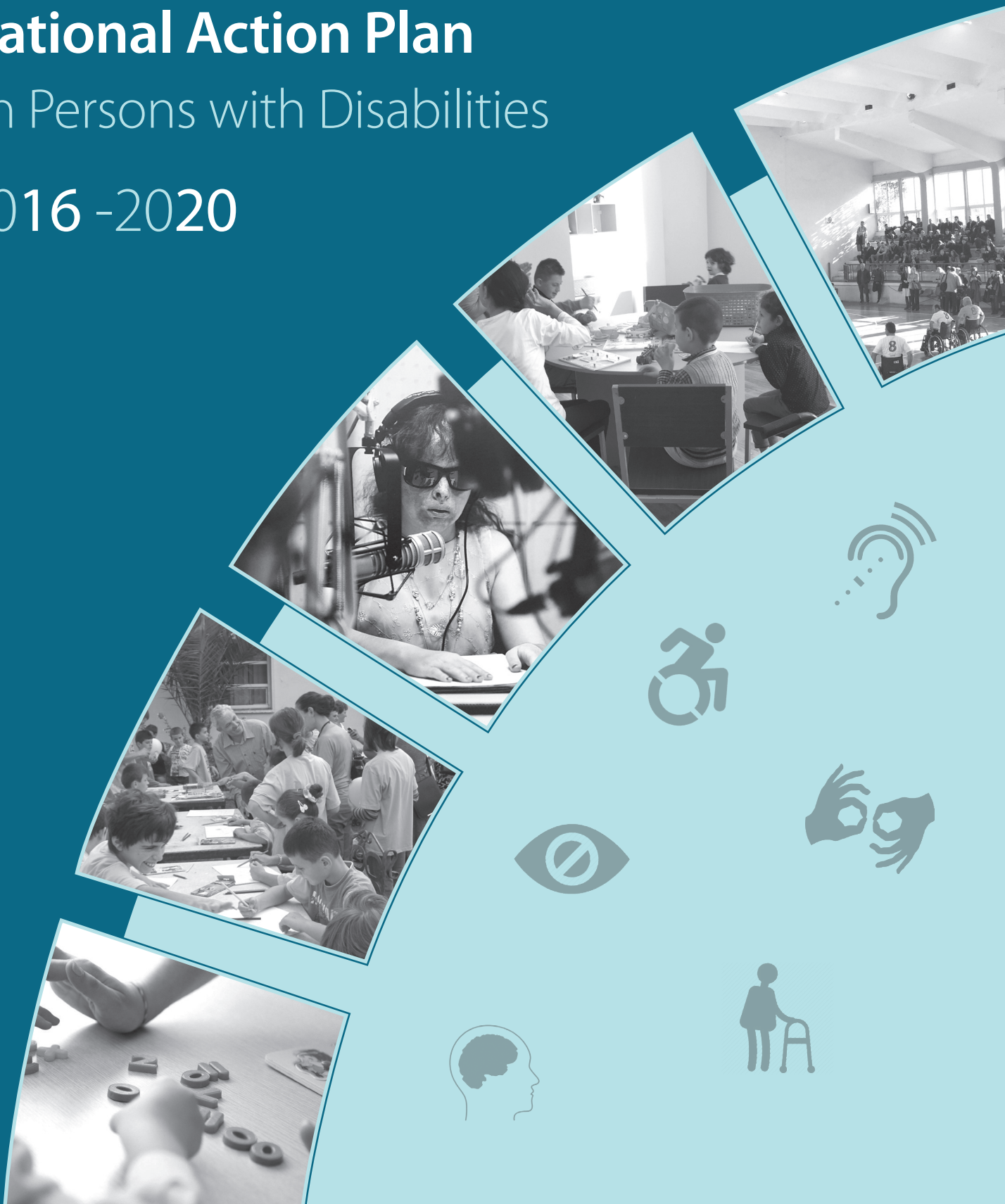


National Action Plan

on Persons with Disabilities

2016 -2020





Republic of Albania
Ministry of Social Welfare and Youth

National Action Plan on Persons with Disabilities

2016-2020

June 2016

Approved by Decision of Council of Ministers No.483, on 29 June 2016



Schweizerische Eidgenossenschaft
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ALBANIA



*Empowered lives.
Resilient nations.*

This document was prepared by the Ministry of Social Welfare and Youth and line ministries on behalf of the Government of Albania, in close consultation with local authorities and with the active involvement of organisations of people with disabilities and other actors from civil society organisations.

GREETING REMARKS

The Action Plan on Persons with Disabilities 2016-2020, has been drafted in full compliance with the fundamental principles of the International Convention on the Rights of Persons with Disabilities and the European Disability Strategy, in the framework of Albania's EU integration process.

The UN Convention on the Rights of Persons with Disabilities motto "Nothing About Us Without Us" guided us throughout the whole drafting process of the National Action Plan on Persons with Disabilities 2016-2020. For the first time ever, this policy document on disabilities was entirely drafted based on a participatory approach. The active participation of persons from all the disability categories in the working group that drafted the plan, turned this document into a vital and genuine one, highlighting not only their real needs but also the existing barriers that individuals with disabilities actually face in Albania.

The Government's Decree confirms once more its commitment to turn the integration and the social inclusion of Persons with Disabilities into a tangible reality, by considering this category as one of the most vulnerable and excluded groups of our society. Though the measures undertaken so far indicate the increasing attention of the government and higher levels of responsibility of state institutions, we are aware that there is still much work to do and that the challenges we need to face are still big.

The Government is convinced that the implementation of supporting policies for this group should occupy a significant place in its political agenda during the next 5 years.

The Government is convinced that the implementation of integration policies for persons with disabilities will transform this group into a significant potential for the Albanian society.

No other previous document emphasised the special focus dedicated to the policies and concrete actions for providing comprehensive education to all the disabled children and youth, despite their disability type. Our 2020 vision foresees that every child with disabilities attends the primary education and that the number of disabled youth attending secondary and higher education increases.

Special focus is dedicated to the employment policies implemented through employment promotion programs and vocational training programs dedicated to this category.

In order to enhance and improve the quality of social and health services, as well as income in favour of improving the living conditions, for the first time, the Plan provides for significant interventions by applying the bio-psycho-social assessment model, not being limited only to the medical model applied up to date.

The estimation of all the required budgets needed for the implementation of the actions outlined in this Plan, clearly indicates the responsibility of the Government to seriously commit, in order to provide a better and more decent life to persons with disabilities during the next 5 years.

I would like to express my special gratitude to all the civil society organisations and to each individual with disabilities involved, to all line ministries and other Governmental institutions, to all the independent institutions such as the People's Advocate and the Commissioner against Discrimination for the successful delivery of the process of drafting this Plan, as well as for their input in the development of this document and for continuously striving to protect human rights in Albania. A special gratitude goes to the international partners, especially to UNDP, for their assistance in finalizing such an important document.

We would like to appreciate and confirm our collaboration with all the national and international partners to enable the implementation of the commitments and actions stipulated in the Action Plan on Persons with Disabilities 2016-2020.

Blendi KLOSI

Minister of Social Welfare and Youth

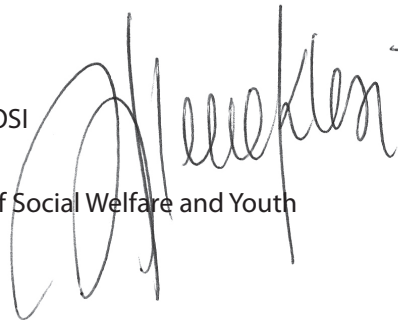
A handwritten signature in black ink, appearing to read 'Blendi Klosi', is positioned to the right of the printed name and title.

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ACRONYMS

ADISA	Agency for the Delivery of Integrated Social Services in Albania
ALL	Albanian Lek
CPI	Consumer Price Index
CPU	Child Protection Units
DCM	Decision of the Council of Ministers
DEU	Delegation of the European Union
FLA	Free Legal Aid
IESS	Integrated European Social Statistics
LGU	Local Government Unit
MCWCA	Medical Commission for Work Capability Assessment
MF	Ministry of Finance
MIAP	Ministry of Innovation and Public Administration
MoC	Ministry of Culture
MoES	Ministry of Education and Sports
MoH	Ministry of Health
MoI	Ministry of the Interior
MoJ	Ministry of Justice
MoUD	Ministry of Urban Development
MSWY	Ministry of Social Welfare and Youth
MTI	Ministry of Transport and Infrastructure
NAIS	National Agency for Information Society
NES	National Employment Service
NGO	Non-Governmental Organisation
PDSI	Policy Document on Social Integration
PwD	Persons with Disabilities
SDC	Swiss Agency for Development and Cooperation

SIGE	Social Inclusion and Gender Equality
SIIG	Statistical Indicators and Integrity Group
SLSSI	State Labour and Social Services Inspectorate
SSS	State Social Service
UNDP	United Nations Development Programme
UNICEF	United Nations Children's Fund
UNKDPAK	UN Convention on the Rights of Persons with Disabilities
UNO	United Nations Organisation
WHO	World Health Organisation
WB	World Bank

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♿ Introduction



INTRODUCTION

The aim of this Action Plan of the Albanian Government is to promote the inclusion of persons with disabilities in the Albanian society, prevent discrimination, and eliminate any barriers to accessing public services and the fulfilment of their rights. Following ratification of the UN Convention on the Rights of Persons with Disabilities in 2012¹ and Albania receiving the status of a candidate country for EU membership in 2014, the government prepared a Policy Document on Social Inclusion (PDSI 2016-2020). The PDSI provides a framework for monitoring and measuring social inclusion in a number of policy areas, including poverty reduction and social protection, employment and skills, education and training, health, basic needs, participation and human rights. In addition, the Document promotes accountability and transparency in the ways social inclusion is measured and used to inform the implementation of social services.

This National Action Plan on Persons with Disabilities was prepared in close collaboration with organisations of people with disabilities, other civil society organisations involved in the area of disability rights, the international community and local government authorities. The Action Plan covers the period between 2016 and 2020.

The UN Convention defines persons with disabilities as people “who have long-term physical, mental, intellectual or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others”². The 2011 Census in Albania revealed that 6.2 per cent of the population over 15³ (out of a total of 2,084,137) suffers from some form of disability⁴. The World Health Organisation (WHO) estimates that worldwide, persons with disabilities comprise 15 per cent of the population and reminds us that disability is part of the human condition, given that almost every one of us will be temporarily or permanently impaired at some point our lives⁵.

There is a close correlation between age and prevalence of disability: disability is generally less prevalent among the younger population (men and women), at under 3 per cent, rising to 6 per cent among the 50-64 age group. The percentage goes up to as high as 20 per cent for men and 25 per cent for women over 65. Other indicative data include the number of persons receiving disability benefit payments⁶, which was 139,130 in 2013 and 143,516 in 2014⁷.

1 The Albanian Parliament ratified the Convention in 2012. It entered into force on 1st February 2013.

2 The UN Convention on the Rights of Persons with Disabilities, Article 1.

3 The Census does not provide data on the population under 15.

4 These are persons who identified themselves as having serious or extreme difficulty in/damage to at least one of the following: eyesight, hearing, mobility, sensory impairments, ability to care for oneself, and communication.

5 WHO, *World Report on Disability*, 2011, pages 3 and 27.

6 Based on an estimate by Medical Work Capability Assessment Commissions.

7 Ministry of Social Welfare and Youth, *Consideration of Reports Submitted by States Parties under Article 35 of the Convention on the Rights of People with Disabilities, First Draft Report*, 2015, p. 7.

The present Action Plan has been drafted in line with the principles set out in the Law “On the inclusion of and accessibility for people with disabilities”. These principles are:

1. *Non-discrimination*, which ensures that people with disabilities are not treated in a differentiated way on account of their disability;
2. *Equality*, including gender equality, which ensures that people with disabilities enjoy equal opportunities;
3. *Autonomy of persons with disabilities and respect for their right to make independent decisions*;
4. *Guaranteeing accessibility* by removing barriers of all kinds;
5. *Inclusion*, which enables a fair and equal participation of persons with disabilities in all spheres of life;
6. *Participation of persons with disabilities* through individual consultations and active involvement of disabled persons and their representative organisations, including children with disabilities;
7. *Application of a two-pronged approach* in order to ensure that the rights of persons with disabilities are maximally addressed in the mainstream legislation and *the number of issues dealt with separately is reduced to a minimum*;
8. *Progressive realisation*, which requires that the government takes measures to ensure the inclusion of and accessibility for all persons with disabilities to the highest level possible with the resources available, without affecting the rights already gained, which are in line with the UN Convention on the Rights of Persons with Disabilities.

Given that the UN Convention has been ratified by law, it has precedence wherever domestic legislation provisions may be in contravention of its principles. In the years to come, the government will focus its attention on aligning the domestic legislation with the standards and principles set out in the Convention, with a special focus on deinstitutionalisation, greater participation, decentralisation of services, and fight against discrimination. The Action Plan outlines a variety of activities in the following areas:

- Accessibility (including physical accessibility and access to information),
- Equality,
- Employment and Vocational Education and Training (VET),
- Education,
- Social care,
- Health care,
- Participation in political and public life (including cultural and sports activities),
- Promotion of collaboration, coordination, and monitoring and evaluation.



The priority areas were defined in line with those identified in the European Disability Strategy. The government is committed to improving the position of people with disabilities and their access to their rights in all spheres of life.

Funding for the implementation of the measures set out in the Action Plan has been set aside in the state budget, following an assessment of resources available at the respective line ministries. In some cases, money from the state budget is not sufficient to enable full achievement of the targets so the Action Plan includes a column identifying the funding gap where estimates of donor funding needed to cover the shortfall are also provided. Other funding and resources are also available, such as those from local government units and the civil society, which are essential to promoting participation at the local level. These are not included here, however, because this National Action Plan on Persons with Disabilities focuses primarily on central government-related commitments and activities, and state budget funding.

The implementation of the National Action Plan on Persons with Disabilities will be monitored by the National Disability Council, the Department of Social Inclusion and Gender Equality at the Ministry of Social Welfare and Youth (in the role of the coordinating body), and the relevant officials at line ministries. The Social Inclusion Thematic Group (within the Governmental Integrated Policy Management Group - Employment, Skills and Social Policies) will establish a Statistical Indicators and Integrity Group (SIIG) with a view to guaranteeing that all data standards related to EU- and national-level indicators are met.

The plan will be externally monitored by organisations of people with disabilities, other civil society organisations, national human rights institutions and the international community. Successful implementation of the action plan will largely depend on a close cooperation between the various actors, including central and local government bodies and the civil society.

Methodology

The Action Plan on Persons with Disabilities 2016-2020 was drafted by an Inter-Institutional Technical Working Group set up under the auspices of the Minister of Social Welfare and Youth, who is also the Chair of the National Disability Council established pursuant to Prime Minister's Order No 12 of 09.02.2015. The drafting process underwent a broad-based consultation exercise with the participation of representatives from state institutions, civil society organisations (primarily associations of people with disabilities) and the international community.

The drafting process went through the following stages:

1. *The Preparatory Stage*, during which individual briefing meetings were held by ITWG members at all line ministries, to inform them about the Action Plan drafting process and receive feedback on the state of affairs in each sector. Focus groups consisting of representatives of persons with disabilities were set up with the aim of familiarising them with the process and gauge their willingness to participate in sectoral seminars as part of the working groups. In addition, an analysis of the existing strategies and of related official documents and reports was undertaken, with a view to collecting information about the outcomes of past activities and events, examples of good practice and lessons drawn, as well as to ensure that the Action Plan occupies its rightful place in the overall government agenda.
2. *Five sectoral seminars were organised*, with the participation of representatives from line ministries and the civil society, including individuals with disabilities.
3. *Preparation of the draft with the technical assistance of two experts (one international and one local) followed by individual meetings with officials from the budget offices of relevant line ministries (primarily for the collection of data as a starting point for the preparation of the plan and its accompanying budget).*
4. *Public presentation of the draft Action Plan document; discussions and conclusions.*

Involvement of interest groups

The Action Plan on Persons with Disabilities 2016-2020 is the result of the work and contributions from the technical working group, composed of representatives and experts from relevant line ministries and coordinated by the Ministry of Social Welfare and Youth, civil society organisations and persons with disabilities. A total of 250 individuals from various interest groups were consulted in the course of drafting the Action Plan.

The preparation of the draft also benefitted from expertise and technical assistance provided in the framework of the UN Support for Social Inclusion in Albania, a project funded by the Swiss Agency for Cooperation and Development and implemented by the United Nations Development Program (UNDP) in partnership with the Ministry of Social Welfare and Youth.

Line ministries

Following the briefing meetings held at the respective line ministries, the Ministry of Social Welfare and Youth held a special cross-sectoral seminar, in collaboration with other line ministries and representatives from the civil society. The working groups identified needs



and formulated goals, targets and activities for each sector. Further consultative sessions were held with the line ministries for the collection of basic data and defining budget needs.

The civil society, including PwD organisations

The five cross-sectoral seminars held were attended by representatives from line ministries and organisations of persons with disabilities, experts from independent institutions, such as the Office of Commissioner for Protection from Discrimination and the People's Advocate, who were invited to present their opinions in the various focus group discussions. A number of young graduates with various disabilities were also involved and played an active role as part of the consultants' team who facilitated the discussions and supported the drafting of the Action Plan.

At a meeting between the MSWY and representatives of international organisations, they provided information on past and on-going activities which inspired some of the measures featuring in the present Action Plan. These organisations also described activities they plan to carry out in the period between 2016 and 2020. Surveys and other research published by international organisations working in Albania have been invaluable the drafting the new Action Plan, particularly with regard to arguing for and prioritising various measures.



The background image shows two young children sitting at a desk in a classroom or home setting. A boy on the left is focused on playing with small toys, possibly blocks or beads. A girl on the right is sitting upright, holding a pencil and looking towards the left. A television is mounted on the wall above them, displaying some content. The entire image is covered with a semi-transparent teal overlay, which serves as a background for the text and icon.

1



Current Situation

1. CURRENT SITUATION

This section assesses the progress made in the implementation of the previous Disability Strategy that covered the period between 2005 and 2015, and of other strategic documents in the field⁸. It also describes the present state of play in areas where persons with disabilities continue to face barriers in accessing services and realising their rights, particularly accessibility (including information and physical accessibility), participation in political and public life (including the right to elect and be elected, participation in cultural and sports events), equality, employment and VET, education, social care, health care, as well as promoting collaboration, coordination and monitoring and evaluation.

1.1 Accessibility

Accessibility, defined as the avoidance of barriers of all types⁹, entails a number of various aspects:

- Physical access to government buildings, service centres, other public areas (shopping centres, parking lots, public beaches and sports facilities, cultural centres, etc.), streets and pavements.
- Access to information, through the use accessible formats or provision of online services in accessible websites.

The previous National Disability Strategy also recognised the importance of this issue and aimed to “ensure that the locations and premises of all governmental agencies and public offices were made accessible”¹⁰. Nevertheless, Albania still faces significant challenges in removing these barriers. Many public buildings and outdoor public areas, as well as government websites, remain inaccessible. Similarly, there are virtually no private or public services where there is provision in sign language for hearing-impaired persons.

The actions that need to be taken in this area often are the responsibility of local government authorities. The present Action Plan defines activities at the national level which fall within the remit of the central government. However, close cooperation and coordination between the various government levels and the civil society will be paramount in bringing about significant changes in the field.

⁸ Information in this section is largely based on the Albanian Government's First Progress Report on the Implementation of the UN Convention on the Rights of Persons with Disabilities, May 2015.

⁹ Law on Accessibility for and Inclusion of Persons with Disabilities, Article 3.

¹⁰ Government of Albania, *National Strategy and Action Plan on Persons with Disabilities*, 2005-2015, Target 9.

1.1.1 Physical Accessibility

Independent mobility on streets and pavements is virtually impossible for people using wheelchairs or other walking and mobility devices. Very few pavements have been disability adapted; they are often narrow and the paving uneven. Public transport remains inaccessible. Even though the government has adopted the relevant standards, they are rarely applied in practice.

There are no sound signalling devices at street or road crossings, or on public transport services and bus stops are not marked, making orientation difficult.

Very few streets and public buildings have raised or tactile markings for the blind and there are no white canes, guide dogs or assistance dogs available as yet.

The Ministry of Health has decided that all **new hospitals/health care** centres shall be accessible to persons with disabilities and funding is being allocated to improve accessibility to premises currently being refurbished. In addition, local government units, whose remit includes the adoption of plans for the building or renovation of school facilities and infrastructure, will only authorise works that comply with accessibility standards. In the past ten years, the targets set out in the previous Action Plan on Persons with Disabilities (e.g. the number of accessible schools, pre-school facilities and VET centres¹¹) were not achieved.

Some **government buildings** are accessible. Many others are being renovated with the aim of ensuring full accessibility for persons with disabilities. The number of disabled persons employed in central and local government institutions remains quite low.

Key aspects of the right to adequate **housing** for persons with disabilities include physical accessibility to accommodation, housing with supportive services, provision of social housing and subsidies. Only a small number of disabled adapted apartments or housing units are available for persons with disabilities to rent or buy, where they will not need to spend extra money to make adjustments to improve accessibility, for things such as building ramps, widening doorways, adjusting the height of light switches and sockets, etc. In 2008, the Council of Ministers issued a decision “On the adoption of the regulation on the use of spaces by people with disabilities”, which set out accessibility standards and norms to be applied by the construction industry (particularly in relation to access to buildings, streets and other indoor and outdoor premises and facilities). These standards have been taken into account and applied in the construction of social rented housing and low-cost housing (the latter are built by the National Housing Agency). However, standards are not consistently observed and their implementation is not monitored.

The government has in place several housing programmes, including social rented housing,

¹¹ In its 2005-2015 National Action Plan on Persons with Disabilities, the Government committed to making 100 schools, 90 kindergartens and eight VET centres accessible (Activity 1.4).

low-cost housing, and infrastructure-serviced land plots¹². In addition, there are a number of financial instruments in place to support housing provision, such as housing subsidies, rental subsidies, subsidised loans, immediate grants for low-cost housing of up to 10% of the value of the property. It must also be noted that persons with disabilities enjoy favourable terms with regard to the legalisation of the (illegally-built) properties they live in, where necessary.¹³ A housing needs analysis carried out in the context of the Social Housing Strategy showed that the present housing instruments do not meet the needs of marginalised groups, including the needs of persons with disabilities.

