.

Table B12: Conditions and relationship with professionals in the center

	2018			2020			2023		
	<i>Not at all</i> (%)	<i>Partly</i> (%)	<i>Fully</i> (%)	<i>Not at all</i> (%)	<i>Partly</i> (%)	<i>Fully</i> (%)	<i>Not at all</i> (%)	<i>Partly</i> (%)	<i>Fully</i> (%)
Do services fulfill your needs?	36 (12.00)	134 (44.67)	130 (43.33)	25 (9.51)	176 (66.92)	62 (23.57)	7 (3.07)	72 (31.58)	149 (65.35)
Is the physical environment suitable for persons with disabilities?	5 (3.25)	33 (21.43)	116 (75.32)	28 (10.65)	133 (50.57)	102 (38.78)	2 (1.23)	15 (9.20)	146 (89.57)
Does the way that you are treated in the center make you feel good with yourself?	7 (2.34)	40 (13.38)	252 (84.28)	4 (1.52)	17 (6.46)	242 (92.02)	5 (2.16)	8 (3.46)	218 (94.37)
Are staff members polite?	1 (0.33)	18 (5.96)	283 (93.71)	4 (1.52)	16 (6.08)	243 (92.40)	5 (2.16)	6 (2.59)	221 (95.26)
Are staff members communicative?	0 (0)	18 (5.96)	284 (94.04)	4 (1.52)	16 (6.08)	243 (92.40)	5 (2.16)	7 (3.02)	220 (94.83)
Is the language used by staff members easy to understand?	2 (0.66)	17 (5.63)	283 (93.71)	5 (1.90)	20 (7.60)	238 (90.49)	5 (2.16)	7 (3.02)	220 (94.83)
Are conditions suitable, for instance warm during winter?	5 (2.18)	29 (12.66)	195 (85.15)	3 (1.14)	86 (32.70)	174 (66.16)	2 (0.90)	19 (8.60)	200 (90.50)
Are services provided on time?	6 (2.03)	40 (13.56)	249 (84.41)	9 (3.42)	61 (23.19)	193 (73.38)	5 (2.16)	9 (3.90)	217 (93.94)
Can you connect with the center through telephone?	16 (5.32)	5 (1.66)	280 (93.02)	8 (3.04)	106 (40.30)	149 (56.65)	1 (0.44)	5 (2.20)	221 (97.36)
Has your life changed after receiving services in the center?	35 (11.55)	165 (54.46)	103 (33.99)	21 (7.98)	198 (75.29)	44 (16.73)	8 (3.20)	86 (34.40)	156 (62.40)

Table B13: Access to information and involvement in decision-making

	2018		2020		2023	
	<i>n</i>	%	<i>n</i>	%	<i>n</i>	%
Knowledge of rights						
Yes	195	64.36	126	47.91	207	86.61
No	108	35.64	137	52.09	32	13.39
Discussions on the rights of service beneficiaries						
Yes	224	73.93	79	30.04	179	74.58
No	56	18.48	44	16.73	21	8.75
I don't know	23	7.59	140	53.23	40	16.67
Rights displayed on the premises of the center						
Yes	121	39.93	15	5.70	133	55.42
No	73	24.09	45	17.11	13	5.42
I don't know	109	35.97	203	77.19	94	39.17
Discussions on the improvement of services held						
Yes	201	66.34	246	93.54	176	73.33
No	60	19.80	13	4.94	30	12.50
I don't know	42	13.86	4	1.52	34	14.17
Participation in discussions held						
Yes	169	82.84	224	91.06	162	89.50
No	35	17.16	22	8.94	19	10.50
Suggestions for the improvement of services						
Yes	119	70.41	148	66.07	80	49.08
No	50	29.59	76	33.93	83	50.92
Suggestions taken into account						
None	27	23.08	41	28.08	26	32.50
Partly	61	52.14	78	53.42	18	22.50
Fully	29	24.79	27	18.50	36	45.00
Participation in meetings held in the municipality to discuss the budget						
Yes	17	5.61	5	1.90	51	20.32
No	286	94.39	258	98.10	200	79.68