The Law "On social housing programmes" identifies persons with disabilities as a special group to be afforded priority treatment for social housing programmes, such as rent subsidies and subsidised interest payment schemes. This was further narrowed down in the Decision of the Council of Ministers (DCM) No. 527, of 6.8.2014 "On procedures, requirements and prioritising criteria for immediate grant entitlement" whereby severely (blind) or partially-sighted people who are unable to work in normal working conditions, paraplegics and tetraplegics in possession of a certificate issued by the medical commission (MCWCA), persons with disabilities unable to work and in possession of a MCWCA certificate, and persons declared labour invalids¹⁴, may benefit from up to 10 per cent off the value of the low-cost housing they receive. Every year, the Ministry of Urban Development allocates immediate grant funds to recipients of low-cost housing, based on requests sent in by the municipalities. Households eligible to receive immediate grants include those having a disabled member, especially someone with partial or full visual impairment who is unable to work in normal working conditions, paraplegics and tetraplegics in possession of a certificate issued by the medical commission (MCWCA), persons with disabilities unable to work and in possession of a MCWCA certificate, persons declared labour invalids, and persons with mental health disorders in need of care. The above DCM also provides that, based on requests sent in by local government units, the Ministry of Urban Development plans and allocates funding for immediate grants for recipients of low cost housing. Also there are no housing blocks or units available where persons with disabilities can live independently with the assistance supportive personalised services.

There are no accurate data on the number of beneficiaries because the selection and administration of housing and immediate grant applications falls within the remit of local government authorities. In any case, the number of applications for immediate grants is small. The National Housing Agency is responsible for improving accessibility and installing mobility support devices and equipment for people with disabilities in social housing. These requirements have been included in a project for the construction of social rented housing in eight municipalities, financed by CEB loans.

¹² Law No. 9232.

¹³ DCM No. 488, of 22 July 2014, "On determining favourable sale prices for land plots wherein informal buildings of residential or mixed function have been built; subjects exempted from payment; and manner of and deadlines for making payments."

¹⁴ DCM No. 526, "On categories of persons with disabilities receiving priority treatment as beneficiaries of social housing programmes".

In the private sector, too, accessibility standards are seldom applied. Most private facilities in the tourism industry are not accessible and the issue is not being addressed by the inspections carried out. As a consequence, persons with disabilities and their families are faced with barriers in engaging in leisure activities or using hospitality services. This also implies that persons with disabilities often cannot be employed in the tourism industry which represents a significant portion of Albania's economy.

Accessible, affordable and efficient transportation is essential to enabling the inclusion of people with disabilities in society, facilitating mobility and promoting participation in employment, education, and other activities. The present legislation envisages the provision of assisted transportation for persons with disabilities in urban and rural areas, reduced ticket fares¹⁵, and designated disabled seats¹⁶. In practice, however, virtually no public transportation vehicles are accessible to persons with disabilities. Ensuring compliance with service accessibility standards by transportation companies falls within the remit of local government authorities, who also award transportation contracts. However, the monitoring is not effective and no penalties have been issued for non-compliance.

In order to facilitate transport accessibility, the government has exempted personal vehicles of paraplegics and tetraplegics from customs duties. Moreover, persons with disabilities can make modifications to their vehicles before applying for a driving licence¹⁷. They are also exempt from parking fees and road tolls. According to the government's first report on the implementation of the UN Convention on the Rights of Persons with Disabilities, persons with disabilities are rarely able to use the 52 reserved parking spaces at 35 different locations¹⁸ and there is no disabled parking available in front of ministry office buildings in Tirana. In addition, hearing-impaired persons are not allowed to get a driving licence.

Road safety is important in preventing accidents which can cause disability. Success in this field has been mixed, in spite of awareness raising campaigns (see Figure 1).

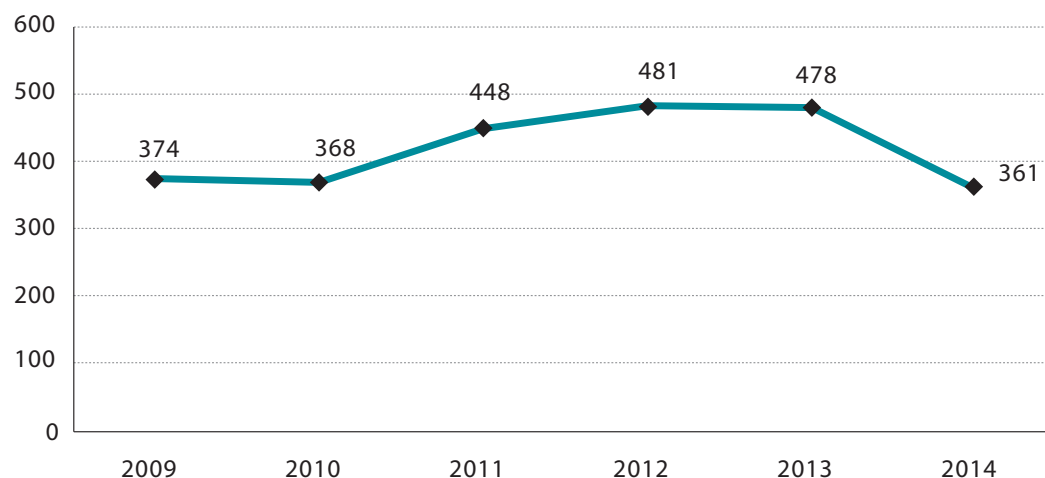
15 However, some transportation providers refuse to give this discount because they are not reimbursed by the Ministry of Finance or local governments.

16 Law on Road Transportation, Article 85.

17 Any modifications must have prior approval from the Ministry of Transportation and Infrastructure.

18 Page 25.

Figure 1: Number of serious traffic accidents



It is not known how many of these accidents have led to temporary or permanent disability, but it is obvious that sustained efforts in this regard will improve road safety and reduce the number of newly disabled people.

1.1.2 Access to information

The Law “On the inclusion of and accessibility for persons with disabilities” provides for the right to independent living by instituting communication and information policies and accessible formats. These include prints in Braille or large font, use of simplified language and reader-accessible electronic formats. However, textbooks for mainstream schools, for instance, do not exist in Braille or audio format. The Institute for Visually Impaired Students is unable to meet the demands for textbooks in Braille, due to limited funding and limited technical capacities.

Moreover, government websites and portals are not easily accessible by persons who need large font or higher contrast, or are hearing-impaired. Standards for government websites developed by the National Agency for Information Society (NAIS) must take into account accessibility aspects.

Accessibility of news information programmes and the media in general would enable persons with disabilities to receive information and participate in political and public life. Programming in sign language is only available on the national TV broadcaster, and is limited to a 10-minute news programme daily. Hearing-impaired people do not have access to information because programmes and news casts on various TV stations are not subtitled.

To enhance access to information and raise awareness on their rights, in 2013 the

Government set up an inter-departmental working group whose remit was to make Sign Language official in the Republic of Albania. One year later, the Council of Minister adopted a decision “On the recognition of the Albanian Sign Language”, which aims to promote its use in the provision of public services and access to information. However, the hearing impaired still have virtually no access to private or public services where sign language is used.

1.2 Equality

The Law “On the inclusion of and accessibility for persons with disabilities” of 2014 defined the principles and services in the areas of equality and access to justice. It provides for the promotion and protection of the rights of people with disabilities, with a view to facilitating their full and effective participation on an equal footing with the rest of the society, and promoting autonomy and independent living by providing support and care services. Similarly, the Law “On protection from discrimination” adopted in 2010 envisages, among other things, adherence to the principles of equality and non-discrimination, including in the field of disability¹⁹. These laws are in line with the UN Convention and must be transposed into other laws and by-laws.

A survey carried out by the Albanian Disability Rights Foundation and Civil Rights Defenders in 2010 revealed that in 94 per cent of the cases persons with disabilities were represented in court by other people appearing on their behalf, usually a family member, who was often unfamiliar with legal proceedings²⁰. In the cases where disabled people would attend hearings in person, they often needed help to be carried to upper floors, or in some cases the judges would have to go to the disabled person’s place of residence. Out of 23 court houses surveyed, only eight had entrance ramps and just six had lifts in the building. Also, of the five courts that had set up their own websites, none were accessible. Most of the courthouses (83 per cent) do not provide accessible information for people who are visually, hearing, or developmentally impaired²¹.

These barriers also adversely affect **the freedom to make individual choices**. Legal guardianship is prevalent due to lack of a functioning system of supported decision-making²². This has important implications both in relation to access to justice and in other areas of the Action Plan. Property and asset management by a guardian effectively denies persons with disabilities the right to manage their financial assets and the right to own

19 Article 1 of Law no.10221, of 4 February 2010, “On protection from discrimination”: “This law regulates the implementation of and respect for the principle of equality in relation to gender, race, skin colour, ethnicity, language, gender identity, sexual orientation, political, religious or philosophical convictions, economic, educational or social status, pregnancy, parentage, parental responsibilities, age, family or marital status, civil status, place of residence, health status, genetic predispositions, disability, membership of a special group or any other grounds.”

20 The Albanian Disability Rights Foundation and Civil Rights Defenders, *Ensuring access to courts and court services for persons with disabilities*, 2010, p. 10.

21 Ibid.

22 Article 7 of the Law “On the inclusion of and accessibility for persons with disabilities” defines it as “the exercise by a disabled person of their will, by means of specific additional powers that support their intent and best interests, enabling them to carry out actions to acquire rights and undertake obligations”. The same Article goes on to explain that “Each person with disabilities who needs assistance with decision-making shall receive the appropriate support by a trusted individual or group of individuals. The support may be provided in a number of ways, including support through interpretation in sign language and the use of simplified language, as well as by helping the disabled person in their dealings with a third party who is unable to understand their manner of communication. The support is provided gradually, by allowing persons seeking the assistance sufficient time to learn how to use the support to their best interest.”

property. Article 33 of the Civil Procedure Code provides that “no lawsuit can be initiated by a person who lacks the legal capacity to act”. Similarly, where proceedings are held to remove a person’s legal capacity to act, the person in question is denied the right to be party to the proceedings²³.

The Civil Code contains legal provisions which are in contravention of the capacity to act principle and makes use of terms like “mental retardation”, “mental health disorders” and “psychic disorders” while the Family Code envisages the appointment of a guardian in cases of removal/restrictions on the capacity to act. The Criminal Procedure Code provides for translation services for people who do not understand the Albanian language but does not address the right to sign language services for hearing impaired people.

Access to the justice system for all Albanian citizens, including persons with disabilities, has been improving increasingly, primarily as a result of the strengthening of judicial and inspection capacities and the establishment of new independent institutions to deal with infringements and violations. If persons with disabilities feel they are being discriminated against, they can seek the assistance of one of the following bodies:

- *The Commissioner for Protection from Discrimination* is an independent state body in charge of examining and deliberating on individual discrimination-related claims submitted by the public. The Commissioner can also be involved in ex officio investigations in cases of alleged discriminatory treatment, and impose sanctions for violations.
- *The People’s Advocate* is an independent constitutional body whose remit is to protect the rights, freedoms and interests of individuals from any illegal or irregular action or omission to act by public administration bodies, or by third parties acting on their behalf. The People’s Advocate promotes the observation of the highest human rights standards in the country. It carries out inspections of social care facilities to check and assess observation of service users’ legal rights. Using the National Mechanism for the Prevention of Torture, Inhuman and Degrading Treatment, the People’s Advocate monitors compliance with rights and standards in mental health hospitals, prisons and detention centres. The People’s Advocate can also issue recommendations for government bodies. One of the commissioners working at the People’s Advocate office is a disabled person.
- *The Commissioner on the Right to Information and Protection of Personal Data* is an independent state supervisory body in charge of supervising lawfulness in personal data processing operations.
- *The Courts* can award compensatory damages to persons who are discriminated against on account of their disability²⁴, including in cases of denial of reasonable accommodation.

OSCE Presence in Albania, Towards Justice: *Analysis of Civil Proceedings in District Courts*, <http://www.osce.org/albania/100388>, p. 13.

24 Law No.10221, dated 4 February 2010, “On Protection from Discrimination”, Article 33.

- *The Standards Monitoring Department of the State Social Service* is also involved in monitoring service standards.

Police officers receive regular training on the treatment of minors and persons with disabilities (these modules are part of the police academy curriculum). In addition, judges and prosecutors have also received some related training provided at the School of Magistrates. The training focused on the provisions of the UN Convention. However, more needs to be done in this area to enable effective enforcement of the right to equality before the law. There has been only one basic training of this kind and the number of judges and prosecutors who attended was limited.

As of May 2015, a total of 363 males and 16 females with disabilities were held in prison²⁵. The law provides that persons with disabilities “may be held under house arrest in their homes or in some other appropriate facility secured by the police”²⁶. Persons with disabilities held in **detention or custody** are often kept in special units or institutions. The European Court of Human Rights has raised concerns about the conditions in which persons with disabilities are held in these institutions²⁷. In the case of the Zaharia Prison in Kruja, the Court “...urged the Albanian authorities to provide [...] detailed information on the legal regime and practice governing the availability of medical treatment for detainees”²⁸.

Not all persons with disabilities are entitled to receive free **legal aid**; it is only available to individuals who are victims of domestic violence or human trafficking (and only for related judicial proceedings), beneficiaries of (or persons eligible for) social benefits, and minors who need assistance with their defence in criminal proceedings. Access is improving with the introduction of regional offices but service coverage remains limited due to insufficient public funding, lack of accessibility to some buildings, and unavailability of information on legal aid in Braille and/or alternative accessible formats. As of September 2015, the State Legal Aid Commission had not provided assistance to any disabled person²⁹.

Women with disabilities represented two per cent of reported **domestic abuse** cases in 2014 and only one per cent in 2013. In spite of this, the Council of Europe warns that “the rate of abuse and violence committed against persons with disabilities is considerably higher than the rate for the general population, and higher in women with disabilities, particularly women with severe disabilities, where the percentages of abuse far exceed those of non-disabled women”³⁰. A number of cases go unreported due to the stigma associated with domestic violence, lack of awareness of available recourses and limited

25 First progress of the Government of Albania on the Implementation of the UN Convention on the Rights of Persons with Disabilities, 2015, p. 30.

26 Article 255 of the Criminal Procedure Code.

27 European Court of Human Rights’ judgements in *Dybeku v. Albania* 41153/06 (2007) and 557/12 (2014); as well as decision of the 1164th meeting of the Ministers’ Deputies, 5-7 March 2013.

28 Decision 5 on *Dybeku v. Albania*, of the 1164th meeting of the Ministers’ Deputies, 5-7 March 2013.

29 Government of Albania, Policy Document on Social Inclusion, 2015-2020, p. 128.

30 Council of Europe, *Action Plan to Promote the Rights and Full Participation of People with Disabilities in Society: Improving the Quality of Life for People with Disabilities in Europe, 2006-2015*, Action line no. 13: Protection against violence and abuse, p. 27, available at: http://www.coe.int/t/e/social_cohesion/soc-sp/Rec_2006_5%20Disability%20Action%20Plan.pdf.

protection and accommodation options for all victims of domestic violence. Women with disabilities may also be reluctant to report abuse if they are dependent on an attacker who is also their carer.

Recognizing the importance of tackling this problem, in 2006, the government adopted the Law “On measures against violence in family relations”, which ensures protection through legal measures, with a special focus on children, the elderly and persons with disabilities. The National Centre for the Treatment of Victims of Domestic Violence has been operational since 2011 (and is accessible to persons with disabilities) and in 2014 the government established an online system for reporting new cases.

1.3 *Employment and VET*

The Law “On inclusion of and accessibility for persons with disabilities” provides for the right to independent living, including access to employment. The Labour Code prohibits any form of discrimination in the areas of employment and occupation, while more recent draft amendments seek to align its definitions with the Law “On protection from discrimination” and set out relevant restrictions to any different treatment, restriction, exclusion or preference. “Special groups” (a term which also includes persons with disabilities) are among the eligible beneficiaries listed under the Law “On Vocational Education and Training”.

The Law “On protection from discrimination” provides for the right of any victim of discrimination to make a claim if they are discriminated against on account of their disability or any other grounds, and it has introduced the concept of “**reasonable accommodation**”. Similarly, the amended Labour Code provides that the employer must ensure that there is reasonable accommodation at the workplace for persons with disabilities. This involves necessary modifications and changes to the workplace which do not constitute undue burden. Denial of reasonable accommodation represents discrimination and the burden of proof in a court of law rests with the employer³¹.

The Law “On employment promotion” introduced **quotas** for the employment of disabled people by public and private employers. Every company or public institution with over 24 employees must employ a person with disabilities for every 25 employees. However, sanctions envisaged in the law against employers who fail to meet these quotas are not enforced. The number of disabled persons employed in state institutions is also low.

The law provides for special benefits for a number of subgroups of persons with disabilities, such as the visually impaired, labour invalids, paraplegics and tetraplegics, thus causing

³¹ Law No.10221, of 4 February 2010, “On protection from discrimination”, Article 36, point 6: “After the plaintiff tenders evidence on which they rely to prove their claim and on the basis of which the court may presume discriminating behaviour, the burden falls on the defendant to prove that the actions do not constitute discrimination in the eyes of the law.”

discrimination against other disability categories. According to Law No. 8626, of 22 June 2000, “On the status of paraplegics and tetraplegics”, as amended, employers who hire paraplegics and tetraplegics are eligible for tax deductions³². However, this is not being applied in practice. The number of people from these groups who are employed remains low.

Regarding secondary legislation, in 2003, the Council of Ministers adopted a decision “On employment promotion programmes for female jobseekers”, followed by a 2014 decision “On employment promotion programmes for the employment of persons with disabilities”. The programmes were piloted in Tirana and Elbasan, with 14 beneficiaries in 2014 and subsequently rolled out throughout the country in 2015, with 31 beneficiaries as of September of that year. This framework prevents discrimination and provides incentives for employers who hire people with disabilities:

- An employer who has hired a disabled person is entitled to an allowance towards making appropriate adjustments to the workplace/transport arrangements necessary (reasonable accommodation) so that the disabled person is afforded essential conditions to prepare for work. The allowance can be up to 100,000 (one hundred thousand) ALL, but no more than 200,000 (two hundred thousand) ALL if the number of disabled persons employed is more than two. To receive the allowance, employers must submit a reasonable accommodation project. As explained under the social care section herein, persons with disabilities do not lose their entitlement to disability benefits in the first 24 months of their employment.
- The Regional Social Insurance Directorate contributes towards an individual’s health insurance payments in cases of accidents in the workplace (by covering 0.3 per cent of the average minimum wage)³³.
- An employer employing a disabled person is entitled to a monthly allowance of up to 100 per cent of the mandatory social and health insurance contributions paid by employers, on condition that the duration of the work contract must not be less than one year. The funding for these payments is provided by the employment office of the respective tax authority, subject to relevant procedures;
- The government pays the employer’s share of mandatory insurance contributions for every disabled woman employed. The allowance can amount up to four minimum monthly wages for one-year work contracts, six monthly wages for two year contracts, and eight monthly wages for three-year contracts.

The number of persons with disabilities employed through the National Employment Service has been steadily increasing over the last three years. In 2012, only 13 persons with disabilities gained employment via this route; the number rose to 79 in 2013 and 127 in 2014.

³² Law No. 8626, dated 22 June 2000, “On the status of paraplegic and tetraplegic invalids”, as amended.

³³ These contributions are collected by the Social Insurance Institute and are normally drawn from funds set aside for employment promotion programmes.

There are also other provisions in place, but they cannot be implemented due to practical or regulatory obstacles that need to be addressed:

- A disabled person's earnings up to a certain level are exempt from taxation; however, this level is yet to be defined by a DCM and in the meantime people are not benefitting from the exemption;
- Blind persons or tetraplegic and paraplegic people who are self-employed are entitled to tax deductions, but again, this provision is not being applied in practice.

The National Employment Service (NES) works closely with civil society organizations to ensure greater outreach to persons with disabilities. A handful of NES offices are partially accessible; however, some of their buildings cannot be modified because of ownership title issues. Only one disabled person is employed at the NES and the number of the registered unemployed with disabilities remains relatively low. The number was 1,275 in August 2015, compared to 1,732 in the previous year. Persons with disabilities face barriers in entering the labour market due to their lower average education levels and vocational qualifications, and due to employers' discriminatory attitudes. In order to respond to these issues, the 2014-2020 National Strategy for Employment and Skills and its accompanying Action Plan outline a new framework for employment promotion which focuses on modernising service provision by employment officials at regional and other local level centres by introducing a new, three-tier model of service provision, particularly for people with special needs, and by making use of profiling techniques. Fourteen new employment offices have been set up in the main regions of the country where the new model of service provision is being applied in line with European standards.

Vocational education and training programmes are a key way to improve a person's qualifications and skills. Persons with disabilities are eligible for free vocational training courses but the VET centres' building premises are largely inaccessible³⁴. Besides, these centres do not yet have guidelines for adjusting the curricula to the needs of disabled participants in place; their staff have not been trained in the field, and no disabled persons are employed in any of the centres. In 2015, 134 persons with disabilities completed VET courses free of charge.

³⁴ Out of ten VET Centres (two in Tirana, seven in the districts and one mobile centre in the North-eastern region of Albania) only three are partly accessible, the ones housed in former disused factories where the ground floor is accessible, but not the toilets and the upper floors. At present, work is being done in two centres: The Tirana and Vlora with a view to making them fully accessible.

1.4 Education

The right to education for all children in Albania, children with disabilities included, is enshrined in a variety of laws and regulations, as well as under the Social Targets of the Constitution. The Law “On pre-university education” defines the principles guiding the education of children with disabilities, including development of their physical and intellectual potential, improving their quality of life and ensuring their full integration in society and the labour market. The Law promotes the concept of inclusive education, emphasising that inclusion in special education institutions should be temporary and inclusion in mainstream kindergarten and schools is of prime importance. However, 2011 Census data show that only 55.6 per cent of persons with disabilities over 15 years of age have completed basic education. Only 3.3 per cent of persons with disabilities have completed (post)university studies and almost a quarter (24.3 per cent) never attended education.

The Ministry of Education and Sports keeps records and monitors disabled children enrolled in pre-school education. Collaboration and information sharing between the Ministry of Health, Ministry of Education and Sports, Ministry of Interior and Ministry of Social Welfare and Youth needs to be strengthened in the context of the “Every child in school” initiative. According to the Ministry of Education and Sports, there has been an increase of 33 per cent in the number of students with disabilities enrolled in mainstream education (see Table 1).

Table 1: Number of students with disabilities enrolled in different levels of education (2013-2014 and 2014-2015)

Data	2013-2014 Academic Year ³⁵	2014-2015 Academic Year ³⁶
<ul style="list-style-type: none"> Number of children with disabilities enrolled in kindergarten and basic education 	1,652 children: 302 in preschool and 1,350 in elementary schools	1,947 children: 421 in preschool and 1,526 in elementary schools
<ul style="list-style-type: none"> Number of students with disabilities enrolled in secondary education 	758 students (570 in lower secondary education and 188 in upper secondary education)	1,254 students (915 in lower secondary education and 339 in high secondary education)
<ul style="list-style-type: none"> Number of children enrolled in special schools 	702 (222 girls and 480 boys)	700

³⁵ UNICEF, Situational Analysis of Children with Disabilities, 2014.

³⁶ Ministry of Social Welfare and Youth, *Consideration of Reports Submitted by States Parties under Article 35 of the Convention on the Rights of People with Disabilities, First Draft Report*, 2015, p. 41.

The Ministry of Education and Sports, in collaboration with local government units, parents and Education Directorates/Offices has striven to ensure that every child attends a mainstream or a special school. In theory, the option of home schooling for children who are unable to attend school also exists (it was first introduced in a joint instruction of the Ministry of Education and Sports and the Ministry of Health). However, no follow-up instructions have been issued to date to make this opportunity a reality for disabled children.

The government is committed to providing inclusive education for all children, but some important groundwork needs to be laid in order to have a fully-functioning inclusive education for all children with disabilities. This includes:

- Support teachers in basic education were first introduced through a 2014 instruction of the Ministry of Education and Sports³⁷. Teachers with lower teaching workloads were asked whether they wished to work as support teachers for children with disabilities. Only 65 teachers applied, which was quite low compared to need (support teachers are needed for 3,200 children). Special schools are being used as training centres for support teachers, but teachers working in special schools often cannot assume the role of support teachers because they are overqualified.
- An Instruction of the Minister of Education and Sports adopted “The inclusive teacher’s profile” which shall guide the professional education and training of inclusive teachers.
- Textbooks for mainstream education are not yet available in accessible formats (i.e. Braille or digital).
- All Education Directorates should (they do not as yet) have multi-disciplinary panels to carry out assessments of children with disabilities. Using the biopsychosocial model, the panels will establish the child’s needs for the assistance of support teachers and provide guidelines for drafting individual education plans. Individual education plans are not being applied as yet.
- School infrastructure and physical facilities are largely inaccessible to children with disabilities. According to a recent survey, only 35 per cent of kindergartens and primary schools buildings meet accessibility requirements³⁸. School refurbishment and reconstruction plans must have the approval of local government authorities.
- School refurbishments fall under the remit of the local government; however, the ministry examines renovation plans and is committed to meeting all accessibility standards. In 2015, accessibility was listed for the first time among the criteria to be met by private schools.
- Adoption of the Inclusive Teacher’s Profile, which shall serve as a guide for the

³⁷ Instruction of the Minister of Education and Sports No. 38, dated 7 October 2014, “On the criteria for hiring support teachers for students with disabilities in public pre-university education institutions”.

³⁸ *Inclusive Education for Children with Disabilities in Albania: An Analytical Study*. Project Management Unit, in cooperation with Save the Children and the Ministry of Education and Sports.

professional education and training of inclusive teachers, is in process.

- Teacher training curricula for mainstream teachers are lacking in content that addresses the teaching of children with disabilities. Mainstream teachers find it difficult to meet the needs of all students without the assistance of support teachers, and some parents hesitate to enrol their children in mainstream schools.
- The Albanian National Association for the Deaf (ANAD) conducted a study to explore the possibility of rolling out hearing-impaired education to secondary education level.
- These barriers seriously impede the inclusive education of children with disabilities and need to be systematically addressed in the future.

Young people and adults with disabilities are also faced with challenges in accessing higher education institutions. Enrolment quotas have established for various target groups, but these are not met every year (Table 2).

Table 2: Use of quotas for promoting access to higher education

Bachelor Level		Masters Level	
Quotas	Actual enrolment (2014-2015)	Quotas	Actual enrolment (2014-2015)
15 places reserved for visually impaired persons, 15 for paraplegics and tetraplegics, 20 for Roma and Egyptians, and 15 for orphans	42 students with disabilities (23 men and 19 women) studying law, history, psychology, social work, management, accounting and finance, business management, architecture and IT	15 places reserved for visually impaired persons, 15 for paraplegics and tetraplegics 15 for Roma and Egyptians, and 15 for orphans	12 students (six men and six women), including only two disabled students
Total: 65 places	Total: 42 students enrolled in total	Total: 60 places	12 students enrolled in total

As shown by the table, only about 75% of reserved undergraduate places are filled, while the percentage for graduate places is even lower. Reasons for this include lack of accessibility arrangements in university buildings, lack of support for disabled students and their teachers in the classroom, and lack of textbooks in accessible formats. Some disabled students (such as the hearing impaired) are unable to complete secondary education in Albania due to challenges they face in reading and writing the Albanian language, or due to lack of access to a sign language interpreter. Consequently, they are also unable to attend higher education.

1.5 Social care

The number of beneficiaries³⁹ receiving disability-related social protection was 162,350 in 2014 and 157,434 in 2015. Labour invalids constitute the largest group, with 74,373 persons. Households with disabled members are dependent on **social protection cash payments**: 79% of them receive some form of social protection cash transfers, which is nearly double the number of households without a disabled member⁴⁰. Social protection transfers include: disability allowance, social assistance benefits, and help with energy bill payments. There are an additional 8,254 households with a disabled member in receipt of social assistance benefits, but disability does not constitute the main grounds for awarding the benefit. It must be noted that “even though disability allowance payments have increased year on year, it is still evident that disabled people find it difficult to cover their expenses with the money they receive”⁴¹.

Additional benefits are defined for specific groups of persons with disabilities under specialized legislation (often referred to as “status laws”)⁴². In summary, these laws provide for:

- Disability Allowance Payments⁴³ (ranging from 10,030 ALL to 11,390 ALL per month, and similar amounts for their carers);
- Cash allowances for certain monthly utility bills;
- Additional allowances for disabled persons in education (blind persons, paraplegics, tetraplegics, physically and mentally disabled persons);
- *Priority access* to housing and employment promotion programmes (ibid);
- Reimbursement of medication expenses and free health insurance;
- Special cash allowances for persons with disabilities who were made unemployed after 1991 (blind persons only);
- Free wheelchairs, crutches, sanitary packages (only for paraplegics and tetraplegics), although until now wheelchairs and other assistive devices have in some cases been provided by various donors.
- Exemption from direct taxation (ibid),
- Tax and customs exemptions for rehabilitation equipment and motor vehicles (paraplegics, tetraplegics and labour invalids only); reimbursement of car fuel costs up to 7,000 ALL/month (only for labour invalids).

³⁹ Persons with disabilities and their carers.

⁴⁰ LSMS survey, 2012.

⁴¹ Albanian Centre for Economic Research, *Albania's National Inter-Sectoral Strategy on Social Inclusion, 2007-2013: An Evaluation Report*, published in 2012, p. 59.

⁴² Law “On the status of the blind”, Law “On the status of paraplegic and tetraplegic invalids”, and Law “On the status of labour invalids”.

⁴³ Monthly allowances are indexed annually in line with the consumer price index (CPI).

Persons who became disabled as a result of a work accident or occupational disease, and persons in receipt of a full invalidity benefit payment due to a genetic condition, may also receive additional benefits, depending on the severity of the disability.

All of the above benefit allowances continue for an additional 24 months after the recipient has found employment. Benefits received by physically or mentally disabled people are not included in household income calculations when assessing eligibility for inclusion in the social assistance scheme. However, persons receiving disability payments do not count towards the number of family members in the calculation of social assistance benefits due.

Persons whose disability is recognised following a MCWCA assessment, also receive disability payments. The payment is not based on an assessment of the disabled person's needs and does not specify what it is that it is supposed to cover.

These coverage trends show that the number of persons with disabilities in receipt of benefits has increased by 28% from 2009 to 2014 and total related state budget funds have increased by 62% in the same period (Table 4).

Table 4:⁴⁴ *Number of disability benefits recipients and state budget funding allocated to disability payments in 2009 and 2014*

Recipients of disability benefits payments	2009	2013	Difference (in %)
Total number	127,473	164,015	28%
Blind persons	11,129	12,330	11%
Paraplegics and tetraplegics	4,560	6,472	42%
Mental or physical disability	44,230	55,416	25%
Labour invalids	52,277	74,114	41%
Carers	15,193	15,683	3 %
State Budget (ALL)	2009	2013	Difference (in %)
Total budget	10,273,000	16,682,000	62%

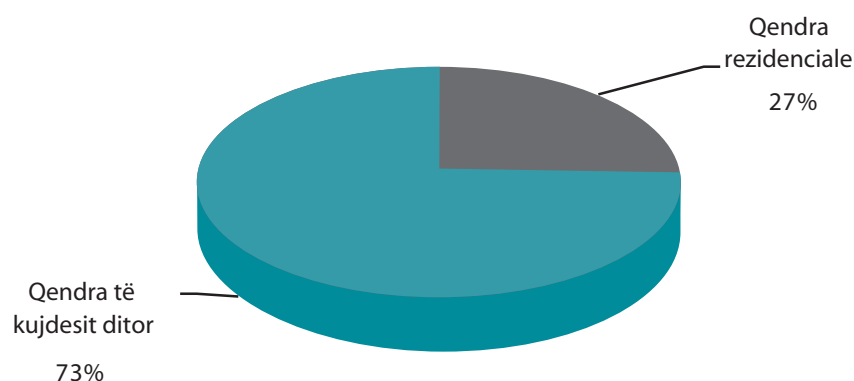
The government has launched a **general reform of social care services** with the aim of improving efficiency in the management of social welfare funds. In Tirana, Durrës and Elbasan, where the new benefits system is being piloted, the documentation required is much simpler and the social administrator, secretariat of the local government unit and the State Social Service have real-time access to an e-register. Information can be cross-checked at various government levels and face to face meetings with the social administrator are now held quarterly (instead of monthly).

⁴⁴ Source: Albanian Social Service.

In addition to disability allowances, persons with disabilities are also entitled to **social care services**. At present there are 28 service providers, including 12 residential centres (six public and six non-public), 14 day care centres (seven public and seven non-public) and two non-public community centres⁴⁵. Residential centres (also known as development centres) are operational in Tirana, Durrës, Shkodër, Berat, Vlorë, Korçë and Poliçan⁴⁶. They offer services like rehabilitation, self-care skills and education, with a particular focus on the integration of disabled persons under 25 years of age in the community. A new model needs to be in place, especially for disabled people over 25, so that these centres can promote independent living by helping enhance their life and employment skills.

In 2015, 1,437 adults and children were using residential and day care centres (see Table 5 below for a breakdown of beneficiaries). The majority of beneficiaries use the services in day care centres (1,050, compared to 387 persons in residential care, see Figure 3). However, the present geographical coverage and number of centres is not sufficient.

Figure 3: Beneficiaries of residential and day care centres



⁴⁵ All statistics on social care services are sourced from the Government of Albania's First Progress Report on the Implementation of the UN Convention on the Rights of Persons with Disabilities, May 2015, p. 51.

⁴⁶ The Poliçan multi-functional centre is run by the State Social Service while the remaining centres are under the responsibility of the relevant local government authorities. At present, no disabled people are accommodated at the Poliçan centre, it is only functioning as a centre for the elderly.

Table 5: Number of people in public and non-public residential and day care centres (May 2015)

	Public residential and day care centres	Non-public residential and day care centres	Total beneficiaries in public and non-public centres
Beneficiaries	461	976	1,437
Of whom children	218	209	427

Regarding the implementation of the Strategy on Foster Care, about 190 to 195 children previously living in institutions were placed with foster families between 2012 and 2015⁴⁷. Of these, only 18 were disabled children.

Persons with disabilities are admitted to residential centres when independent living is impossible, where family members are unwilling or unable to provide care, in cases of abandonment or inadequate living conditions (e.g. lack of reasonable accommodation). The application to place a disabled person in a centre can be made by a parent or court-appointed carer, the MCWCA, the State Police, the social administrator at the local government unit or the social assistance and social care unit at the local government level. The admission decision rests with the Managing Council of the State Social Service, chaired by the General Director of the State Social Service.

Development centres are run on the basis of their internal regulations which aim to prevent and address cases of ill-treatment. All institutions keep records of cases of violence, however, there are no instances of the use of restraining measures to date. The number of disabled people per centre is relatively low (around 40), but capacities and staff numbers are also limited. By law, only persons under the age of 25 are entitled to use the services of development centres, but in reality people often stay on because of few community-based alternatives. Some 100 adults with intellectual disabilities are forced to live in psychiatric hospitals because they have no family to take care of them and there are no adequate social services available.

The largest shortfall in service delivery in Albania is that of **community-based services**, the provision of which would allow persons with disabilities to live independently in their communities. Services for persons with disabilities are delivered in shelters or day care centres, largely run and supported by the civil society and voluntary initiatives. The legislation in force does not allow the procurement of services from civil society organizations, though ongoing revision of the Law "On social services" may make this possible and provide for the establishment of a funding mechanism. In addition, a basket of basic services is being defined under the new Law "On the organization and functioning of local government units". At present, the lack of community-based services causes persons with disabilities to turn to private providers (if they can afford their services) which

⁴⁷ Albanian Centre for Economic Research, *Albania's National Inter-Sectoral Strategy on Social Inclusion, 2007-2013: An Evaluation Report*, published in 2012, p. 24.

invariably means institutionalisation and separation of people with disabilities from their families.

The Law “On inclusion of and accessibility for persons with disabilities” defines the services needed to promote independent living, including personal assistance, supportive technical equipment and devices, accessibility services (including transport), reasonable accommodation, and, where necessary, supported decision-making⁴⁸. These services need to be supported with procedural guidelines and adequate funding.

1.6 Health care

Persons with disabilities enjoy equal rights to quality health care, the same as the rest of the population, as well as access to free rehabilitation programmes in the community. They are eligible for reimbursement of their medication expenses and enjoy free health care services⁴⁹.

One of the most significant reform initiatives has been the shift from the medical model for determining disability to a **biopsychosocial model**, which requires a rethinking and rewriting of criteria for assessing and determining disability⁵⁰, including the introduction of a multi-disciplinary approach, setting up the necessary structures, reforming the benefits system and eligibility criteria for people who are not included in employer contribution schemes, and the digitalization of information and communication. The composition of first-tier and higher (appeals) disability assessment commissions is being reviewed with a view to making them multi-disciplinary. Work is under way for compiling a list of diagnoses to improve determination of possible causes of disability. Work for this started in 2014, with support from the World Bank Social Assistance Modernisation Project⁵¹. In 2016, the new system will be piloted in two regions, including the newly-established bodies at the local level.

Previously, the focus was on **prevention and early assessment of disability**. In some locations (especially in rural areas), lack of the necessary instruments and expertise stands in the way of early assessments. Publication of awareness-raising materials and campaigns for the prevention of disability should continue. Primary care doctors have received a protocol on how to refer children for assessment, wherever necessary. Social administrators and/or Children’s Protection Units maintain regular contact with families, but they lack capacities to refer children consistently. Often it is the teachers who request an assessment when the child has reached school age and is seen to find it difficult to cope with various issues.

⁴⁸ Article 6.

⁴⁹ Government of Albania’s First Progress Report on the Implementation of the UN Convention on the Rights of Persons with Disabilities, May 2015, p. 20.

⁵⁰ Based on WHO’s model of International Classification of Functioning, Disability and Health.

⁵¹ For more detail about this project go to the World Bank: <http://www.worldbank.org/projects/P122233/social-assistance-modernization-project?lang=en>.

Services for persons with mental health disorders aim to prevent institutionalization and shift the emphasis on activities focused on prevention, treatment and rehabilitation in the local community⁵². The Ministry of Health and the WHO have been actively training doctors and nurses on the regulatory framework and the rights of persons with mental health disorders. Mental health centres are operational only in the larger cities, even though the Action Plan for Development of Mental Health Services in Albania (2013-2022) provides for an integrated system of health care services across the regions. Family doctors have a key role to play in the early identification, referral and treatment of people suffering from mental health disorders.

In relation to **healthcare provision for disabled persons in prisons**, the Law “On the treatment of prisoners and detainees” of 2014 provides for free health insurance coverage for this group. The issue of medical supplies and health and psychiatric services in prisons is addressed in a special instruction of the General Directorate of Prisons and a Memorandum of Understanding between the Ministries of Justice and Health.

Nevertheless, not every prison where medication and treatment is provided has a resident psychiatrist. Similarly, there are no facilities for the provision of court-ordered mental health care services. Consequently, people placed under such a regime are invariably sent to prison.

The Ministry of Health is working to improve **accessibility to healthcare centres and hospitals**. An accessibility audit has already been carried out and an investment plan is due to be adopted. In addition, the ministry has allocated funds for improving accessibility and any new refurbishment plans will not be adopted unless they comply with accessibility standards.

Rehabilitation and treatment services in Albania are limited in number and range, inaccessible to the majority of disabled people and/or not functional, particularly those intended for children with disabilities. Most disabled people have to turn to private service providers. Persons with mental health disorders can have access to rehabilitation and treatment centres, such as Community Mental Health Centres (CMHC), that provide out-patient services. The National Centre for Children's Growth, Development and Rehabilitation at Kombinat, provides services for children 0 to 6 years of age.

52 Article 13 of Law No. 44/122, “On Mental Health”.

1.7 Participation in political and public life

Participation in political life is essential for the realisation of the fundamental rights and protection of persons with disabilities. Presently, there are no disabled persons serving as Members of Parliament or government ministers, and there is only one disabled female deputy-minister. In addition, numerous barriers exist to participation in voting due to the fact that the majority of polling stations are not accessible. The situation is even more difficult for disabled people who are unable to leave home and are consequently unable exercise one of their fundamental rights as citizens: participation in the election process. This is caused by restrictions imposed by Electoral Code provisions and the red tape involved in providing disabled people with access to the voting process by allowing them to vote from their homes.

During the 2013 general elections, the Central Election Commission put together a complete database of polling stations where disabled voters were registered to vote, number of disabled persons registered, type of disability involved and accessibility arrangements, if any. The database was further updated during of the 2015 local elections and was shared with the Ministry of Education and Sports and the Ministry of Health (given that most of the polling stations are located in schools or health centres). Access to these public facilities identified by the CEC must be addressed with priority because in addition to their everyday function they are also essential to disabled persons' enjoyment of the right to vote and achieving real equality with other citizens.

In the area of public policy-making, the Law "On inclusion of and accessibility for people with disabilities" provides for the "*participation of people with disabilities* through individual consultations, and active participation of people with disabilities and their representative organisations, including children with disabilities". This Law also defines the various groups of actors that shall be involved in consultations, including:

- a) individuals with disabilities;
- b) organisations of persons with disabilities (in which disabled persons or their parents can take decisions by qualified majority voting);
- c) organisations for persons with disabilities;
- d) organisations represented in the National Disability Council.

The National Disability Council was established pursuant to the Law "**On the inclusion of and accessibility for persons with disabilities**" and became operational in April 2015. Unlike previously, the Council is now sanctioned by law, with clearly defined legal duties and functions. Members from organisations for the disabled make up 41 per cent of the total number of Council members, of which 43 per cent are women. This marks the highest

percentage of female representation to date, thus helping maintain gender balance in representation.

During the development of the Action Plan, consultations were held with all the above actors.⁵³

In the area of **culture**, the government allocated funding for special events in line with Law “On art and culture” of 2010. In the summer of 2014, the government supported the Inclusive Art Lab Project implemented by Art Link, a Durrës-based NGO, with the participation of around 80 persons with disabilities. The project provided training on how to access public funds in the areas of art and culture.

In 2015, the National History Museum organised a series of four events entitled “Education through cultural heritage”, with the participation of students with disabilities. Similarly, the Archaeological Museum in Durrës and Digitalb organised an exhibition entitled “Pa dritë” (Lightless), where persons with disabilities could touch scale models of archaeological finds and artefacts and read explanatory notes in Braille. Of the projects under implementation in 2016, Bunkerplis, a project conceived and organised by persons with disabilities, was supported by the Ministry of Culture in the sum of 300,000 (three hundred thousand) ALL.

The new draft-law “On cultural heritage” provides for the obligation of cultural heritage institutions to make their buildings accessible to persons with disabilities. Entrance ramps have been built at the National History Museum and the Opera House to promote accessibility. In addition, persons with disabilities enjoy concessionary ticket prices. A new initiative, “Education through culture”, will make it easier for children, including disabled children, to visit museums.

In the area of **sports**, it is the responsibility of the Special Olympics Committee to organise sports events for persons with disabilities. The last Special Olympics was held in 2012. Disabled sportsmen and women were members of the Albanian delegations to international meetings of the Olympic Committee. There is a disabled person on the National Sports Committee, whose role is an advisory one.

Civil society organisations organise regular events, such as the Wheelchair Basketball Tournament and the European Mobility Week; however, there is as yet no official federation of disabled sportsmen and women. The government is finalising a new Law on Sports which will provide for the establishment and funding of this federation. Some of the 22 existing sports federations organise events where persons with disabilities are also involved. Instruction No. 4 of 11 March 2014, defines the criteria for allocating funds to sports federations, making specific mention of “the inclusion in projects of persons with disabilities”.

⁵³ Financial sustainability is a challenge for organisations of persons with disabilities, although some of them do receive funding from the government. Disabled people are generally less able to afford membership fees, while donor funding is usually temporary and project-based. Many organisations do not even have the benefit of office premises and their registered address is invariably the same as president’s home address. To properly address the needs of persons with disabilities, these organisations need to build additional capacities in terms of financial, technical and human resources. They lack expertise in negotiation, networking and advocacy, coordination and internal organisational skills. Consequently, their influence in policy development and decision making is relatively limited.

Development centres also organise sports and cultural events for the people under their care. However, there is need for better infrastructure and improved capacities to ensure that children with disabilities in mainstream schools are able to participate in PE lessons and sports activities.

1.8 *Regional cooperation, monitoring and evaluation*

In order to tackle the complex cross-sectoral issues mentioned above, the government of Albania will examine examples of best practices from similar contexts through regional cooperation. There is a need for specialised knowledge (for instance, in areas such as the development of rules for supported decision-making, introduction of a pilot supportive accommodation and personal assistance scheme, etc.), with a view to enhancing compliance with the provisions of the UN Convention. Existing services need to be improved and coverage with services in the community extended. Part of work for launching these reforms involves consulting the experiences of other countries and applying the lessons drawn in the reform process.

The monitoring and evaluation activities are described in Chapter 5.





2



Vision, Policies and Strategic Goals

2. VISION, POLICIES AND STRATEGIC GOALS

The aim of this Action Plan of the government is to promote inclusion of persons with disabilities in society, prevent discrimination, and eliminate barriers to accessing services and rights. By implementing this plan, the Government of Albania seeks to improve access to public information and services, facilitate inclusive education, introduce disability assessment based on the biopsychosocial model, as well as expand community-based social services, rehabilitation services and employment promotion measures.