Raising issues concerning social services during budget discussion						
Yes	12	-	3	-	18	35.29
No	5	-	2	-	33	64.70
Number of issues raised*	16	-	6	-	15	-
Issues reflected on the budget of the municipality						
Yes	3	-	2	-	8	-
No	6	-	1	-	8	-
I don't know	3	-	0	-	2	-

**Social housing, family support, food, additional activities for persons with disabilities, infrastructure, quality services for children with disabilities; quality services for youth with disabilities; community services; support for agriculture; supportive services for youth; employment services; economic aid; transportation services; budgets; supportive teachers for students with disabilities.*

APPENDIX C

SUMMARY FOR BASELINE DATA

Outcome 1: Vulnerable groups request and receive adequate social services from local authorities that support their social inclusion. Vulnerable populations hold local authorities accountable.

Satisfaction with social services received by persons with disabilities, Roma, Egyptians, older adults, women in need, children in need, families in need, youth in need (gender-disaggregated data)

	2023	
	<i>M</i>	<i>SD</i>
Satisfaction with social services	1.56	.40
Satisfaction with social services: women/girls	1.62	.47
Satisfaction with social services: men/boys	1.50	.30
Satisfaction with social services for persons with disabilities	1.48	.28
Satisfaction with social services: women/girls with disabilities	1.47	.29
Satisfaction with social services: men/boys with disabilities	1.49	.27
Satisfaction with social services: Roma	1.72	.52
Satisfaction with social services: Roma women/girls	1.83	.58
Satisfaction with social services: Roma men/boys	1.51	.29
Satisfaction with social services: Egyptians	1.44	.32
Satisfaction with social services: Egyptians women/girls	1.43	.29
Satisfaction with social services: Egyptian men/boys	1.45	.36
Satisfaction with social services: Older adults	1.56	.39
Satisfaction with social services: Older adults—women	1.62	.47
Satisfaction with social services: Older adults—men	1.53	.34
Satisfaction with social services: Women in need	1.82	.57
Satisfaction with social services: Children in need	1.44	.25
Satisfaction with social services: Children in need—girls	1.46	.28
Satisfaction with social services: Children in need—boys	1.43	.21
Satisfaction with social services: Families in need	1.63	.43
Satisfaction with social services: Youth in need	1.69	.51
Satisfaction with social services: Youth in need—girls	1.83	.56
Satisfaction with social services: Youth in need—boys	1.57	.44

Increased coverage of the needs of persons with disabilities, Roma, Egyptians, older adults, women in need, children in need, families in need, youth in need by non-financial assistance (health, housing, health, education, employment, etc.)

	<i>M</i>	<i>SD</i>
Number of social services	3.12	2.09
Number of social services for persons with disabilities	2.74	1.46
Number of social services for Roma	3.94	2.65
Number of social services for Egyptians	2.56	1.67
Number of social services for older adults	3.09	2.07
Number of social services for women in need	4.49	2.86
Number of social services for children in need	2.46	1.26
Number of social services for families in need	3.51	2.10
Number of social services for youth in need	3.95	3.02

Number of issues/concerns raised by persons with disabilities, Roma, Egyptians, older adults, women in need, children in need, families in need, youth in need addressed in annual planning and budgeting of social services

	<i>N</i>	<i>%</i>
Number of individuals participating in meetings organized by the municipality to discuss the budget	104	19.73
Number of individuals raising issues/concerns regarding social services during budget discussion	40	37.74
Number of issues/concerns raised during budget discussions	24	-
Issues reflected on the budget of the municipality		
Yes	15	36.59
No	18	43.90
I don't know	8	19.51
Organization of participatory budgeting by the municipality		
Yes	-	-
No	-	-
Participation of vulnerable groups in budget discussions		
Yes	-	-
No	-	-
Vulnerable groups addressing issues/concerns		
Yes	-	-
No	-	-
Concerns of vulnerable groups reflected on the budget		
Yes	-	-
No	-	-

Outcome 2: Municipalities effectively manage the provision of social services and promote social inclusion

Qualitative and quantitative evolution of services and role of non-public service providers

	<i>M</i>	<i>SD</i>
Perceived quality of social services	1.55	.40
Perceived quality of social services: women/girls	1.61	.47
Perceived quality of social services: men/boys	1.49	.31
Perceived quality of social services: persons with disabilities	1.48	.29
Perceived quality of social services: Roma	1.74	.53
Perceived quality of social services: Egyptians	1.43	.32
Perceived quality of social services: Older adults	1.56	.39
Perceived quality of social services: Women in need	1.82	.57
Perceived quality of social services: Children in need	1.43	.26
Perceived quality of social services: Families in need	1.62	.45
Perceived quality of social services: Youth in need	1.69	.51
Perceived quality of social services: public service providers	1.55	.39
Perceived quality of social services: non-public service providers	1.62	.51
Perceived quality of social services: hybrid service providers	-	-
Perceived quality of social services: municipal departments	1.53	.38

APPENDIX D

SUMMARY FOR MIDLINE DATA

Outcome 1: Vulnerable groups request and receive adequate social services from local authorities that support their social inclusion. Vulnerable populations hold local authorities accountable.

Satisfaction with social services received by persons with disabilities, Roma and Egyptians (gender-disaggregated data)

	2018		2020		2023	
	M	SD	M	SD	M	SD
Satisfaction with social services	1.48	.34	1.55	.28	1.70	.36
Satisfaction with social services: women/girls	1.47	.33	1.55	.26	1.70	.41
Satisfaction with social services: men/boys	1.49	.36	1.54	.30	1.70	.29
Satisfaction with social services for persons with disabilities	1.53	.32	1.51	.25	1.61	.29
Satisfaction with social services: women/girls with disabilities	1.52	.32	1.51	.24	1.60	.27
Satisfaction with social services: men/boys with disabilities	1.53	.31	1.52	.26	1.61	.30
Satisfaction with social services: Roma	1.37	.40	1.54	.31	1.79	.52
Satisfaction with social services: Roma women/girls	1.38	.36	1.61	.25	1.90	.60
Satisfaction with social services: Roma men/boys	1.36	.46	1.44	.36	1.70	.28
Satisfaction with social services: Egyptians	1.47	.31	1.68	.30	1.71	.29
Satisfaction with social services: Egyptians women/girls	1.46	.30	1.62	.31	1.69	.23
Satisfaction with social services: Egyptian men/boys	1.49	.33	1.75	.29	1.72	.36
<i>Increased coverage of the needs of persons with disabilities, Roma and Egyptians by non-financial assistance (health, housing, health, education, employment, etc.)</i>						
	M	SD	M	SD	M	SD
Number of social services for persons with disabilities	4.36	1.78	4.20	1.56	4.80	1.53
Number of social services for Roma	4.00	2.26	4.02	2.20	5.10	2.60
Number of social services for Egyptians	4.34	1.85	4.25	1.75	4.60	1.54

<u>Types of social services: persons with disabilities</u>	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
Food	53	29.44	30	19.48	36	27.69
Clothing	4	2.22	1	0.65	6	4.62
Health services	19	10.56	5	3.25	8	6.15
Counseling	105	58.33	77	50.00	70	53.85
Speech therapy	88	48.89	76	49.35	77	59.23
Physical therapy	52	28.89	48	31.17	46	35.38
Vocational training	8	4.44	1	0.65	7	5.38
Financial support	36	20.00	0	-	3	2.31
Asset support for starting a business	0	-	0	-	2	1.54
Legal aid	5	2.78	0	-	-	-
Education	93	51.67	66	42.86	15	11.54
Referral to other centers	5	2.78	0	-	-	-
Transportation to other centers	1	0.56	0	-	2	1.54
Entertainment activities	128	71.11	71	46.10	23	17.69
Awareness-raising activities	61	33.89	4	2.60	4	3.08
Connections with community activists	15	8.33	0	-	1	0.77
Other types of services	64	35.56	12	7.79	39	30.00
Other types of services	9	5.00	0	-	4	3.08
Other types of services	1	0.56	0	-	-	-
<u>Types of social services: Roma</u>	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
Food	33	40.74	34	53.12	29	55.77
Clothing	11	13.58	10	15.62	8	15.38
Health services	18	22.22	13	20.31	10	19.23
Counseling	17	20.99	8	12.50	16	30.77
Speech therapy	1	1.23	1	1.56	-	-
Physical therapy	0	-	0	-	1	1.92
Vocational training	10	12.35	2	3.12	4	7.69
Financial support	7	8.64	2	3.12	8	15.38
Asset support for starting a business	14	17.28	12	18.75	15	28.85
Legal aid	38	46.91	0	-	1	1.92
Education	36	44.44	31	48.44	13	25.00
Referral to other centers	5	6.17	3	4.69	2	3.85
Transportation to other centers	3	3.70	4	6.25	-	-
Entertainment activities	38	46.91	31	48.44	11	21.15
Awareness-raising activities	34	41.98	33	51.56	5	9.62
Connections with community activists	14	17.28	1	1.56	-	-