In addition, the Action Plan envisions activities which aim to improve or expand on existing programmes (including vocational education and training, employment, social services, inclusive education programmes, free legal aid, etc.) A central aspect of the Plan is to help promote the implementation of standards already adopted by the government, particularly in the area of physical accessibility.

The strategic goals of the Action Plan are:

- ▶ Të realizohet aksesueshmëria për shërbime dhe informacion për personat me aftësi të kufizuara.
Synimi: Deri në vitin 2020 të gjitha godinat ku ofrohen shërbime publike të jenë të aksesueshme.
- ▶ Të garantohet akses në sistemin e drejtësisë për të gjithë personat me aftësi të kufizuara.
Synimi: Deri në vitin 2020, institucionet e sistemit të drejtësisë duhet të sigurojnë akses të barabartë në përfitimin e ndihmës ligjore falas, në qasjen e proceseve gjyqësore duke përfshirë edhe ofrimin e interpretimit në gjuhën e shenjave.
- ▶ To ensure equal access to services and information for persons with disabilities.
Goal: By 2020, all buildings where public services are provided shall be made accessible.
- ▶ To guarantee access to the justice system for all persons with disabilities.
Goal: By 2020, the justice authorities shall ensure equal access to free legal aid and court proceedings, including provision of sign language interpretation.
- ▶ To improve participation in the labour market and promote equal opportunities for decent work for persons with disabilities.
Goal: By 2020, the number of persons with disabilities obtaining employment with the assistance of employment offices and targeted employment promotion programmes, shall have increased by 50% each year. The number of young persons with disabilities employed in the public administration shall also increase.
- ▶ To provide quality and inclusive education for all children with disabilities.

Goal: By 2020, all Multi-Disciplinary Commissions for the Assessment of Children with Disabilities shall be in place and the number of support teachers recruited shall increase in line with the needs of children with disabilities.

- To improve the quality of life of persons with disabilities by providing accessible and affordable services/benefits which are client-focused and community-based.

Goal: By 2020, the reformed commissions will have started the implementation of the new disability assessment system based on the biopsychosocial model and the number and range of community-based social services shall increase, including independent living support services.

- To provide accessible, affordable and equal health care for persons with disabilities.

Goal: By 2020, the number and range of assistive devices reimbursed by the government shall increase as necessary and a National Rehabilitation Centre shall be up and running.

- To enable persons with disabilities to represent their interests and to participate in public and political life in Albania.

Goal: By 2020, the number of persons with disabilities participating in voting processes and are involved in political life through representation in local authority councils will have increased.

- To create synergy among various sectors with a view to promoting integration of persons with disabilities in an inclusive, continuous and sustained fashion.

The achievement of these goals requires the establishment of new bodies at the central and local level, such as needs assessment offices, multi-disciplinary disability assessment commissions and a better coordination of services provided by central institutions and municipalities. Of particular importance is the establishment and institutionalisation of focal points engaged in disability-related work at the central and local level. Collaboration with civil society organisations is also paramount, given the key role these organisations play in raising the awareness of persons with disabilities about the reform processes, as well as in providing expertise in the development of new standards and services.





3



Policy Objectives and Key Deliverables



3. POLICY OBJECTIVES AND KEY DELIVERABLES

Under each Strategic Goal of the Action Plan are listed a number of targets to be achieved which aim to ensure that issues are comprehensively addressed. For each target there are typically between ten and twenty concrete activities to be implemented. While strategic goals are broader and will require longer to be accomplished, the targets listed here must be achieved within the Action Plan implementation period (2016-2020). The planned activities should continue beyond this period and new ones can be added in 2020.

The key targets and deliverables of the Action Plan, by priority area, are:

Accessibility

Strategic Goal 1: Ensure equal access to services and information for persons with disabilities.

Target 1: Improve physical access to public services for persons with disabilities

While an improved body of laws on accessibility standards has already been adopted by the government, these provisions are often not applied in practice due to lack of awareness, insufficient technical capacities and infrastructural and financial limitations. Ministries and institutions that do not yet have detailed and systematic information on the accessibility situation in their premises or in other buildings under their remit (throughout the country) are expected to carry out an audit of accessibility levels. The audit can be performed on a sample of buildings (depending on the funding available) and the audit team must be composed of experts in the areas of architecture, engineering and universal design. There should also be persons with disabilities on these teams. The experts should have awareness of different tools that can be used to improve accessibility to existing buildings. The audit findings will be used by the ministries to prioritise their funding for accessibility improvements and seek donors for concrete projects in this field. One such project area could focus on improving access to residential care centres, given that not all of them were originally built with accessibility standards in mind (e.g. accessible bathrooms, bedrooms, kitchens and other service areas, common areas, etc.).

In relation to the monitoring of the implementation of accessibility standards, the MSWY shall hold training sessions with inspectors who will be monitoring the implementation of accessibility standards by public bodies at the central and local level.



Target 2: Improve access to information for persons with disabilities

Activities under this target will focus on the development of new standards of access to government websites and portals (including access to e-services which are currently being developed by the government). In addition, the Ministry of Culture will take the lead in introducing audio/digital equipment and sign language in museums while the National Library will increase the number of books available in Braille and digital formats. The government will also collaborate with civil society representatives in developing a training programme for sign language interpreters so that they can be introduced in public institutions.

Target 3: Ensure access to public transport for all individuals

While the implementation of urban transport accessibility standards is not strictly speaking the responsibility of the national government, more needs to be done to strengthen monitoring systems in this area. This would involve the use of mechanisms already in place in independent institutions, who can react to violations of disabled persons' right to affordable and accessible transportation.

Equality

Strategic Goal 2. Ensure access to the justice system for all persons with disabilities

Target 1: Increase the number of persons with disabilities who are eligible for and make use of free legal aid services

At present, persons with disabilities very rarely make use of the free legal aid services available. Therefore, it is necessary to align the relevant legal framework with the UN Convention, not only to ensure greater access to services from an infrastructural point of view, but also to make sure that the staff providing legal aid services have the capacity to deal with cases involving persons with disabilities.

Target 2: Ensure equality before the law for all people with disabilities

The set of activities under this target focuses on recognising disabled persons' legal capacity to act and ensuring that they are able to attend as a party to any proceedings for removing the legal capacity to act. The activities also focus on aligning the Albanian legislation with international standards. In addition, it is necessary to examine any good practices in the area of supported decision-making, which was first introduced through the Law "On the inclusion of and accessibility for persons with disabilities", as an alternative to legal guardianship.



Target 3: Ensure that the rights of people with disabilities in the justice system are respected in line with international standards

The government will monitor disabled persons' access to judicial, notarial and legal defence services. The government will provide new facilities and services for disabled detainees or prisoners, including specialised facilities for court-ordered mental health treatment, transfer of prisoners from the Zaharia prison at Kruja, and provision of psychiatric supervision at institutions where treatment will be administered and managed.

Employment and training

Strategic Goal 3: Increase labour market participation and promote equal opportunities for decent work for persons with disabilities

Target 1: Improve the quality and outreach of VET services to promote the participation of persons with disabilities in the labour market

Persons with disabilities will be able to attend all the VET courses, which will be accessible to all categories of persons with disabilities. In addition, the government will make efforts to provide persons with disabilities with vocational training and independent living skills.

Target 2: Facilitate the integration of persons with disabilities in the labour market through employment promotion programmes

With its legislative initiatives, the government will seek to improve the active labour market programmes by instituting longer-term measures accompanied by soft support (e.g. weekly visits to the workplace in the first six months, mediation in case of any problems). Also, benefits in the area of employment need to be revised to ensure that all disabled persons benefit equally and in accordance with their needs.

Target 3: Improve the quality and efficiency of employment offices and services which aim to promote the integration of persons with disabilities in the labour market

In order to tackle the barriers persons with disabilities face in finding employment, the government will promote their participation in mainstream programmes, which will help them to gain professional experience both in the private and public sectors. In addition, the NES Quality Assurance and Performance Management System will include disability rights-related criteria, targets and principles. Access to services and inclusion of persons with disabilities will be addressed in the NES staff recruitment and development plan.



Education

Strategic Goal 4: Ensure quality inclusive education for all children with disabilities

Target 1: Improve the quality of inclusive education and strengthen teaching capacities for children with various kinds of disabilities

The main thrust of reforms in this area will be the introduction of multidisciplinary education commissions, introduction of support teachers for children with disabilities attending mainstream schools, and the development of new teaching materials. Follow-up work by individual ministries and coordination of efforts between them will ensure that every disabled child receives an education.

Target 2: Transform specialised schools into resource centres

Special schools will be transformed into resource centres with a view to promoting the professional development of teachers and support teachers in mainstream schools, who will be working with children with disabilities. At the same time, it is envisaged that a large number of children with disabilities will be able to join the mainstream education system.

Social care

Strategic Goal 5: Improve the quality of life of persons with disabilities by providing services/benefits that are accessible, affordable, client-focused and community-based

Target 1: Improve disability assessment by shifting from the medical model to a biopsychosocial model of assessment

In order to replace the medical model of disability assessment with the biopsychosocial model, the government will first pilot new disability assessment offices in selected regions and then roll them out throughout the country. This long-term process will require staff training, raising the awareness of persons with disabilities and their families about the new processes, and revising the legal framework.

Target 2: Deliver integrated social services by combining cash allowances with quality social care

In addition to continuing with the cash benefits payments, it is also necessary to provide a broader array of community and residential services with a view to increasing community services. In particular, persons with intellectual disabilities over 25 have no access to services and, in some cases, are committed to psychiatric hospitals.



Target 3: Promote de-institutionalisation by providing of new types of community-based social services

In order to promote the development of community-based services, the government will prepare new procurement modalities (by including civil society service providers), increase the number of licenced providers, and set up a funding mechanism.

Target 4. Develop models of targeted services for over 25s with intellectual disabilities, to be provided in day care centres or in their homes, with a view to promoting their integration in employment and independent living

Health care

Strategic Goal 6: Ensure accessible, affordable, and equal health care for persons with disabilities

Target 1: Strengthen the human and technical capacities involved in providing health care services to persons with disabilities

The Ministry of Health will seek to strengthen its staff capacities for the provision of client-centred services. In addition, it will have a protocol in place for the facilitation of medical examination and treatment of persons with disabilities and provision of home services.

Target 2: Develop prevention, integration and rehabilitation services for children and adults with disabilities

The government will pilot a model for the provision of rehabilitation services for persons with disabilities at the local level, as well as set up a National Rehabilitation Centre. It will support activities aiming to prevent disability and provide a basic package for children with disabilities, with a view to helping them achieve and maintain optimal functioning in their interactions with their environment.

Target 3. Plan for funding resources needed for the provision of assistive devices (wheelchairs, hearing aids, etc.)



Participation in political and public life

Strategic Goal 7: Enable persons with disabilities to represent their interests and participate in Albania's political and civic life

Target 1: Enable persons with disabilities to vote, advocate for their interests and participate in decision making

Great efforts are needed in this area to improve access to voting processes, not only to by ensuring that polling stations are accessible, but also by involving disabled people in election monitoring. This will require raising the capacities of people with disabilities. Additionally, the use of sign language in the media must increase.

Target 2: Promote disabled artists' works and include disabled people in cultural events

The Ministry of Culture will continue to promote projects involving persons with disabilities, improve access to information on the artistic and cultural content of events and facilitate the access of adults and children with disabilities to venues and institutions under its mandate.

Target 3: Provide opportunities for persons with disabilities to participate in sports activities and events

The Ministry of Education and Sports will create an enabling environment for the participation of persons with disabilities in sports activities. Besides improving accessibility to sports facilities, the Ministry is revising the legal framework, with the aim of facilitating the establishment and funding of an official federation of disabled sports men and women. The ministry will continue to organise Special Olympic Games events and will support the participation of disabled sportsmen and women in international competitions and tournaments.

Promotion of cooperation and monitoring and evaluation

Strategic Goal 8: Create synergies between various sectors to promote the integration of people with disabilities in an inclusive, continuous and sustainable way

Target 1: Ensure better cooperation and coordination between the MSWY and Local Government Authorities to improve activity design and monitoring

The Ministry of Social Welfare and Youth will develop and implement a set of Methodological Guidelines to support local governments in developing their Action



Plans for the Inclusion of Persons with Disabilities. Special attention will be paid to raising the capacities of needs assessment units and to the mechanism for further referral of cases identified by local authorities. The Ministry will also monitor the implementation of existing standards and laws at the local level. Coordination of this work will start with the appointment of the disability focal point at each municipality, as provided by the law.

Target 2: Monitor inequalities faced by disabled persons and coordinate public policies aiming to tackle and reduce them

The Ministry of Social Welfare and Youth shall coordinate the publication of annual reports on the state of implementation of the Action Plan, based on the information collected during visits on the ground, meetings with civil society organisations, and the contributions of disability focal points at the relevant line ministries. The National Disability Council is chaired by the Minister and the technical staff will prepare the data to be discussed in Council meetings. The Ministry will also support the publication of shadow reports by civil society organisations, by providing the necessary information.

Target 3: Set up a system for the collection of monitoring indicators with accompanying passports for each indicator

A significant challenge related to the monitoring framework is the collection and improvement of the quality of data collected at the central and local level. There is a need for gathering empirical data on the position of people with disabilities in general, in areas such as poverty levels, employment and educational status, need for community based services and other issues. The present monitoring framework can be strengthened by setting up an online system for entering monitoring and progress indicators. This requires the development of a well-defined methodology, which involves not just building the needed set of indicators for measuring progress, but also their respective passports.

Target 4: Promote regional cooperation for the implementation of the UN Convention on the Rights of People with Disabilities

The government will organise regional conferences and participate in exchanges of best practices abroad. Persons with disabilities will be included in delegations attending international events.





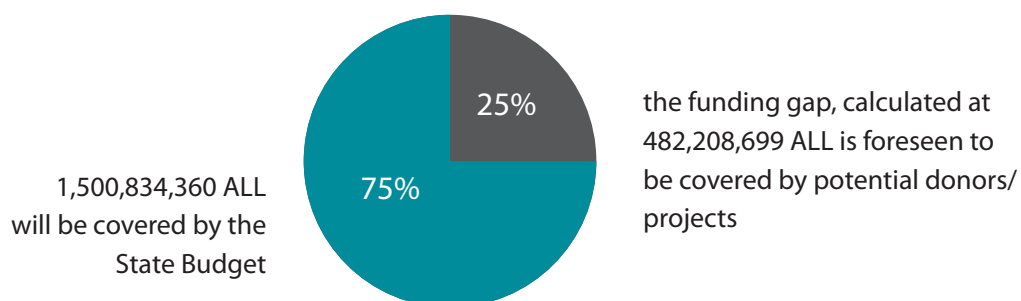


4 Financial Resources

4. FINANCIAL RESOURCES

The Action Plan budget identifies the resources needed to cover the cost of activities for the promotion of disability rights, as listed in the matrix tables below. The state budget envisages financial resources for the implementation of measures included in the Action Plan, based on an assessment of available resources at relevant line ministries. In some cases, State Budget funding is not sufficient to fully meet the targets. In these cases, the Action Plan provides an estimate of the funding gap and relevant suggestions for donor contributions to make up the shortfall. Other funds and types of resources from local government units and the civil society are central to promoting participation at the local level. These have not been included in this National Action Plan which focuses on the commitments, activities and funding from the central government budget.

The overall financial cost of the implementation of the 2016-2020 Action Plan on Persons with Disabilities, which is the aggregate sum of the cost of all activities, has been estimated at 1,983,043,059 ALL of which



Depending on the nature of the activities, the Action Plan outlines the following resources:

1. Government funding:

- a. *Actions explicitly targeting persons with disabilities* (such as funding for organizations of persons with disabilities), are usually allocated a dedicated budget (sub)line. Alternatively, the budget is calculated by multiplying the average cost per individual beneficiary with the number of beneficiaries. If the number of beneficiaries is not known, the cost is estimated (with an accompanying note specifying that it is only an estimate).
- b. *The cost of activities covered by the general government budget* - estimates are calculated based on the number of (known) disabled beneficiaries. The cost of all the activities in the respective sectors was calculated in close collaboration with the budget

department at each ministry, against the 2016-2018 Medium-Term Draft Budget as a reference point. A cost estimate is provided for years 2019 and 2020. Following a medium-term assessment in 2018, which will focus on the progress made in achieving the targets, a re-budgeting of measures will be carried out leading to more accurate budget calculations for the period up to 2020.

2. **Donor funding** – where certain costs cannot be covered by the state budget, an estimate of the donor funding needed to cover the shortfall is calculated and entered in the matrix.
3. **Combined government and donor funding** – in certain cases, government funding is available but is not sufficient to cover all activity costs, so the matrix reflects both government and donor resources.
4. **No costs** (for instance, where the activity is part of a public employee's daily duties and there are no additional costs for technical assistance).

Special care has been taken to come up with a realistic value for the cost of the implementation of the Action Plan and not to exaggerate government resources available or the donor support needed. Explanations of cost calculations are provided in a separate budget justification report.

The costs for the participation of persons with disabilities in employment promotion programmes, vocational education and training programmes (VET), disability allowance and social assistance schemes have been calculated on the basis of 2014/2015 data (and planning/estimates for 2016-2020). These programmes are essential for the promotion of integration and represent the core of the work of the Ministry of Social Welfare and Youth.

The Action Plan budget does not include the salaries of employees involved in policy development or implementation work (policy experts, medical doctors, police officers, employment office workers, or other public administration employees who provide services to all citizens) where these activities form part of their job duties and functions.

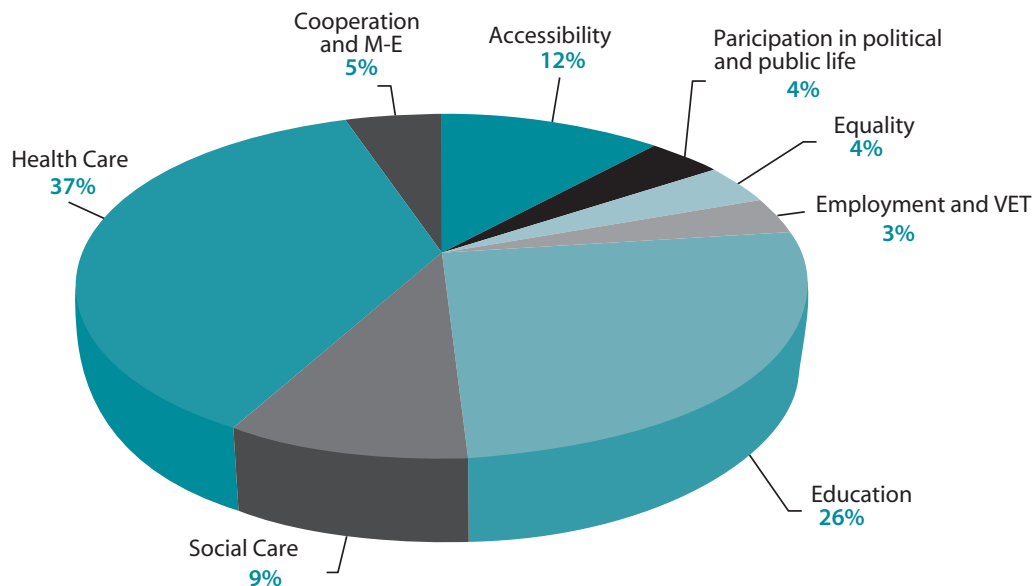
LGU budgets will be outlined in the Local Action Plans for the Inclusion of Persons with Disabilities (whereas the National Plan focuses on the central government budget).

The budget for policy coordination and reporting is listed in a separate section of the matrix.

A detailed itemisation of the cost of the Action Plan measures is provided in Annex 1.

Sector	Total Budget (ALL)	Funding from the State Budget (ALL)	Donor Funding (ALL)
Accessibility	235,935,000	146,830,000	89,105,000
Equality	76,375,000	60,600,000	15,775,000
Employment and Vocational Education and Training	69,072,360	52,672,360	16,400,000
Education	499,685,000	465,750,000	33,935,000
Social care	180,556,619	153,238,000	27,318,619
Health care	745,775,000	568,200,000	177,575,000
Participation in political and public life	77,044,000	50,544,000	26,500,000
Collaboration and Monitoring-Evaluation	97,635,080	-	97,635,080
TOTAL	1,982,078,059	1,497,834,360	484,243,699

Budget breakdown by sector





5



Accountability, Monitoring and Evaluation Analysis

5. ACCOUNTABILITY, MONITORING AND EVALUATION ANALYSIS

5.1 Accountability

The implementation of this Action Plan is the responsibility of the respective government bodies. To enhance accountability, the Action Plan designates the Ministry of Social Welfare and Youth as the main body responsible for reporting on the progress of the Plan; however, the majority of the activities will require cooperation between various actors, including the civil society and local government units. The First Monitoring Report will be written in the first half of 2017.

For each activity and target, the Action Plan also provides a related monitoring indicator, any existing baseline data where these are available, and the targets for 2017 and 2020. In order to ensure a thorough monitoring and evaluation report, the MSWY will work towards developing a comprehensive table of monitoring indicators. This will also require the development of a methodology for the creation of the respective indicator passports to ensure streamlined monitoring across all monitored institutions. At policy and strategic goal levels, the monitoring will consist of a results based evaluation exercise.

The present monitoring process in place can be strengthened by introducing **an online system for reporting monitoring and progress indicators**. This online system can be built after the model of the RomALBA online platform, which was created to monitor the Action Plan on Roma and Egyptians. Dedicated efforts need to be made by the Ministry of Social Welfare and Youth to ensure regular data collection and use of the system by all line ministries. The government has the technical and human capacities available to set up and manage systems of this nature; however, on-going awareness raising and training is needed to ensure that they are used in the most efficient way. The system will be managed primarily by the MSWY but it will be open to local authorities and other central and local government bodies to enter their data.

In addition, for each activity the respective deadlines and budget available are provided. These parameters will help monitor the implementation of the Action Plan and its evaluation. There will be a medium-term evaluation in 2018, which will serve as a basis for updating targets and measures, and a final evaluation. The monitoring and evaluation exercise will be led by the Ministry of Social Welfare and Youth as the coordinating body.