Other types of services	37	45.68	1	1.56	18	34.62
Other types of services	5	6.17	0	-	3	5.77
Other types of services	1	1.23	0	-	-	-
Types of social services: Egyptians	N	%	N	%	N	%
Food	22	44.90	23	51.11	23	54.76
Clothing	17	34.69	15	33.33	3	7.14
Health services	5	10.20	2	4.44	4	9.52
Counseling	6	12.24	6	13.33	5	11.90
Speech therapy	2	4.08	0	-	-	-
Physical therapy	1	2.04	0	-	-	-
Vocational training	3	6.12	4	8.89	-	-
Financial support	11	22.45	16	35.56	7	16.67
Asset support for starting a business	6	12.24	8	17.78	7	16.67
Legal aid	26	53.06	4	8.89	4	9.52
Education	19	38.78	15	33.33	9	21.43
Referral to other centers	3	6.12	2	4.44	2	4.76
Transportation to other centers	2	4.08	1	2.22	-	-
Entertainment activities	29	59.18	20	44.44	7	16.67
Awareness-raising activities	35	71.43	12	26.67	5	11.90
Connections with community activists	10	20.41	1	2.22	-	-
Other types of services	10	20.41	6	13.33	7	16.67
Other types of services	4	8.16	0	-	-	-
Other types of services	1	2.04	0	-	-	-
<i>Number of issues/concerns raised by persons with disabilities, Roma and Egyptians addressed in annual planning and budgeting of social services</i>						
	N		N		N	
Number of individuals participating in meetings organized by the municipality to discuss the budget	17		5		51	
Number of individuals raising issues/concerns regarding social services during budget discussion	12		3		18	
Number of issues/concerns raised during budget discussions	16		6		15	
Issues reflected on the budget of the municipality						
Yes	3		2		8	
No	6		1		8	
I don't know	3		0		3	

Organization of participatory budgeting by the municipality						
Yes	14		17		-	
No	2		1		-	
Participation of vulnerable groups in budget discussions						
Yes	13		16		-	
No	3		1		-	
Vulnerable groups addressing issues/concerns						
Yes	11		14		-	
No	5		2		-	
Concerns of vulnerable groups reflected on the budget						
Yes	12		14		-	
No	4		0		-	

Outcome 2: Municipalities effectively manage the provision of social services and promote social inclusion

Qualitative and quantitative evolution of services and role of non-public service providers

	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>	<i>M</i>	<i>SD</i>
Perceived quality of social services	1.48	.34	1.56	.27	1.71	.37
Perceived quality of social services: women/girls	1.46	.32	1.56	.25	1.72	.42
Perceived quality of social services: men/boys	1.50	.36	1.56	.29	1.71	.31
Perceived quality of social services: persons with disabilities	1.54	.32	1.52	.24	1.62	.29
Perceived quality of social services: Roma	1.36	.38	1.57	.27	1.80	.53
Perceived quality of social services: Egyptians	1.47	.31	1.70	.30	1.72	.29
Perceived quality of social services: public service providers	1.53	.28	1.51	.24	1.63	.36
Perceived quality of social services: non-public service providers	1.64	.33	1.73	.24	1.79	.32
Perceived quality of social services: hybrid service providers	1.15	.24	1.56	.31	-	-
Perceived quality of social services: municipal departments	1.22	.17	1.21	.10	1.70	.38

SATISFACTION

with **SOCIAL SERVICES:**

BASELINE and **MIDLINE DATA**

**“LEAVE
NO ONE
BEHIND”**

(PHASE 2)