5.2 Monitoring of the Action Plan

The monitoring and evaluation framework will inform policy orientation in the context of the Integrated Planning System (IPS), the main decision-making mechanism which helps determine the country's strategic direction and allocation of resources. It will supply monitoring and evaluation reports to the Employment and Social Division of the Integrated Policy Management Group (IPGM), established by Prime Minister's Order No. 129 of 21.09.2015 "On institutional and operational measures for implementing a sectoral approach and establishing Integrated Policy Management Groups (IPMGs) to monitor sectoral reforms in Albania in line with government priorities, the National Strategy for Development and Integration (NSDI), Medium-Term Budget Process (MTBP), EU accession processes and Albania's international obligations." Monitoring the progress in the implementation of objectives and measures in the Plan will be presented periodically and will form part of the discussions in the meetings of the Thematic Social Inclusion Sub-Group, which is an inter-departmental team chaired by the MSWY.

The law also provides that the implementation of the Action Plan shall be monitored by the National Disability Council (established by Prime Minister's Order Nor. 12 of February 2015) composed of ministers covering the relevant areas. At present the Council has 17 members, of which 10 ministers and seven persons with disabilities. Of the latter, five represent organisations of persons with disabilities, the rest are from organisations involved the protection of the rights of persons with disabilities.

The development and implementation of a Methodological Guide by the Ministry of Social Welfare and Youth will support local government units in developing and implementing their action plans on the inclusion of persons with disabilities. Coordination of this work will commence with the appointment of disability focal points at each municipality, as provided by law.

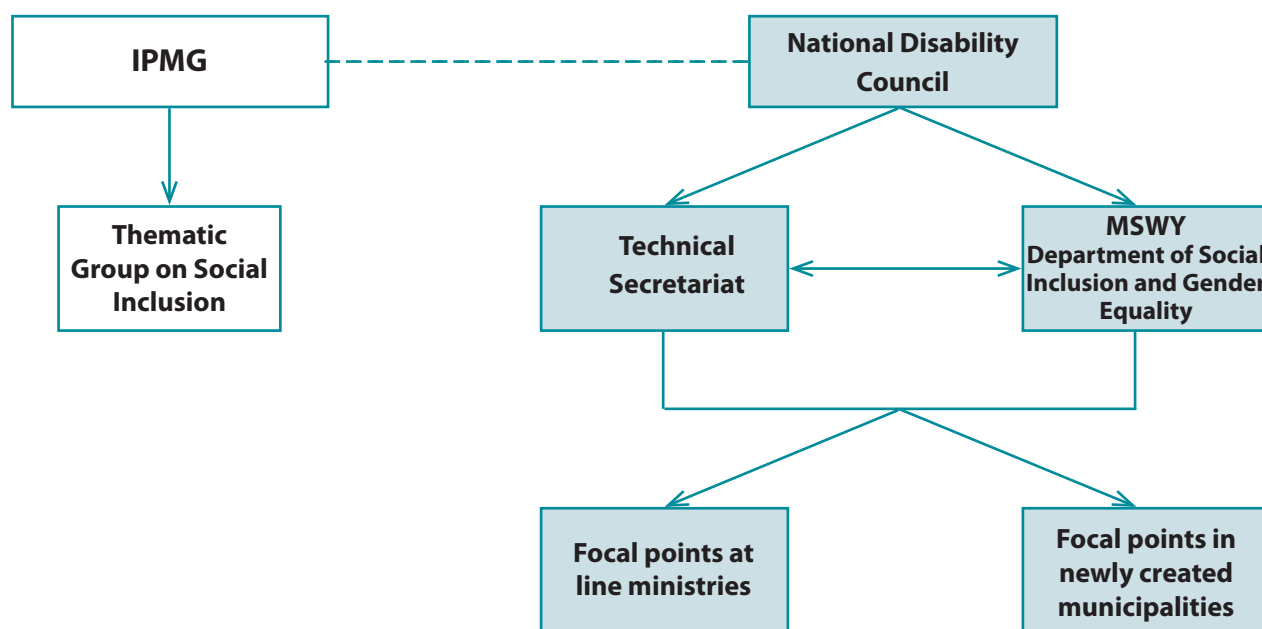
On a day-to-day basis, the responsibility for monitoring the implementation of the Action Plan lies with the relevant officers at the line ministries, who will implement the activities, collect data and submit progress reports for each sector. Nearly all the ministries have identified one officer **in charge of disability issues**, pursuant to Law No. 93/2014 "On the inclusion of and accessibility for persons with disabilities". However, further work is needed to prepare some of the terms of reference in order for these issues to be included in the job descriptions for these posts.

The Ministry of Social Welfare and Youth main role is to coordinate and periodically report on the implementation progress. The Department of Social Inclusion and Gender Equality at the Ministry of Social Welfare and Youth shall be responsible for coordinating the various stakeholders and shall report on the status of implementation of the Action Plan at various institutions, based on the data supplied by line ministries. For this reason, staff capacities

the Department of Social Inclusion and Gender Equality must be strengthened with additional expertise. The Department of Social Inclusion and Gender Equality at the MSWY will monitor the implementation of the Plan by establishing institutional contacts with local government units throughout the country, holding regular meetings with representatives from various ministries and the civil society, and visiting various local government offices in the course of the year in order to be immediately apprised of the ways disability issues are being addressed and any related challenges.

The Action Plan envisages the publication of annual progress reports in the next five years, as well as support for the monitoring reports prepared by civil society organisations.

During the implementation of the previous Action Plan (2005-2015), the MSWY produced several general reports, but they were not based on a consistent monitoring and evaluation process or methodology. A number of reports were also published by civil society organisations in the course of the implementation phase, between 2009 and 2011. A survey of persons with disabilities by these organisations revealed that “accessibility remains an important issue of concern to persons with disabilities with severe motor, visual or speech impairments. Over 50 per cent of them said that they felt isolated and excluded”⁵⁴.



⁵⁴ Albanian Disability Rights Foundation and Agency for the Support of Civil Society, *Monitoring Report on the Implementation of the Action Plan of the National Strategy on Persons with Disabilities in 2010*, p. 14.

5.3 Data Collection

Data availability and collection represents a significant challenge in monitoring the implementation of the Action Plan. The government recognises the importance of carrying out administrative data analyses disaggregated by gender, disability, and ethnic background, as important cross-sectional themes in analysing poverty and social protection, employment and skills, education, material deprivation, participation and human rights⁵⁵. In line with this approach, work will be done for the collection and improvement of the quality of data at the central and local levels. The ministries use administrative data to monitor the participation of persons with disabilities in a number of areas, particularly those targeted by government programmes. However, it is likely that some disabled persons may not have registered as such, and consequently they do not benefit from these programmes. In order to make sure that all government offices are able to collect the data needed for monitoring the implementation of this Action Plan, capacities need to be further strengthened.

There is also a need to collect empirical data on the situation of people with disabilities in general, such as poverty levels, employment and educational status, need for community-based services, and other issues. In addition to providing for the obligation of all institutions to collect and report disaggregated disability data, DCM No. 708 of 26.8.2015 “On the types, frequency and manner of reporting statistical data on disability”, also provides for dedicated surveys for people with disabilities to be carried out mainly by INSTAT. Organisations of persons with disabilities should also be involved in conducting such surveys and in other research initiatives.

In the area of social care, the Council of Ministers adopted a decision “**On the evaluation and monitoring of indicators of social assistance programmes, disability allowance payments, and social services**”⁵⁶. The decision defines the types and frequency of data collection, as well as clear reporting channels. It also requires the “**evaluation of the impact of policies** on reducing poverty, avoiding social exclusion and guaranteeing equal opportunities”, even though this type of activity is currently limited. Public policy monitoring relies mainly on administrative data collection. In its Social Protection Strategy, the government has committed to increasing transparency of the eligibility criteria for disability allowance payments by putting in place data systems and establishing an Integrated Information Management System⁵⁷.

The Policy Document on Social Inclusion 2015-2020 outlines a detailed plan for improving data collection. It emphasised that “**data standards** will be promptly reviewed and

⁵⁵ Government of Albania, *Policy Document on Social Inclusion, 2015-2020*, p. 131.

⁵⁶ DCM No. 617 of 7 September 2006, “On establishing indicators for the evaluation and monitoring of social assistance programmes on disability allowance and social services”, as amended.

⁵⁷ Government of Albania, *Social Protection Strategy and Action Plan, 2015-2020*.

updated by an Statistical Indicators and Integrity Group (SIIG) so that social inclusion indicators in Albania are relevant for and sensitive to local context, fully compliant with EU standards and integrated into the EU statistical systems on social protection (ESSPROS) ⁵⁸.

The existing statistical data do not provide a detailed classification of households according to various criteria and do not allow for the cross-referencing of some distribution criteria (e.g. detailed distribution by age, gender, disability, type of household, region/municipality, level of education or ethnic background). This continues to be the case in spite of efforts to improve framework models and develop specific descriptive statistics on gender, ethnic minorities and disability⁵⁹. To address these issues, the Social Inclusion Thematic Group (part of the Government Group on Integrated Policy Management - Employment, Skills and Social Policies) will establish a SIIG to ensure observation of data standards⁶⁰ for all EU and national-level indicators⁶¹.

The government has put in place digital systems for the management of all administrative data. However, various sections of these systems are often not connected to each-other (for instance, the labour invalids' system is not connected to the system used by the National Employment Service). A single unified system covering areas such as social care, employment, VET, education and health (or at least some of these segments) would greatly facilitate the introduction of the biopsychosocial model and would enable the government to better respond to the needs of each individual.

Civil Society Organisations also have an important part to play in raising awareness about issues related to implementing and supporting data collection processes. Given their direct contacts with persons with disabilities, civil society organisations are best placed to keep note of the lessons learned from policy implementation and to explain the importance of reliable data collection to potential participants.

58 Government of Albania, *Policy Document on Social Inclusion, 2015-2020*, p. 4.

59 INSTAT (2015), *A Profile of the Disabled Population in Albania*, January 2015.

60 A consultative meeting will be held with the Commissioner for Personal Data Protection to discuss data protection policies.

61 Government of Albania, *Policy Document on Social Inclusion, 2015-2020*, p. 42.

Monitoring Indicators

Sectors	Indicators	Reporting bodies	Unit of measurement	Source	Last valid value		Goal 2017	Goal 2020	Frequency
					Year	Value	Value	Value	
Accessibility	Percentage of central bodies that have adopted the accessibility plan and have planned adequate funding.	All institutions	%	All institutions	2013	2%	50%	100%	Annual
Accessibility	Number of polling stations accessible during elections.	CEC	%	CEC	2013	15%	60%	80%	Election Years
Accessibility	Number of persons with disabilities participating in the voting process.	CEC	%	CEC	2013	N/A	20%	50%	Election Years
Accessibility	Number of VET centres using communications and information equipment and where architectural adaptations have been made.	MSWY	Number quantity	MSWY	2013	3 adapted VET centres	6 adapted VET centres	10 adapted VET centres	Annual
Employment and training	Number of VET teachers and instructors who have received training on teaching disabled persons' groups.	MSWY	Number quantity	MSWY	2013	0	1/ for each centre	2/ for each centre	Annual



Employment and training	Number of persons with disabilities eligible for free VET courses.	MSWY	%	MSWY	2013	113	50% increase	100% increase	Annual
Employment and training	Increase in disabled persons' employment due to employment programmes.	MSWY	Number quantity	MSWY	2013	79	150	300	Annual
Employment and training	Training of employment experts on disabled-related interviewing and mediation.	MSWY	Number quantity	MSWY	2013	0	80	200	Annual
Education	Setting up of Multi-Disciplinary Education Commissions for the assessment of children with disabilities.	MoES	Number quantity	MoES	2013	0	6 qarqe	10 qarqe	Annual
Education	Number of support teachers appointed in line with the needs of disabled children.	MoES	Number quantity	MoES	2013	0	100	200	Academic year
Education	Number of support teachers trained.	MoES	Number quantity	MoES	2013	0	50	150	Academic year
Social care	Number of staff members involved in the provision of social services who are trained to properly apply services that are suitable to various types of disability.	MSWY SSS	Number quantity	MSWY SSS	2013	0	50	100	Annual

Social care	Increase in the number of children with disabilities living with foster families.	MSWY SSS	Number quantity	MSWY SSS	2013	18	50	100	Annual
Social care	Training of multidisciplinary disability assessment teams in preparation for their assessment of disabled individuals.	MSWY SSS	Number quantity	MSWY SSS	2013	0	30	100	Annual
Health and social care	Number of professional sports men and women with disabilities receiving rehabilitation services.	MoH	Number quantity	MoH	2013	2	5	10	Annual





6

Action Plan Matrix

6. ACTION PLAN MATRIX

Policy area: ACCESSIBILITY											
<i>Strategic Goal: Provide persons with disabilities with equal access to services and infrastructure</i>											
<i>Target 1: Improve physical accessibility in public services for persons with disabilities</i>											
<i>Target-level Goal: Increase physically accessible services in every sector</i>											
Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
1.1 Provide training to all focal points at the central and local level on disability issues as they relate to various aspects of accessibility	Number of focal points trained	Not all focal points for disability issues have been officially appointed and they have not received any training on accessibility	All focal points trained by the end of 2017	A follow up training held by the end of 2018 (more advanced but also ensuring that any changes in staff do not lower capacity levels)	Ministry of Transportation and Infrastructure (MoTI) training material	MSWY in collaboration with relevant ministries	MSWY	2016-2017 for the first training 2018 for the advanced training	No budget available	ALL 2,000,000 USD 16.000	ALL 2,000,000 USD 16.000
1.2 Amend the Law on Public Procurement so that all goods and services should be accessible to persons with disabilities; in public services procurements quality will have priority over low cost.	Review of Public Procurement Law with a view to include criteria on disabled persons' access to goods and services for persons with disabilities	Goods and services do not comply with the technical specifications for persons with disabilities	Review completed and relevant recommendations drafted		The text of the Public Procurement Law	MSWY/Public Procurement Agency	MSWY/ Public Procurement Agency	2017	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs

1.3 Carry out an accessibility audit at all Police Directorates throughout the territory of the country and use it to develop a plan for accessibility improvement	Audit carried out and results published Accessibility Improvement Plan and Budget adopted	Ministry of Interior premises are being refurbished with a focus on accessibility for persons with disabilities.	Publication of the Accessibility Audit Report by the end of 2016	Accessibility Improvement Plan adopted and budgeted by the end of 2018	Mol accessibility audit report Mol accessibility Improvement Plan and Budget documents	MSWY + Mol	MSWY + Mol	Accessibility Audit publication by the end of 2017 Adoption of plan with budget by the end of 2018	No funding available	1,300,000 ALL (10,000 USD)	1,300,000 ALL (10,000 USD)
1.4 Develop and adopt a plan which will help LGUs during the reconstruction of all education institutions throughout Albania	Number of pre-schools, primary schools, high schools and public university buildings adapted to comply with accessibility standards	No plan exists	Plan developed by the end of 2016	-	Ministry of Education and Sports (MoES) reports	MoES	MoES	2016	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs

1.5 Carry out an accessibility audit of Regional Education Directorates and use it to develop a plan for improving accessibility	Accessibil-ity audit of local education authorities (Regional Education Directorates and Education Offices) completed and serves as a basis for the development of an accessibility improvement plan.	MoES premises are being refurbished with a focus on accessibility for persons with disabilities.	Publication of the Accessibility Audit Report by the end of 2016	Accessibility Improvement Plan adopted and budgeted by the end of 2017	MSWY Accessibility Audit Report Accessibility Improvement Plan and Budget documents	MoES	MoES	Accessibil-ity Audit publication by the end of 2016 Adoption of plan with budget by the end of 2017	No budget	1,300,000 ALL (10,000 USD)	1,300,000 ALL (10,000 USD)
1.6 Carry out an accessibility audit of all the premises under MSWY and use it to develop a plan for improving accessibility	Audit carried out and results published Accessibility Improvement Plan and Budget adopted	The main MSWY building is partially accessible but this is not the case with all premises	Publication of the Accessibility Audit Report by the end of 2016	Accessibility Improvement Plan adopted and budgeted by the end of 2017	MSWY Accessibility Audit Report Accessibility Improvement Plan and Budget documents	MSWY	MSWY	Accessibil-ity Audit publication by the end of 2016 Adoption of plan with budget by the end of 2017	No budget	1,300,000 ALL (10,000 USD)	1,300,000 ALL (10,000 USD)
1.7 Ensure that the newly reconstructed premises of the Ministry of Urban Development (MoUD) are accessible	Accessibility elements addressed in the reconstruction of MoUD premises	Refurbishment is ongoing and design plans are in accordance with accessibility standards	Refurbishment completed in line with accessibility standards by the end of 2016	-	MoUD reports	MoUD	MoUD	2016	No costs	No costs	No costs

1.8 Carry out an accessibility audit of the justice system infrastructure and enabling maximum possible physical access for persons with disabilities	Audit completed and published Number of justice system buildings adapted to ensure best possible access for persons with disabilities	Most justice system premises are not accessible to persons with disabilities and there is no plan for improving the situation	Accessibility audit published by the end of 2017	Measures for maximising accessibility to justice system infrastructure completed by the end of 2020	MoJ accessibility audit report MoJ accessibility Improvement Plans and Reports	MoJ, Office for the Management of Judicial Budget	MoJ, Office for Judicial Budget Management	Accessibility Audit publication by the end of 2017 Adoption of plan with budget by the end of 2018	No funding available	1,300,000 ALL (10,000 USD)	1,300,000 ALL (10,000 USD)
1.9 Carry out an accessibility audit of the Ministry of Culture and cultural institutions (presence of sloping ramps/ lifts, accessible bathrooms and other requirements) and using it to develop a plan for improving accessibility	Accessibility audit completed and used to develop a plan for improving accessibility to cultural institutions	No accessibility audit ever conducted	Accessibility audit conducted in 2016	None	Accessibility audit report	Ministry of Culture (MoC) Directorate of Creativeness and Education through Culture, Directorate of Tangible Cultural Heritage and Museums	MoC Directorate of Creativeness and Education through Culture, Directorate of Tangible Cultural Heritage and Museums	2017	No funding available	650,000 ALL (5,000 USD)	650,000 ALL (5,000 USD)
1.10 All health centres and the Health Care Fund buildings improve their infrastructure by adapting to disabled people's needs (ramps, toilets, signage for blind people)	Per cent of healthcare centres that will have improved their infrastructure	None renovated to date	Infrastructure improved in 40% of healthcare centres	Infrastructure improved in 80% of healthcare centres	Ministry of Health (MoH) reports	MoH	MoH	2016-2020	ALL 83 million (USD 640,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 83 million (USD 640,000)

1.11 Provide physical access to centres providing rehabilitation services	Number of physically accessible centres where rehabilitation services are provided.	Rehabilitation centres are not physically accessible	Accessibility improved in 40% of the centres where rehabilitation services are provided	Accessibility improved in 80% of the centres where rehabilitation services are provided	MoH reports	MoH	MoH	2016-2020	Covered under Activity 1.10	Any additional funding would help increase outreach and/or improve the quality of this activity	Covered under Activity 1.10
1.12 Enable the best possible physical access for persons with disabilities to a growing number of employment offices (ramps, elevators, toilets, orientation signals for the visually impaired)	Number of accessible employment offices	A handful of NES offices are partially accessible Some have property ownership problems and cannot modify their building	2 newly accessible NES offices	5 accessible NES offices in total	MSWY Employment Department reports	National Employment Service	National Employment Service	2 offices in 2017 5 offices in 2020	ALL 1 million (USD 8,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 1 million (USD 8,000)
1.13 Arrange for the construction and installation of mobile ramps by students of vocational schools	Number of mobile ramps built and installed in public institutions by the students of vocational schools	No ramps being built by students of vocational students	50 ramps built and installed in public institutions (pre/schools, universities, VET centres, NES offices, ministries, municipalities, etc.)	100 ramps built and installed	Ministry of Social Welfare and Youth (MSWY) VET Department reports	VET Department at the MSWY	VET Department at the MSWY	50 ramps in 2017 100 ramps in 2020	ALL 10 million (USD 77,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 10 million (USD 77,000)

1.14 Build ramps in museums and parks subordinated to the MoC (the Museums in Berat, the Museum of Medieval Art in Korça, the Archaeological Museums in Durrës and Korça, the Ethnographic and Gjergj K. Skanderbeg Museums in Kruja, the Museum of Independence in Vlora) and the Archaeological Parks of Apollonia, Butrint and Bylis)	Number of museums and parks with ramps	Similar infrastructure has been introduced in the National Historical Museum. Projects for installing ramps in additional institutions will follow this example	Supplying the Museums of Kruja, Berat and Durrës with ramps, as the most visited and attended museums due to their geographical position	Supplying the Museums of Korca (the Archaeological and of Medieval Art in Korca) and the Archaeological Parks of Apollonia, Butrint and Bylis with ramps	MoC	MoC	Once a year	Museums of Kruja, Berat and Durrës by the end of 2017 Museums of Korça and the Archaeological Parks of Apollonia, Butrint and Bylis by the end of 2020	ALL 1,280,000 (USD 10,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 1,280,000 (USD 10,000)
1.15 Audit of construction/refurbishment plans for kindergartens/schools that comply with accessibility criteria	No school refurbishment/construction plans adopted unless they comply with accessibility standards	In the past, some school construction/refurbishment work was done which did not comply with the accessibility standards	No school refurbishment/construction plans adopted unless they comply with accessibility standards	Same as for 2017	LGUs' school refurbishment/construction plans fulfil accessibility requirements	LGUs, MoES	LGUs,	2016-2020	No costs	No costs	No costs

1.16 Increase the capacities of the National Labour Inspectorate whose inspectors will also check accessibility levels.	Include accessibility audit duties in job descriptions and number of trained employees	Accessibility standards have been adopted nationally, but compliance monitoring is decentralised and uncoordinated	Accessibility audit duties included in job descriptions and 50% of inspectors trained nationally	All inspectors working under the Public Health Institute complete training	Reports by the Labour Inspectorate at the MSWY	MSWY	MSWY	2016-2020	No funding available	ALL 16,000,000 USD 131,000	ALL 16,000,000 USD 131,000
1.17 Establish cooperation with vocational schools (see act. 1.13) and donors to ensure polling stations are accessible	Number of accessible polling stations in the next election	The Central Election Commission sent an instruction that polling stations should be accessible but in reality most are not	60 per cent of polling stations are accessible to persons with disabilities	80 per cent of polling stations are accessible to persons with disabilities	Central Election Commission reports	Central Election Commission	Central Election Commission	As soon as a local or general election is announced	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs

1.18 Make sports facilities at schools and sports venues (including the newly reconstructed Olympic Park Centre) accessible to persons with disabilities	Number of sports facilities adapted to become accessible to persons with disabilities	By the end of 2016, 40 sports facilities will be accessible to persons with disabilities. The Olympic Park Centre is being reconstructed in line with accessibility standards. Stadiums in Elbasan and Shkodra are accessible.	Another 30 sports facilities accessible by the end of 2017	In total, 150 sport facilities will be accessible by the end of 2020	MoES reports	MoES	MoES	2020	ALL 30 million (USD 230,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 30 million (USD 230,000)
1.19 Ensure that accessibility standards are respected in the new Integrated Service Delivery Centre (one-stop-shop)	Construction of the Integrated Service Delivery Centre (one-stop-shop) in compliance with accessibility standards	The government has a project for an Integrated Service Delivery Centre (one-stop-shop), but accessibility standards are not being mainstreamed	The government's Integrated Service Delivery Centre constructed in accordance with accessibility standards	-	Ministry of Innovation and Public Administration (MIPA) - reports from the Agency for Delivery of Integrated Services in Albania (ADISA)	MIPA/ ADISA	MIPA/ ADISA	2017	No costs	No costs	No costs

Target 2: Improve access to information for persons with disabilities

Target-level Goal: Increase the number of public service points providing information that is accessible to persons with various types of disabilities

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
2.1 Develop and adopt standards for accessibility to public service websites and portals	Standards developed and adopted	National Agency for Information Society (NAIS) developed general standards for government websites but accessibility has not been addressed	Standards developed, approved, published on the NAIS website and presented to IT units at each ministry		Document containing standards for government websites (including accessibility standards)	National Agency for Information Society (NAIS)	NAIS	2016 for the design	No costs	No costs	No costs
2.2 Request and coordinate the redesign of government websites in line with the new accessibility standards	Number of government websites and portals made accessible to persons with disabilities, in line with the new standards	Government websites and portals are not accessible to persons with disabilities	-	Most ministry websites redesigned in line with accessibility standards by the end of 2020	Government websites and portals, NAIS reports	NAIS	NAIS	2020		Costs to be determined after standards have been developed	

2.3 All locally-produced and imported pharmaceutical products to have a description in Braille.	Number medications with a description in Braille	Number of Braille descriptions made	Description in Braille introduced on all drugs		MoH	MoH	MoH	2016-2017	No costs	No costs	No costs
2.4 Accreditation of VET programmes and training for sign language instructors	<p>VET programme for sign language instructors accredited</p> <p>Number of deaf people trained as sign language instructors</p>	<p>A sign language training program has been developed but not accredited by the government</p> <p>There are only 6 interpreters familiar with the Albanian sign language and they are deaf people</p>	<p>A two-year sign language interpretation VET program accredited by the end of 2016</p>	<p>20 deaf people trained as sign language instructors by the end of 2019</p>	<p>Documents of the VET sign language programme and the accreditation certificate</p>	MSWY/ANAD	MSWY/ANAD	<p>2016 for VET program accreditation</p> <p>2019 for the first generation of deaf sign language instructors</p>	No budget available	ALL 3 million	ALL 3 million
2.6 Digitisation of books for audio CDs and Braille format, giving priority to textbooks	Number of digitised books in CD and Braille format	No digitalized books available, only a few copies in Braille	History and literature books for university made available in Braille (approx. 10 types of books)	Making all academic/university textbook titles available on the library website	MoC/ National Library websites and reports	MoC/ National Library	MoC/ National Library	<p>2017 for Braille</p> <p>2020 for the digital copies</p>	No funding available	ALL 14 million (USD 108,000)	ALL 14 million (USD 108,000)

2.7 In the context of the MoC accessibility audit (see Act. 1.9 under Physical Accessibility), conduct a review of the state of digitalisation in national cultural institutions	Number of cultural institutions identified that do not require support with digitisation (i.e. audio guides)	Museums and galleries do not provide information in a digital/ audio format	Audit completed in 2017	-	MoC	MoC	MoC Directorate of Creativeness and Education through Culture, Directorate of Tangible Cultural Heritage and Museums	2017	No funding available	130,000 ALL (1,000 USD)	130,000 ALL (1,000 USD)
2.8 Develop and record content that can be distributed via new digital media/devices	Content recorded in audio format	No audio content available	Audio content developed and recorded for the major national institutions pursuant to MoC order	-	MoC, Directorate of Creativeness and Education through Culture, Directorate of Tangible Cultural Heritage and Museums	MoC, Directorate of Creativeness and Education through Culture, Directorate of Tangible Cultural Heritage and Museums	MoC, Directorate of Creativeness and Education through Culture, Directorate of Tangible Cultural Heritage and Museums	2017	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
2.9 Provide three cultural institutions (museums, galleries, national library) with digital technology to improve access to information for persons with disabilities	Number of museums, galleries and libraries supplied with and using digital technologies	No museums and galleries are presenting content using digital technologies	-	Once the content is developed, digital equipment supplied to three institutions and made available to the public	MoC. Directorate of Creativeness and Education through Culture, Directorate of Tangible Cultural Heritage and Museums	MoC. Directorate of Creativeness and Education through Culture, Directorate of Tangible Cultural Heritage and Museums	MoC. Directorate of Creativeness and Education through Culture, Directorate of Tangible Cultural Heritage and Museums	2020	No funding available	ALL 49 million (USD 380,000)	ALL 49 million (USD 380,000)

2.10 Ensure that the public database on qualifications, curricula and training offered by VET providers is accessible to persons with disabilities	Information presented in the online database accessible and searchable by persons with disabilities	No online database exists but it is planned to develop one	An online database accessible to persons with disabilities is set up		National Agency for Education, Professional Training and Qualifications	National Agency for Education, Professional Training and Qualifications	National Agency for Education, Professional Training and Qualifications	2020	No funding available	ALL 2 million (USD 15,000)	ALL 2 million (USD 15,000)
2.11 Provide interpretation for persons with disabilities Disability Assessment Commissions' meetings, when necessary, so that they can participate in procedures	Number of persons with disabilities receiving interpretation at meetings of the Disability Assessment Commission	No interpretation provided	Interpretation begins to be provided before the end of 2017	-	MSWY	MSWY	MSWY	2017	No funding available	ALL 90,000 (USD 700)	ALL 90,000 (USD 700)
2.12 Inform persons with disabilities about the new disability assessment scheme using accessible formats	Number of information materials produced in accessible formats	No materials ready as yet	50% of materials on the new disability assessment scheme (i.e. types of brochures, leaflets, forms) is available in accessible formats	100% of materials on the new disability assessment scheme (i.e. types of brochures, leaflets, forms) is available in accessible formats	Promotional material in accessible formats	MSWY	MSWY	Materials developed and distributed in 2018	No funding available	ALL 7 million USD 58.000	ALL 7 million USD 58.000

2.13 Ensure that the new decision on ICT project standards includes accessibility elements	Decision on ICT project standards includes accessibility elements	Decision on ICT project standards is being drafted	Adopted decision on ICT project standards includes accessibility elements	-	Decision on ICT project standards prepared by NAIS	NAIS	NAIS	2020	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
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Target 3: Ensure access to public transport for all individuals

Target-level Goal: Strengthen the implementation of accessibility standards for vehicles and information on public transport

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
3.1 Review and compare the Albanian legislation with that of EU countries with a view to enabling hearing-impaired people to receive a driving licence	Public consultation where examples of best practices in issuing hearing-disabled people with driving licences	Hearing-impaired persons are ineligible for a driving licence in Albania according to the Road Traffic Code of the Republic of Albania, Article 117, and DCM 153, "On adopting the regulation for the implementation of the Road Traffic Code", Articles 302-309, of 7 April 2000.	A public consultation is held and examples of best practices discussed	Legal amendment considered	Text of the law	MSWY in cooperation with the MTI	MSWY	2020	No budget available	ALL 590,000 (USD 4,500)	ALL 590,000 (USD 4,500)

3.2 Increase the number of staff at the Offices of the Commissioner against Discrimination and the Ombudsman, in order to enhance their monitoring on public transport and housing	Staff numbers increased	The Commissioner's Office has 22 staff as of October 2015	Two additional employees hired in each institution to monitor and respond to discrimination in public transport and housing	-	Staffing desk at the Commissioner's Office The budget paper	Ministry of Finance (MF)	MF	2017	ALL 16,800,000 (USD 130,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 16,800,000 (USD 130,000)
3.3 Train staff working in interurban and rail transport services in communication skills and inclusive service provision	Number of trained persons	No training provided	150 staff trained in communication skills and provision of inclusive service	150 staff trained in communication skills and provision of inclusive service	MTI reports	MTI/MSWY	MTI/MSWY	2020	-	ALL 3 millionë (USD 23,000)	ALL 3 millionë (USD 23,000)
3.4 Review and supplement legislation related to the reimbursement of all types of transport travel and funding opportunities for all categories of persons with disabilities	DCM drafted and approved	Public transport providers often refuse to apply reduced tariffs for persons with disabilities because they are not reimbursed	DCM drafted and approved	-	Text of the DCM	MTI	MTI	2016-2017	ALL 4,750,000 (USD 37,000)		ALL 4,750,000 (USD 37,000)

3.5 Revise legislation related to the reimbursement of fuel costs for persons with disabilities	Regulations revised to ensure that all persons with disabilities receive means-tested reimbursement of fuel costs, based on their situation and need.	Only labour invalids qualify for fuel costs reimbursement (7,000 ALL/month), while other persons with mobility issues do not. Furthermore, in order to get reimbursed for fuel costs a customs clearance document on the car, but this document is not being issued any more.	Existing laws assessed	Legislative amendments completed	MSWY reports	MSWY	MSWY	2016-2020	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
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Policy Area: EQUALITY

Strategic Goal: Guarantee access to free legal aid for all persons with disabilities

Target 1: Increase the number of eligible persons with disabilities using free legal aid services

Target-level Goal: Persons with disabilities who meet the criteria start using Free Legal Aid services and their number increases every year (baseline: no persons with disabilities have benefitted from the State FLA service)

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
1.1 Organise meetings with organizations representing persons with disabilities to inform them about the Free Legal Aid (FLA) services and eligibility criteria	Number of associations of persons with disabilities that receive information about the FLA services	An information campaign conducted when the FLA Commission was established in 2008 but no particular outreach towards organizations of persons with disabilities	Every organisation received 1,000 FLA leaflets An intro. meeting held with organizations of persons with disabilities to introduce services and criteria	Follow-up meeting with organisations of persons with disabilities to discuss progress	Leaflets, minutes of meetings	MSWY	MSWY	2016-2020	No budget available	ALL 2,000,000 USD 15.500	ALL 2,000,000 USD 15.500
1.2 Train staff members dealing with FLA applications of persons with disabilities	Number of staff members trained	No staff trained	Basic training for all staff carried out	All staff have received basic training	Reports by the National Legal Aid Commission	MoJ	MoJ	Basic training: 2017	No budget available	ALL 500,000 (USD 4,000)	ALL 500,000 (USD 4,000)

1.3 Develop an accessible website for the FLA services provided by the government	Website developed and published, including description of services, criteria and contacts	The Commission on FLA does not have a website	Accessible website developed and published by the end of 2016	-	Web page	MoJ	MoJ	2016	No budget available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)
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Target 2: To ensure equality before the law for all persons with disabilities

Target-level Goal: Review the legal framework with a view to ensuring equality before the law for people with disabilities

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
2.1 Assess the situation in relation to the legal capacity to act of persons with disabilities	Study on the legal capacity to act of persons with disabilities published	No study exists at present	Publication of the Study on the legal capacity to act of persons with disabilities	-	The published document	MSWY/MoJ	MSWY/MoJ	2017	No budget available	ALL 2,000,000 (USD 15,500)	ALL 2,000,000 (USD 15,500)
2.2 Draft legislation recognizing the legal capacity to act of persons with disabilities	Law drafted and adopted	Blind persons cannot sign official documents without a carer/ assistant present	Law drafted and adopted	-	Text of the law	MoJ/MSWY	MoJ/MSWY	2017	No budget available	ALL 2,000,000 (USD 15,500)	ALL 2,000,000 (USD 15,500)

2.3 Review examples of good practices and develop guidelines on supported decision-making	Good practices identified Guidelines on supported decision-making adopted	Supported decision-is provided for under the Law on Inclusion of and Accessibility for people with disabilities", but details need to be specified	Good practice examples identified and a report published by the end of 2017	Guidelines for supported decision-making drafted and adopted by the end of 2018	Guidelines document Report on good practice examples	MSWY	MSWY	2017-2018	No budget available	ALL 1,875,000 (USD 14,500)	ALL 1,875,000 (USD 14,500)
2.4. Train officials at all justice institutions on the Convention on Rights of Persons with Disabilities	Number of officials at justice institutions trained	Number of officials at justice institutions trained	No officials have been trained to date	50 officials trained by the end of 2017	MoJ	MoJ	MoJ	Every year starting from 2016	No budget available	ALL 5,000,000 (USD 39,000)	ALL 5,000,000 (USD 39,000)
2.6. Amending the CPC so that proceedings to remove a person's capacity to act are conducted as two-party hearings and the disabled person is a party to the proceedings	CPC amendments prepared and adopted	Persons with disabilities are not included in these proceedings which violates international human rights standards.	CPC amendment prepared. During this process, the courts should hear the testimony of the person concerned to the fullest extent possible	CPC amendment approved by the end of 2018	Text of the amendment Court proceedings	MoJ/MSWY	MoJ/MSWY	2020	No budget available	ALL 400,000 (USD 3,000)	ALL 400,000 (USD 3,000)

Target 3: To ensure observation of the rights of persons with disabilities in the justice system, in line with international standards
(PBA 2017-2019, DPP- The Prison System - Code 03440)

Target-level Goal: GEnsure observation of the rights of persons with disabilities in the justice system in terms of infrastructural and procedural conditions

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
3.1 Develop an Action Plan for implementation of the Law on Mental Health which will create facilities for persons under court-ordered mental health treatment as patients and not prisoners	Action Plan developed	The recently adopted Law on Mental Health provides for a separate regime for persons under court ordered mental health treatment, but there is still no appropriate facility where they can receive treatment				MoH/MoJ	MoH/MoJ	2016	No budget available	ALL 200,000 (USD 9,500)	ALL
3.2 Review and improve the Memorandum of Understanding between the MoJ and MoH in the spirit of cooperation and with a view to improving the material and living conditions of persons with disabilities	Memorandum of Understanding signed	No official document outlining cooperation exists	Memorandum of Understanding signed	-	Text of the MoU	MoJ, MoH, General Prison Directorate	MoJ, MoH, General Prison Directorate	2017	No costs	No costs	No costs

3.3 Conduct a cost-estimate for constructing a new facility within the Mother Teresa special institute, where prisoners from the Zaharia prison in Kruja can be moved to.	Cost estimate exercise completed	The inadequate living conditions in the Zaharia prison have been noted in a decision of the European Court of Justice	Cost estimate exercise completed Construction plan developed by the end of 2016	-	Preventivi	MoH, General Prison Directorate	MoH, General Prison Directorate	2017	No budget available	ALL 1,200,000 (USD 9,500)	ALL 1,200,000 (USD 9,500)
3.4 Develop a plan and secure funding for the construction of a new facility within the Mother Theresa University Hospitals Centre, where prisoners from the Zaharia prison in Kruja can be moved to.	Construction plan developed	The inadequate living conditions in the Zaharia prison have been noted in a decision of the European Court of Justice	Construction plan ready and funding secured by the end of 2017	-	Plan and budget documents	MoH, General Prison Directorate	MoH, General Prison Directorate	2018	No budget available	ALL 1,800,000 (USD 14,000)	ALL 1,800,000 (USD 14,000)
3.5 Appoint a psychiatrist at each detention facility where medication needs to be managed and administered to detained persons with disabilities	Number of psychiatrists appointed	Not all institutions have a psychiatrist on staff even though medication needs to be managed and administered	Appointment of a psychiatrist at each detention facility where medication is managed and administered	-	MoH Reports	MoH, MoJ	MoH, MoJ	2018-2020	ALL 60 million (USD 460,000)	No costs	ALL 60 million (USD 460,000)

Policy Area: EMPLOYMENT AND VOCATIONAL EDUCATION AND TRAINING (VET)

Strategic Goal: Increase labour market participation and promote equal opportunities for decent work for persons with disabilities

Target 1: Improve the quality and coverage with VET services which promote the inclusion of persons with disabilities in the labour market
(PBA 2017-2019, DPP-Education Professional-Code 09240)

Target-level Goal: Annual increase in the number of persons with disabilities who find a job or are self-employed after completing a (no baseline data)

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
1.1 Create adequate conditions at VET centres which enable participation of persons with disabilities including communication and information means and adaptations to buildings	Number of VET centres who use communication and information means and those who have introduced adaptations to their buildings	Out of 10 VET centres (2 in Tirana, 7 in the regions, and one mobile centre in the South-eastern region), only three are partly accessible	A light-weight hydraulic platform and lift installed in two VET centres in Tirana	An additional VET centre equipped with a hydraulic platform and lift	MSWY, VET Department	MSWY, VET Department	MSWY, VET Department	Tirana centres: 2017, additional centre: 2020	No funding available	ALL 11 million (USD 85,000) Currently there is a USAID project focusing on accessibility to centres	ALL 11 million (USD 85,000)
1.2 Train VET teachers and instructors in teaching persons with disabilities (as part of mainstream groups and in separate groups when necessary)	Number of teachers and instructors trained in teaching to groups of PWD disaggregated by gender and region	VET instructors/ teachers are not trained	1 instructor/ teacher in every VET centre trained for teaching persons with disabilities	2 instructors / teachers in every VET centre trained for teaching persons with disabilities	Training curricula for VET centre staff MSWY/ VET Department reports	MSWY, VET Department	MSWY, VET Department	2017-2020	ALL 6,300,000 (USD 50,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 6,300,000 (USD 50,000)

1.3 Continue to provide free VET courses for persons with disabilities	Number of persons with disabilities benefitting from free VET courses	As of August 2015, 113 persons with disabilities were certified from free VET course, compared to 250 in year 2014	10 per cent annual increase in the number of persons with disabilities participating in VET courses every year	10 per cent annual increase in the number of persons with disabilities participating in VET courses every year	Reports by the VET centre	MSWY, VET Department	MSWY, VET Department	Çdo vit, 2016-2020	ALL 11,340,000 (USD 88,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 11,340,000 (USD 88,000)
1.4 Widen the range of VET courses in order to promote the employability of all beneficiaries, including persons with disabilities	Number of new VET courses approved Number of persons with disabilities benefitting from the new VET courses	New courses have been planned but not yet developed	New course curricula approved	1 new course developed per year, from 2018	Course curricula and participant lists	MSWY, VET Department	MSWY, VET Department	2017-2020	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
1.5 Support the participation of persons with disabilities in VET courses	Number of persons with disabilities attending VET courses	10 persons in 2015	10% increase per year	10% increase per year	MSWY, VET Department	MSWY, VET Department	MSWY, VET Department	2016-2020	ALL 3,492,360 (USD 27,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 3,492,360 (USD 27,000)

1.6 Provide adequate professional equipment for persons with disabilities who complete a VET course and establish their own business	Number of persons with disabilities who have completed a VET course and benefit adequate professional equipment for their newly established business	No equipment currently provided	Criteria and equipment defined in a DCM by the end of 2017	10 persons with disabilities (VET course graduates and new business owners) receive equipment per year (2018-2020)	MSWY, VET Department	MSWY, VET Department	MSWY, VET Department	2017 for criteria and equipment definition 2018-2020 for implementation	ALL 1,750,000 (USD 14,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 1,750,000 (USD 14,000)
1.7 Prepare a draft law on the promotion of training, rehabilitation and employment of persons with disabilities	The legal framework improved	There is a need for improvements of the existing legal framework	Legal framework improved		MSWY	MSWY	MSWY	2017	No costs	No costs	No costs
1.8 Develop standards for professional rehabilitation services, including specific service accessibility standards	Standards developed	There are no standards in place	Standards developed	2017	MSWY	MSWY	MSWY	2017	No funding available	ALL 800,000 (USD 6,500)	ALL 800,000 (USD 6,500)
1.9 Adapt VET curricula to the needs of persons with disabilities (e.g. in a simplified format)	Curricula adapted	Curricula not currently adapted	Curricula adapted	2017	MSWY	MSWY	MSWY	2017	No funding available	ALL 800,000 USD 6.500	ALL 800,000 USD 6.500

1.10 Develop training and qualification programmes for personal assistants of persons with disabilities	The training and qualification programme for personal assistants developed	The position of personal assistants was introduced in the Law on the Inclusion of and Accessibility for Persons with Disabilities, but there are no training or regulations in place	The training and qualification programme for personal assistants developed		MSWY	MSWY	MSWY	2016 for the programme design	No funding available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)
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Target 2: Facilitate the integration of persons with disabilities in the labour market through employment promotion programmes (EPP)
(PBA 2017-2019, DPP- The Labour Market - Code 10550)

Target-level Goal: Number of persons with disabilities employed who were previously registered unemployed to increase by 30 per cent every year

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
2.1 Continue to support the participation of persons with disabilities in employment promotion (EPP) and mediation programmes	Number of persons with disabilities (men and women) who enrol in EPP (per programme and as a share of total number of participants) and the number of those who find employment after attending the programme	In 2012, only 13 persons with disabilities were employed, in 2013 the number grew to 79 and in 2014 to 127.	30 per cent annual increase in the number of persons with disabilities participating in EPPs every year	30 per cent annual increase in the number of persons with disabilities participating in EPPs every year	National Employment Service Reports	National Employment Service	National Employment Service	Annually, 2016-2020	ALL 18,550,000 (USD 145,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 18,550,000 (USD 145,000)

2.2 Annual awareness raising events at Universities where all disabled students are invited to promote vocational and professional internships and programmes (see the next two activities for details)	Number of disabled university students informed on vocational internships and programmes	Professional internship programmes were introduced in 2015, with DCM 395. In 2014-2015, 42 students who were entitled apply after graduation enrolled in the programme	At least 5 disabled students enrolled each year for professional internships and professional internship programmes	Same indicator as for 2017	NES documents and participants' lists	NES	NES	Annually, 2016-2020	No costs	No costs	No costs
2.3 Contact private sector employers and line ministries to identify potential placements for disabled students in professional internship programmes (up to 6 months, including a small monthly remuneration)	Number of persons with disabilities placed with private and public employers in the context of professional internship programmes	Almost no one is employed in the public sector No persons with disabilities have participated in professional internship programmes in the past	At least 5 disabled students enrolled every year in professional internship programmes	Same indicator as for 2017	NES reports	NES	NES	Annually, 2016-2020	ALL 990,000 (USD 8,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 990,000 (USD 8,000)

2.4 Contact private employers and line ministries to identify potential placements for disabled students in professional internship programmes (3-9 months, no remuneration)	Number of persons with disabilities placed with private and public employers in the context of professional internship programmes	Virtually no one is employed in the public sector No persons with disabilities have participated in professional internship programmes in the past	At least 5 disabled students enrolled every year in vocational practice programmes	Same indicator as for 2017	NES reports	NES	NES	Annually, 2016-2020	No costs	No costs	No costs
2.5 Improve active labour market programmes through long-term measures and technical support (e.g. weekly visits to the place of work in the first six months, mediation in case of problems)	Number of persons with disabilities benefitting from the new active labour market measures for persons with disabilities	Current measures last for one year only and no soft support is provided	Programme ToRs adopted	20 persons with disabilities benefit from new active labour market measures	NES reports	MSWY, Employment Policies Department	MSWY, Employment Policies Department	2017 for establishing the programme 2020 for the first twenty beneficiaries	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
2.6 Amend/expand job descriptions of NES employees to officially include weekly visits to the place of work in the first six months.	Number of visits carried out				NES reports	MSWY, Employment Policies Department	MSWY, Employment Policies Department	2016 for reviewing job descriptions 2017-2020 for the implementation	No costs	No costs	No costs

2.7 Draft and adopt a law authorising the government to give grants to enterprises that promote the employment of persons with disabilities (or other vulnerable groups)	Law drafted and adopted		Law Drafted	Law adopted	MSWY	MSWY	MSWY	2016-2017	No costs	No costs	No costs
2.8 Examine examples of best practice and design a programme for supporting social enterprises that employ persons with disabilities (and other vulnerable groups)	Number of best practices examined Programme designed	There are quite a few good practices of social entrepreneurship in the EU, but not all Albanian government officials are familiar with them. There are no programmes of this type of in Albania as yet	Good practices examined and visits by a delegation of government and civil society representatives	A programme on supporting support social enterprises (aligned with the relevant Law due to be drafted) and adopted through a DCM	MSWY	MSWY	MSWY	2017 for the examination of best practices 2020 for designing the programme	No funding available	ALL 2,600,000 (USD 20,000)	ALL 2,600,000 (USD 20,000)
2.10 Revise the benefit allocation system to ensure it treats all persons with disabilities equally and in accordance with their needs	Publication of the study	The services provided currently favour certain groups of persons with disabilities and have not been made available to all equally	Study published by the end of 2017	-	MSWY study	MSWY	MSWY	2017	No funding available	ALL 2 million (USD 15,500)	ALL 2 million (USD 15,500)

Target 3: Improve the quality and effectiveness of labour market institutions and services aiming to promote the integration of persons with disabilities in the labour market (PBA 2017-2019, DPP- The Labour Market - Code 10550)

Target-level Goal: NES and VET services receive information in the form of empirical data and respond to the needs of persons with disabilities

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
3.1 Include the criteria, targets and principles related to the rights of persons with disabilities in the NES Quality Assurance and Performance Management system	Specific criteria, targets and principles included in the NES system	The NES is working on its Quality Assurance and Performance Management system		Criteria, targets and principles related to the rights of persons with disabilities included in the NES Quality Assurance and Performance Management system	NES Quality Assurance and Performance Management document	NES	MSWY Employment Department	2020	No costs	No costs	No costs
3.2 Addressing access to services and inclusion of persons with disabilities in the NES staff recruitment and development plan	Specific targets on access to services and inclusion of persons with disabilities defined in the NES staff recruitment and development plan	The NES is working on its staff recruitment and development plan	-	NES staff recruitment and development plan addresses inclusion of persons with disabilities	NES staff recruitment and development plan	NES	MSWY Employment Department	2020	No costs	No costs	No costs

3.3 Train NES specialists on barriers faced by persons with disabilities in the labour market and ways to help overcome them	Number of NES staff trained	No NES specialists have been trained on these matters to date	40 NES specialists trained each year	40 NES specialists trained each year	NES reports	MSWY, Employment Policies Department	MSWY, Employment Policies Department	2016-2020	ALL 10 million (USD 77,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 10 million (USD 77,000)
3.4 Prepare guidelines for the assessment of disabled job seekers and employers in order to provide adequate employment support to persons with disabilities	Guide prepared Number of NES staff familiar and applying the guide	No guide currently exists		NES staff are familiar and apply the Guidelines	NES guidelines	MSWY, Employment Policies Department	MSWY, Employment Policies Department	2017 for preparing the guidelines 2020 for their implementation	No funding available	ALL 400,000 (USD 3,000)	ALL 400,000 (USD 3,000)
3.5 Carry out awareness raising campaigns for unemployed job seekers with a disability	Number of persons with disabilities registered unemployed	Number of persons with disabilities registered unemployed was 1,275 in August 2015, compared to 1,732 a year earlier	1,900 persons with disabilities registered unemployed by the end of 2017	2,500 persons with disabilities registered unemployed by the end of 2020	NES reports	MSWY, Employment Policies Department	MSWY, Employment Policies Department	2016-2020	ALL 50,000 (USD 400)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 50,000 (USD 400)

3.6 Employ persons with disabilities as specialists in the Employment Office of Tirana	Number of persons with disabilities employed at the Tirana Employment Office	The Tirana Employment Office does not employ any persons with disabilities. NES overall employs one person with disability.	1 disabled person employed at the Tirana Employment Office by the end of 2017	2 persons with disabilities employed by the end of 2020	NES reports	MSWY, Employment Policies Department	MSWY, Employment Policies Department	By 2020	Only the cost of regular salaries, depending on level	No costs	Only the cost of regular salaries, depending on level
3.7 Expand the NES database with specific information on persons with disabilities who are unemployed job seekers	Criteria for additional data defined Data being collected	N/A	Criteria for additional data collection defined	New data being collected by all NES offices	NES database	MSWY, Employment Policies Department	MSWY, Employment Policies Department	Criteria on data collection: end of 2017 Data collection: end of 2020	No funding available	ALL 400,000 (USD 3,000)	ALL 400,000 (USD 3,000)
3.8 Develop inspection tools (checklists, warning notices for employers) and train State Labour Inspectorate staff nation-wide on the implementation of the law on employment of persons with disabilities	Number of State Labour Inspectorate staff trained Monitoring tools developed and used by the State Labour Inspectorate in their interactions with employers	The State Labour Inspectorate examines working conditions, but does not monitor the implementation of quotas for employment of persons with disabilities	Monitoring tools developed Training curricula developed	Training of State Labour Inspectorate staff held annually	MSWY State Labour Inspectorate reports	MSWY, State Labour Inspectorate	MSWY, State Labour Inspectorate	2017 for designing the training 2018 for the initial training (thereafter training is to be held every year)	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs

3.9 Review the legal framework with a view to removing barriers and disincentives for employment of persons with disabilities, and to promote long-term employment	Analysis of the legal framework published	No comprehensive analysis of the legal framework has been done	Analysis of legal framework published in 2017	-	MSWY, Employment Policies Department	MSWY, Employment Policies Department	MSWY, Employment Policies Department	2017	No funding available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)
3.10 Carry out a study on the position of persons with disabilities in the labour market (including quantitative data on employment rates, duration of unemployment, employment sectors, qualification levels and other factors)	Study on the position of persons with disabilities on the labour market published	No study exists in this field	Methodology for the study defined and implementation initiated	Study published in 2018	MSWY, Employment Policies Department	MSWY, Employment Policies Department	MSWY, Employment Policies Department	2017 for the methodology 2018 for the publication	No funding available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)
3.11 Raise awareness by using leaflets, print and electronic media, on employment quotas for persons with disabilities, discrimination issues, examples of best practice of inclusion and reasonable accommodation	Number of promotional material published	No promotional materials on this topic exist	2 new promotional materials per year (4 by the end of 2017)	2 new promotional materials per year (10 in total by the end of 2020)	MSWY, Employment Policies Department	MSWY, Employment Policies Department	MSWY, Employment Policies Department	2016-2020	ALL 200,000 (USD 1,500)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 200,000 (USD 1,500)

3.12 Ensure that the National Youth Service and Regional Youth Centres employ at least one person with disabilities each	Number of persons with disabilities employed at the National Youth Service or Regional Youth Centres	Pursuant to DCM No 377, the National Youth Service is responsible for the implementation of MSWY- approved youth programmes, while Regional Youth Centres organise activities and events. The National Youth Action Plan envisages 8 employees in the National Youth Centre and 4 for each Regional Centre.		At least one disabled person employed at the National Youth Service and each Regional Youth Centre	Staff lists	MSWY	MSWY	2019	ALL 2,184,000 USD 18.200	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 2,184,000 USD 18.200
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Policy Area: EDUCATION

Strategic Goal: Ensure quality and inclusive education for all children with disabilities

Target 1: Improve the quality of inclusive education and strengthen the capacities for teaching children with different types of disabilities

(PBA 2017-2019, DPP- Basic Education (including preschool education)-Code 09120) / (PBA 2017-2019, DPP- (General) Secondary Education-Code 09230)

Target-level Goal: Increased number of children with disabilities receiving education in mainstream educational institutions

(baseline: 1,947 children with disabilities attended mainstream schools in 2014-2015, including 421 children in preschool and 1,526 in primary schools. Another 1,254 children attended mainstream high schools (915 at the lower-middle education and 339 at the high middle education. 700 students with disabilities were enrolled in special schools)

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
1.1 Inform and raise the awareness of students and parents, Educational Directorates and schools on the equal rights of children with disabilities to attend the mainstream education system	Number of events organized Number of campaigns conducted	N/A	One annual campaign (two in total) including events in all major cities	One annual campaign (five in total) including events in all major cities	MoES reports	MoES	MoES	Annually, 2016-2020	No funding available	ALL 3 million (USD 23,000)	ALL 3 million (USD 23,000)
1.2 Draft a rules book on the functioning of multidisciplinary commissions	Rules book on multi-disciplinary commissions drafted, approved and distributed	No rules book exists	Rules book developed, approved and distributed	-	Rules book finalised	MoES	MoES	2016	No costs		No costs

1.3 Train the members of multidisciplinary commissions on Classification of Functioning, Disability and Health (ICF)	Number of multidisciplinary commission members trained	No training provided, multidisciplinary commissions have not been established yet (12, one per region, are envisaged, composed of 7 members each)	All 84 commission members trained every year	All 84 commission members trained every year	MoES	MoES	MoES	2016-2020	-	ALL 4,200,000 (USD 33,000)	ALL 4,200,000 (USD 33,000)
1.4 Developing and applying a certification programme for support teachers	Certification programme developed Number of support teachers certified	There is one university-level certification programme at the "Ismail Qemali" University. The teachers involved are those whose teaching workload is lower than the established quotas and who express interest in this type of duties	End-of-academic-year report on certification programmes. 150 support teachers to be appointed	Another 150 support teachers appointed	MoES reports	MoES/ Curriculum Development Department at the Education Development Institute	MoES	2018 for the certification 2017-2020 for the implementation	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
1.5 Appoint support teachers to meet the needs of children with disabilities	Number of additional support teachers appointed to meet the needs of children with disabilities	Support teachers recruited from the ranks of teachers with low teaching workload. However, the number has proven to be insufficient	150 support teachers providing services every year	150 support teachers providing services every year	MoES reports	MoES	MoES	Annually, 2016-2020	ALL 486 million (USD 3,800,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 486 million (USD 3,800,000)

1.6 Provide on-going training support for teachers on education of children with disabilities, in collaboration with resource centres (special schools)	Number of support teachers trained	No training provided	50 support teachers trained	150 support teachers trained	MoES reports	MoES	MoES	Annually, 2016-2020	ALL 2,250,000 (USD 17,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 2,250,000 (USD 17,000)
1.7 Sign a Memorandum of Cooperation between the MSWY, MoES, Mol, MoH and associations of persons with disabilities aiming to ensure provision of education to all children with disabilities	MoU with descriptions of responsibilities and activities signed by MSWY, MoES, Mol, ME and associations of persons with disabilities	No formal cooperation exists	MoU drafted, approved and signed	-	MoU document	MoES	MoES	Annually, 2016-2020	No costs	No costs	No costs
1.8 Draft individual learning plans for every disabled child	Number of learning plans drafted	Individual learning plans for children with disabilities are not currently applied	Individual learning plans developed for every disabled child	-	MoES reports	MoES	MoES	Annually, 2016-2020	No costs	No costs	No costs

1.9 Update the database on children with disabilities, according to gender, type of disability, type of support service required and age group	Database updated and disaggregated by gender, type of disability, type of necessary support service and age group	The present database on children attending pre-university education has been updated	Database updated and disaggregated by gender, type of disability, type of support service required and age group	-	Database	MoES	MoES	Annually, 2016-2020	No costs	No costs	No costs
1.10 Provide free transport to children with disabilities from their home to the educational institution	Number of children with disabilities receiving free transportation	N/A	N/A	N/A	MoES reports	MoES/LGUs	MoES/LGUs	Annually, 2016-2020	The overall cost of free transportation for each disabled child is ALL 15,700. The number of disabled children who need to use free transportation services is unknown.		
1.11 Assess the needs for teaching/learning resources for the education of all categories of persons with disabilities in the mainstream education system and develop the required materials	Needs assessment report Number of teaching/learning resources developed (textbooks, exercise books, practical exercises, etc.)	No didactic resources exist for education of children with disabilities in the mainstream system	Needs assessment report (including a description of priority items)	All didactic resources on the priority list developed	MoES reports	MoES	MoES	2017 for the needs assessment 2020 for the implementation	No funding available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)

Target 2: Transform specialized schools into resource centres (PBA 2017-2019, DPP- Basic Education (including Pre-School Education)-Code 09120) /
(PBA 2017-2019, DPP- (General) Secondary Education-Code 09230)

Target-level Goal: All six special schools transformed into resource centres, by 2020 (baseline: none)

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
2.1 Develop a plan for the transformation of special schools to resource centres, based on international experiences	Action Plan	No experience of the sort to date		Special schools run as resource centres		MoES + MSWY + Civil Society		2016-2020	No funding available	ALL 1.000.000 (USD 8000)	ALL 1.000.000 (USD 8000)
2.2. Create separate facilities/ premises and curricula within special schools to be used as resource centres for mainstream teachers and support teachers who will be working with children with disabilities	Number of special schools where premises and curriculum for teaching of mainstream teachers and assistants are in place and used	No facilities or curriculum for this type of training is currently available	Curriculum designed Training facilities identified in at least 3 special schools	Training facilities/ premises identified in all 6 special schools	MoES reports	MoES	MoES	2016-2020	ALL 2 million (USD 15,500)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 2 million (USD 15,500)
2.3 Train and certify physiotherapists and other staff at the resource centres (special schools) so they can act as trainers	Number of physiotherapists and other staff trained	No training provided	One physiotherapist and one other specialist from every development centre trained	Two physiotherapists and two other specialists from every development centre trained	MoES reports Training curricula	MoES	MoES	2016-2020	ALL 500,000 (USD 4,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 500,000 (USD 4,000)

2.4 Develop the teaching infrastructure and teaching materials at the resource centres	Number of resource centres upgraded with teaching infrastructure and teaching materials	None available	5 of the 10 schools equipped to act as resource centres	All 10 special schools equipped to act as resource centres	MoES reports	MoES	MoES	2016-2020	No funding available	ALL 6.6 million (USD 51,000)	ALL 6.6 million (USD 51,000)
2.5 Publish materials for specialists and parents of children with disabilities	Number of publications	N/A	At least one specialized publication supported each year	At least one specialized publication supported each year	Publications	MoES	MoES	2016-2020	No funding available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)
2.6 Develop a methodology for running special schools as resource centres	Methodology drafted, adopted and introduced in all special schools	No methodology exists	Methodology drafted, adopted and presented to all special schools	-	Methodology document	MoES	MoES	2016-2020	No funding available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)
2.7 Use the Institute for the hearing impaired as a resource centre; train mainstream teachers and support teachers in sign language and Braille	Number of teachers and support teachers trained	Mainstream teachers and support teachers are not trained in sign language	Two teachers in each municipality (122 in total) complete basic sign language training by the end of 2017	Two teachers in each municipality (122 in total) complete advanced sign language training by the end of 2020	Sign language training curriculum, list of participants and trainers	MoES	MoES	2016-2020	No funding available	ALL 18,300,000 (USD 140,000)	ALL 18,300,000 (USD 140,000)

Policy Area: SOCIAL CARE

Strategic Goal: *Improve the quality of life of persons with disabilities by providing accessible, affordable and client-centred services/benefits*

Target 1: *Improve disability assessment by shifting from the medical model to the biopsychosocial model*
(PBA 2017-2019, DPP- Social care- Code 10430)

Target-level Goal: *Use of the biopsychosocial model to assess disability throughout the country*

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
1.1 Review the legal framework (Law No. 9355 on Social Assistance and Social Services) in accordance with the new model of disability assessment	Legal framework reviewed	Law 9355 is not aligned with the new model of disability assessment, access to cash benefits and services is determined based on medical assessment alone	Law 9355 amended to enable provision of benefits and services based on the new model of disability assessment	-	Text of the law	MSWY	MSWY	2016	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
1.2 Review the eligibility criteria for receiving benefit allowances for children and adults with disabilities, in order to ensure that they reflect their abilities and needs	Reviewed criteria	At present all persons with disabilities are paid the same cash amount, while the new model should differentiate based on the abilities of persons with disabilities	Criteria revised by the end of 2016	-	Eligibility criteria document	MSWY	MSWY	2016	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs

1.3 Train social service staff to appropriately apply disability-specific services for different types of disability, including basic service provision in sign language	Number of staff members trained on disability assessment	No staff trained	50 staff members trained on disability assessment	100 staff members trained on disability assessment	MSWY reports	MSWY	MSWY	Ongoing 2016 – 2020	ALL 1 million (USD 8,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 1 million (USD 8,000)
1.4 On-going training of staff from institutions involved in disability assessment, such as education, employment, municipality administrators	Number members from institutions involved in disability assessment trained in carrying out disability assessments.	No staff member trained to date	150	150 staff	MSWY reports	MSWY	MSWY	Ongoing 2016 – 2020	No budget available	ALL 900,000 USD 7500	ALL 900,000 USD 7500
1.6 Adopt social service standards in residential and day care centres for persons with disabilities	Standards adopted	No standards adopted to date	Standards adopted	Standards adopted	MSWY/	MSWY/	MSWY/	Standards adopted by the end of 2016	No budget available	ALL 500,000 (USD 4,200)	ALL 500,000 (USD 4,200)

Target 2: Deliver integrated social services by combining cash allowances with quality social care (PBA 2017-2019, DPP- Social care - Code 10430)

Target-level Goal: Improve the quality and availability of social care services

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
2.1 Carry out a national study on the provision of social services and needs of persons with disabilities (i.e. degree of meeting the needs for services and current service providers, need for new types of services)	National study carried out	No study on the needs of persons with disabilities available	National study published	-	Study report	MSWY/SSS	MSWY/SSS	2016	No budget available	ALL 7,600,000 (USD 60,000)	ALL 7,600,000 (USD 60,000)
2.2 Reorganise community and residential services by: i) Evaluating and reorganising existing residential centres; ii) Creating new services; iii) Providing continuous professional development for staff;	Number of new services established Number of trained professional staff Referral and case management systems established	12 residential centres (six public and six non-public) currently in place; an additional two are needed Residential centre staff are not trained on a regular basis	New services modelled 50 employees trained in providing services Introduction of the referral and case management systems for public and non-public providers	New operational services 50 additional employees trained in providing services	MSWY reports	MSWY/SSS Staff Professional Development Unit at the SSS	MSWY/SSS Staff Professional Development Unit at the SSS	2020	ALL 40 million (USD 308,000)	ALL 1 million (USD 8,000)	ALL 41 million (USD 316,000)

iv) Establishing referral and case management systems for public and non-public social services nationally		No referral and case management systems exist									
2.3 Continue to make progressive payments to persons with disabilities that are needs-based and in line with disability assessment commissions' decisions	Number of persons with disabilities receiving payments	Payments are made and should be continued	N/A	N/A	MSWY reports	MSWY/ Department of Social Services	MSWY/ Department of Social Services	Ongoing 2016-2020	No additional costs (this comes from the state budget and payments that persons with disabilities receive automatically)	No costs	No additional costs
2.4 Carry out inspections of the quality of delivery of social services in line with applicable standards	Number of service providers inspected regularly	No inspections carried out	The quality of social care services offered by all providers checked regularly	The quality of social care services offered by all providers checked regularly	MSWY reports	MSWY/ ISHPSHS	ISHPSHS	Ongoing 2016 - 2020	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
2.5 Train local social administrators and State Social Service staff to conduct needs assessments, make case referrals, and deliver quality social services	Number of local social administrators and State Social Service staff trained to provide quality social services	Local social administrators receive basic training every year on delivering quality services	450 staff trained every year	450 staff trained every year	MSWY reports Training materials	MSWY/SSS	MSWY/SSS	Annually, 2016-2020	No budget available	ALL 22,500.000 (180,000 USD)	ALL 22,500.000 (180,000 USD)

2.6 Reimburse expenses for sanitary products to all persons with disabilities who need them as per decision of the disability assessment commission	Number of persons with disabilities receiving reimbursement for sanitary products and hygiene equipment	Hygiene and sanitary packages are provided to paraplegics and tetraplegics only. Other disabled persons also need these supplies but must pay out-of-pocket	Adopt a decision on the extension of reimbursements for sanitary and hygiene products to all persons with disabilities by the end of 2017	Sanitary and hygiene products expenses are reimbursed to all persons with disabilities	MoH reports	MSWY/ Department of Social Services	MSWY/ Department of Social Services	End of 2017 for the adoption of the new decision 2018-2020 for its implementation	No additional costs (this comes from the state budget and payments that persons with disabilities receive automatically)	No costs	No costs
2.7 Develop a training and certification programme for Guide/ Assistance dogs in the example of best regional practices (send trainers to be certified in a neighbouring country – possibly in Slovenia, translate curricula, identify a location and prepare a dog training facility)	Guide Dog training and certification programme developed and adopted Number of trainers certified	No Guide / Assistant Dog training programme exists at present No certified trainers in the country	Training and certification programme developed and adopted 2 trainers certified	3 trainers certified	Certification standards Training material	MSWY/ Department of Social Services	MSWY/ Department of Social Services	2016	No budget available	ALL 10 million (USD 77,000)	ALL 10 million (USD 77,000)
2.8 Provide training to the first guide/assistance dogs in Albania	Number of persons with disabilities who receive a guide dog	There are no guide/assistance dogs in Albania	-	First five dogs given to disabled persons and are trained together	MSWY reports	MSWY/ Department of Social Services	MSWY/ Department of Social Services	2017	No budget available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)

2.9 Look into the possibility of drafting a law on Guide/ Assistance dogs to enable their owners to take them everywhere	Preparatory work for drafting the law	Guide/ Assistance dogs are regarded as domestic pets and not allowed to enter the premises of public or private institutions	Law drafted	Law adopted	Law on guide/assistance dogs	MSWY/ Department of Social Services	MSWY/ Department of Social Services	2018	No budget available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)
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Target 3: Promote deinstitutionalization through the provision of new types of community-based social services
(PBA 2017-2019, DPP- Social care - Code 10430)

Target-level Goal: Number of community-based services supported and certified by the government increases every year

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
3.1 Raise the awareness of local institutions about their responsibility to set up community-based services	Number of measures taken to raise the awareness of local institutions about the responsibility to set up community-based services	No measures taken yet	At least one campaign annually (meetings with local officials, printed information they can take home)	At least one campaign annually (meetings with local officials, printed information they can take home)	MSWY meeting reports and material distributed to municipalities	MSWY/ Department of Social Services	MSWY/ Department of Social Services	Annually, 2016-2020	No budget available	Any additional funding would help increase outreach and/or improve the quality of this activity	Pa kosto

3.2 Revise the Law on Social Services to enable procurement of services from civil society providers	Law amended	Current legislation does not allow procurement of social services from civil society providers (only the private sector). Many CSOs provide social services but cannot be funded by the government	Law amended by the end of 2016 and enabling procurement of social services from civil society providers	-	Text of the Law on Social Services	MSWY/ Department of Social Services	MSWY/ Department of Social Services	2016	No costs	No costs	No costs
3.3 Regulate new non-public services through their licencing and inspection	Number of new service providers registered and licenced		Five service providers registered and licenced	Ten service providers registered and licenced	MSWY reports	MSWY/ Department of Social Services	MSWY/ Department of Social Services	Ongoing 2016 – 2020	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
3.4 Establish services that support the independent living of persons with intellectual disabilities over 25 years of age presently in psychiatric hospitals	Number of new established services that will support the independent living of persons with intellectual disabilities over 25 years of age	No such services available. 85 persons with intellectual disabilities are forced to live in psychiatric hospitals, due to absence of alternative accommodation	3 new types of services developed and established	3 types of government-funded services up and running.	MSWY reports	MSWY/ Department of Social Services	MSWY/ Department of Social Services	2017 for establishing the service 2020 budget and functioning	ALL 90 million (USD 700,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 90 million (USD 700,000)

3.5 Increase the number of children with disabilities living with foster families	Number of children with disabilities living in temporary foster care	In 2012-2015, 18 children with disabilities were placed with foster families	50 children with disabilities placed with foster families	150 children with disabilities placed with foster families	MSWY reports	MSWY	MSWY	2016-2020	ALL 14,238,000 (USD 110,000)	ALL 5,943,619 (USD 46,000)	ALL 20,181,619 (USD 156,000)
3.6 Provide housing grants to persons with disabilities	Number of persons with disabilities receiving immediate housing grants	N/A	20 persons with disabilities receiving immediate housing grants	An additional 20 persons with disabilities receiving immediate housing grants	MoUD document on the eligibility criteria for receiving soft loans for housing	MoUD	MoUD	Annually, 2016-2020	ALL 8 million (USD 62,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 8 million (USD 62,000)
3.7 Apply favourable tariffs for the legalisation of housing/facilities by disabled persons (heads of household of household members) and roll out the programme so that all persons with disabilities (not just certain categories) are eligible under the law on accessibility.	Number of persons with disabilities or their families eligible for favourable legalisation tariffs Amended DCM provides that all persons with disabilities are eligible for favourable legalisation tariffs, not just certain categories	No baseline number of beneficiaries exists DCM amended	Unable to set a target for number of beneficiaries until DCM is amended by end of 2017	Unable to set a target for number of beneficiaries due to lack of data	MoUD reports	MoUD	MoUD	Ongoing 2016 – 2020 2017 for amending the DCM	Pa kosto	Pa kosto	Pa kosto

Policy Area: HEALTH CARE

Strategic Goal: *Ensure an accessible, affordable and equal healthcare for persons with disabilities*

Target 1: *Strengthen human and technical capacities for providing healthcare services to persons with disabilities*

Target-level Goal: *Number of healthcare centres with strengthened human and technical capacities increases every year (baseline: none)*

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
1.1 Draft an internal regulation to facilitate medical examinations in healthcare institutions for persons with disabilities	Regulation drafted and approved	No regulation exists	Regulation drafted and approved by the end of 2016	-	MoH Reports	MoH	MoH	2016	No costs	No costs	No costs
1.2 Train healthcare staff on community-based approaches for the provision of treatment and services for persons with disabilities	Number of trained healthcare staff	No training on the community-based approach provided	5,000 healthcare personnel trained	Another 5,000 healthcare personnel trained	MoH Reports	MoH	MoH	2016-2020	No funding available	ALL 30 million (USD 230,000)	ALL 30 million (USD 230,000)
1.3 Train school dentists and nurses (basic education level only) to provide care to children with disabilities	Number of dentists and nurses trained	There are dentists and nurses who provide care in schools (basic education level only) but they have not been trained to provide care to children with disabilities	100 doctors and nurses receive basic training	100 doctors and nurses receive advanced training	MoH Reports	MoH	MoH	2017 for the basic training 2020 for the advanced training	No funding available	ALL 800,000 (USD 6,000)	ALL 800,000 (USD 6,000)

1.4 Extend the terms of reference for school dentists and nurses to provide free services to disabled children living in the territory of their local authority but who are not enrolled in school	Terms of Reference extended	Disabled children who do not attend school have no access to free dental services, while children in mainstream schools receive free services			The terms of reference for school dentists and nurses	MoH	MoH	2017	No costs	No costs	No costs
1.5 Train psycho-social / caretaking staff on the community-based approach for persons with intellectual disabilities, including: <ul style="list-style-type: none"> • A person-centred practice • Building positive relationships • Community-based development • Intensive interactions and other specific techniques 	Number of trained staff	No training on the community-based approach for persons with intellectual disabilities provided	50 persons trained each year (100 in total)	50 persons trained each year (300 in total)	MoH	MoH	MoH	2016 – 2020	No funding available	ALL 875,000 (6,400 USD)	ALL 875,000 (6,400 USD)

Target 2: Develop prevention, integration and rehabilitation services for children and adults with disabilities
(PBA 2017-2019, DPP- Primary Care Services - Code 07220)

Target-level Goal: Make publicly-funded rehabilitation services increasingly more available to children and adults across the country
(baseline: currently services are provided only in major cities and are not always publicly-funded)

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
2.1 Design a basic package of services for recently-diagnosed disabled children and their families	Basic service package designed	No basic service package exists, parents often have to go from office to office in search of information of how the system works	Basic service package designed by the end of 2016	-	MoH Reports	MoH	MoH	2016	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
2.2 In the context of the basic package of services, introduce specialized treatment for children with disabilities	Number of healthcare staff trained on the basic service package Number of children with disabilities receiving a standard set of services	No basic package of services exists	-	Basic package of services provided to all children with disabilities	MoH Reports, training materials, staff guidelines	MoH	MoH	2017-2020	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs

2.3 Inform parents of children with disabilities on the type of healthcare services provided by public institutions	Number of families informed about the healthcare services available in public institutions	No specific information provided to parents of children with disabilities	All parents informed about the available healthcare services in public institutions	Same as for 2017	MoH	MoH	MoH	Ongoing 2016-2020	ALL 500,000 (4,000 USD)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 500,000 (4,000 USD)
2.4 In collaboration with MSWY, provide information on various conditions that can cause disability according to the International Classification of Diseases (ICD, ICF, according to WHO)	Number of leaflets drafted and distributed	There is no information available	500,000 leaflets	500,000 leaflets	MoH	MoH	MoH	2016-2020	ALL 500,000 (4,000 USD)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 500,000 (4,000 USD)
2.5 Organise information campaigns for persons with hearing impairments about the available healthcare services	Number of information campaigns organized targeting persons with hearing impairments regarding healthcare services	No specific information provided to persons with hearing impairments and sign language is not used in healthcare institutions	First campaign held	Second campaign held	MoH Reports	MoH	MoH	2017 for the first campaign, 2020 for the second campaign	ALL 200,000 (1,500 USD)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 200,000 (1,500 USD)

2.6 Amend the legal framework (Law on Inclusion and Accessibility) with procedural rules and guidelines for the provision of wheelchairs and other assistive devices	Amendments finalized and approved	The Law on the Inclusion of and Accessibility for Persons with Disabilities provides for services that are necessary for independent living, but needs to be accompanied with procedural guidelines and funding	Amendments outlining procedural rules and guidelines for the provision of wheelchairs and other assistive devices adopted	-	MoH reports and text of amendments, rules and procedures	MoH/MSWY	MoH/MSWY	2016	No funding available	ALL 400,000 (USD 3,000)	ALL 400,000 (USD 3,000)
2.7 Cover the cost of orthotics, prosthetics, wheelchairs and other assistive devices for persons with disabilities approved by the disability assessment commission	Number of persons with disabilities whose costs for orthotics, prosthetics, wheelchairs and other devices are covered	A limited range of free equipment is available (e.g. crutches) and only for paraplegics and tetraplegics. The law provides for free wheelchairs, but in practice people have to buy them	Identify a budget for covering the cost of orthotics, prosthetics, wheelchairs and other devices for persons with disabilities who receive a prescription	Costs covered for orthotics, prosthetics, wheelchairs and other devices for persons with disabilities with a prescription	MoH Reports	MoH and MSWY	MoH and MSWY	2017 for the budget 2018-2020 for the implementation	ALL 67,700,000 (520,000 USD)	No costs	ALL 67,700,000 (520,000 USD)
2.8 Train multidisciplinary disability assessment teams in order to enable them to assess the needs of individuals with disabilities for wheelchairs and other assistive devices, based on their diagnosis and individual specifications	Number of multidisciplinary team members trained	No training provided	30 members trained	100 members trained	MoH Reports	MoH	MoH	2017-2020	No funding available	ALL 2,250,000 (USD 17,500)	ALL 2,250,000 (USD 17,500)

2.9 Screen all babies in maternity hospitals for hearing impairments	Number of children screened for hearing impairments at all maternity hospitals	If disability is not detected in routine post-natal screenings, it may go undiagnosed until the child faces difficulties in primary school	All children undergo hearing tests at all maternity hospitals	Ongoing	MoH Reports	MoH	MoH	First standard screening carried out in the 2017/18 academic year Carried out every year between 2018 and 2020	No funding available	ALL 12,900,000 (100,000 USD)	ALL 12,900,000 (100,000 USD)
2.10 On a case by case basis, MSWY coordinates with local government authorities to identify community-based housing and services necessary to de-hospitalise persons with intellectual disabilities held in psychiatric hospitals (moving them to apartments / supported housing, in cooperation with MSWY, see Objective 3 under Social Care)	Number of persons with intellectual disabilities who are moved out of psychiatric hospitals into supported housing/ apartments	Pursuant to the law, MSWY and local government authorities are responsible for providing services to persons with intellectual disabilities, but in practice these services do not exist and 100 individuals whose families are not able to care for them have ended up in a psychiatric hospitals	Coordination work starts for the assessment and identification of solutions for 50 persons with intellectual disabilities	Assessment and identification of solutions carried out for another 50 persons with intellectual disabilities	MoH Reports	MoH	MoH	Ongoing 2016-2020	<p>Launching of the process for identifying solutions does not incur any costs</p> <p>Ongoing care for persons with intellectual disabilities in psychiatric hospitals is estimated at ALL 500 million for 5 years (3.9 million USD)</p>	<p>Technical support will be needed to find solutions for the accommodation and care for persons with intellectual disabilities in psychiatric hospitals</p> <p>Ongoing care for persons with intellectual disabilities in psychiatric hospitals is estimated at ALL 500 million for 5 years (3.9 million USD)</p>	<p>The launching of the solution finding process does not incur any costs</p> <p>Ongoing care for persons with intellectual disabilities in psychiatric hospitals is estimated at ALL 500 million for 5 years (3.9 million USD)</p>

2.11 Draft standards concerning healthcare services provided to residents living in social and supported housing	Standards drafted and approved	No standards exist	Standards drafted and approved	-	Document outlining the service standards	MoH	MoH	2017	Pa kosto	Any additional funding would help increase outreach and/or improve the quality of this activity	Pa kosto
2.12 Establish a national rehabilitation centre to coordinate services at the local level and to provide rehabilitation help to persons with acquired disabilities and habilitation assistance to persons with congenital disabilities	National rehabilitation centre established	No national rehabilitation centre exists and very few local services	-	National rehabilitation centre established	MoH Reports	MoH	MoH	2020	Nuk ka buxhet në dispozicion	ALL 100 milionë (USD 770,000)	ALL 100 milionë (USD 770,000)
2.13 Pilot a local rehabilitation centre in Korça	One local rehabilitation centre piloted for a year and the experience analysed (number, types of beneficiaries and level of satisfaction with the services, services sought and delivered)	Local rehabilitation services are almost non-existent and people with disabilities must pay private providers	Piloting of the local rehabilitation centre in Korça completed		Pilot project report	MoH	MoH	2017	Nuk ka buxhet në dispozicion	ALL 20 milionë (USD 155,000)	ALL 20 milionë (USD 155,000)

2.14 Procure rehabilitation services from public and non-public providers	Number of rehabilitation services procured from the public and non-public centres	No rehabilitation services currently offered by the government	3 types of priority services defined and procured	3 types of priority services defined and procured	MoH Reports	MoH	MoH		No cost estimate can be provided at this time because the extent and types of services are not yet known		
2.15 Train carers on providing health care to persons with disabilities	Number of trained carers	No formal training exists. 18,000 registered carers learn by trial and error	Basic training package developed	Basic training delivered by healthcare centres to the 18,000 carers registered with their respective local authorities	Training curriculum and report	MSWY organises the training, MoH provides the trainers	MSWY	2017 for developing the training programme 2020 for carrying out the training	No budget available	ALL 10,350,000 (80,000 USD)	ALL 10,350,000 (80,000 USD)

Policy Area: PARTICIPATION IN POLITICAL AND PUBLIC LIFE

Strategic Goal: Të mundësohet për personat me aftësi të kufizuara që të përfaqësojnë interesat e tyre dhe të marrin pjesë në jetën publike dhe politike në Shqipëri

Target i 1: Mundësimi i personave me aftësi të kufizuara për të votuar, për të mbrojtur interesat e tyre dhe për të marrë pjesë në vendimarrje

Target-level Goal: Rritja e numrit të personave me aftësi të kufizuara që votojnë në çdo zgjedhje të përgjithshme

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
1.1 Carry out awareness raising campaigns to promote participation of persons with disabilities in electoral processes. Support the candidacy of persons with disabilities for local council seats	Number of campaigns carried out to promote the participation of persons with disabilities in elections	The Central Election Commission introduced the use of Braille masks in every electoral zone in the local 2015 elections. Posters were produced to invite persons with disabilities to vote, and a video broadcast was aired on three local and national TV channels (the message was "having a disability does not mean you're your right to vote is limited". All videos were accompanied by sign language interpretation	Carry out a national campaign ahead of the 2017 general elections to raise awareness and promote participation of persons with disabilities in the electoral process	Carry out a national campaign ahead of the 2018 local elections to raise awareness and promote participation of persons with disabilities in the electoral process	Central Election Commission Reports	Central Election Commission	Central Election Commission	2020	ALL 1 million (USD 8,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 1 million (USD 8,000)

1.2 Build the capacities of persons with disabilities to act as regional election monitors and inspectors	Number of persons with disabilities trained as regional election observers and inspectors	12 persons with disabilities have acted as monitors and inspectors at local elections (in each region)	20 persons with disabilities act as monitors/inspectors at national or local elections	30 persons with disabilities act as monitors/inspectors at national or local elections.	Central Election Commission Reports	Central Election Commission	Central Election Commission	Every time monitors/inspectors are identified for future elections	ALL 360,000 (USD 3,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 360,000 (USD 3,000)
1.3 Revise the composition of Councils and Committees at the local and central levels to ensure participation, representation, and inclusion of persons with disabilities.	Number of councils who have persons with disabilities as their members	Most councils that have a consultative role do not have persons with disabilities as their members	Composition of councils revised		Central Election Commission Reports	Political Parties, CEC	Political Parties, CEC		No costs	No costs	No costs
1.4 Improve the law on community broadcasting to specifically include the use of sign language	Sign language introduced in national TV broadcasts	A 2013 law provides that national TV stations must broadcast in audio and provide subtitles for persons with disabilities (however, there is no provision for sign language)	The law on community broadcasting improved to strengthen sign language use requirements		Text of the law on community broadcasting	AMA / Audio Visual Media Authority	AMA / Audio Visual Media Authority	2016-2020	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs

1.6 Improve the Election Code and administrative procedures to ensure access to the voting process for disabled persons who cannot leave their homes	The Election Code amended to enable voting from home. The Election Code amended to enable identification of the numbers of disabled people who participated in the voting process. (This can be done in the same way as in 2015 to establish the number of women who voted)	Persons with disabilities who are not able to leave their homes or go to polling stations do not exercise their right to vote.	The Election Code amended to enable voting from home.		Central Election Commission Reports	Central Election Commission	Central Election Commission	2017	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
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Target 2: Promote the works of artists with disabilities and inclusion of persons with disabilities in arts and culture events

Target-level Goal: The government supports at least one arts and culture event/activity per year organised by persons with disabilities.
(baseline: one project was funded by the Ministry of Culture in 2014)

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
2.1. Provide the National Disability Council with a arts and culture events calendar	The annual calendar of events provided to the National Disability Council	Organisations of persons with disabilities are informed about cultural events	Calendar of events provided each year, 2016 and 2017	Calendar of events provided annually, 2018-2020	Calendar of events, MoC	MoC	MoC	Annually, 2016-2020	No costs	No costs	No costs

2.2 Include cultural events organised by persons with disabilities in the calendar of arts and cultural events of the MoC and cultural institutions	Number cultural events by persons with disabilities included in the events calendar each year	Cultural events organised by persons with disabilities are not included	Inclusion on the agenda of cultural events organised by persons with disabilities Annually, 2016-2017	Inclusion of cultural events organised by persons with disabilities in the events calendar Annually, 2018-2020	Calendar of cultural and arts events	MoC	MoC	Annually, 2016-2020	No costs	No costs	No costs
2.3 The MoC introduces an affirmative action measure (e.g. quotas or bonus points) in selecting projects by persons with disabilities eligible for grant funding	MoC defines and adopts affirmative action measures Criteria for proposals are published on the MoC official website	No affirmative actions in place	Affirmative action measures defined by the end of 2017	Inclusion of affirmative action measures in MoC's calls for proposals in 2018	MoC reports	MoC	MoC	2017 for the design 2018-2020 for the implementation	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
2.4 Support with funds of at least one cultural or arts project submitted by an organisation or artist with disabilities	Number of supported projects proposed by an organisation or artist with disabilities	One project funded in 2014	At least one project funded each year	Same target as in 2017	MoC reports	MoC	MoC	Annually, 2016-2020	ALL 10 million (USD 77,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 10 million (USD 77,000)

2.5 Appoint one person responsible for dealing with any cases of violations of the DCM on free entry for persons with disabilities in museums.	Appointment of the MoC representative and actions against violations of the DCM Number of museums allowing free entry to persons with disabilities	No one reacts against violations of free entry rights	Appointment of the MoC representative and actions against violations of the DCM	Free entry of persons with disabilities to all museums	MoC reports	MoC	MoC	2016 for the appointments	No costs	No costs	No costs
2.6 Ensure the participation of children with disabilities in the Education through Culture Initiative	Number of children with disabilities participating in the Education through Culture Initiative	The Initiative will be launched in 2016	10 per cent of participants are children with disabilities	10 per cent of participants are children with disabilities	MoC reports	MoC	MoC	Annually, 2016-2020	No costs	No costs	No costs

Target 3: Enable disabled persons' participation in sports activities and events (PBA 2017-2019, DPP- Development of Sports - Code 08140)

Target-level Goal: Number of government-supported sports events where disabled people participate

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
3.1 Support the participation of persons with disabilities in meetings of the Olympic Committee abroad	Number of persons with disabilities participating in meetings of the Olympic Committee abroad	Persons with disabilities who participated in the meeting of the Olympic Committee in Los Angeles, USA, in 2015	2 persons with disabilities are members of the delegation to the annual Olympic Committee meetings abroad	2 persons with disabilities are members of the delegation to the annual Olympic Committee meetings abroad	Reports of the Ministry of Education and Sports (MoES)	MoES	MoES	Every time the Olympic Committee holds meetings abroad, approximately 1-2 times a year	No funding available	ALL 2,500,000 (USD 19,000)	ALL 2,500,000 (USD 19,000)

3.2 Ongoing participation of at least one disabled person as a member of the National Committee of Sports	One disabled person is a member of the National Committee of Sports at all times	One disabled person is currently a member of the National Committee of Sports	One disabled person is a standing member of the National Committee of Sports at all times	One disabled person is a standing member of the National Committee of Sports at all times	Reports, minutes of National Committee of Sports meetings	MoES	MoES	Ongoing 2016-2020	ALL 3 million (USD 23,000)	No costs	ALL 3 million (USD 23,000)
3.3 Adoption of the draft law providing for the establishment and funding of a Sports Federation for persons with disabilities	Draft law adopted	Law on sports has been reviewed, but is yet to be adopted	Law is adopted	-	Text of the law on sports	MoES	MoES	2016	No costs	No costs	No costs
3.4 Hold a seminar for disabled sportsmen and women to promote the organisation and ways of funding envisaged by the Law on Sports	Number of disabled sportsmen and women who participated in the seminar held by the MoES	N/A	A seminar held in February 2016	-	Seminar materials and notes	MoES	MoES	February 2016	ALL 500,000 (USD 4,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 500,000 (USD 4,000)

3.5 Ongoing support for the work of sports federations that implement projects involving sports men and women with disabilities	Number of federations receiving MoES funds and implement activities involving sports men and women with disabilities	ALL 1.5 million allocated each year to sports federations that implement projects involving sports men and women with disabilities	ALL 8 million allocated up until the end of 2017	ALL 20 million allocated up until the end of 2017 2020	List of federations and their calendar of events	MoES	MoES	Annually, 2016-2020	ALL 20 million (USD 155,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 20 million (USD 155,000)
3.6 Ongoing provision of rehabilitation services to professional sports men and women with disabilities	Number of professional sports men and women with disabilities receiving rehabilitation services	2 professional sports persons with disabilities received rehabilitation services in 2015	5 professional sports persons with disabilities receive rehabilitation services in 2017	15 professional sports persons with disabilities receive rehabilitation services in 2020	MoES reports	MoES	MoES	Annually, 2016-2020	ALL 3 million (USD 23,000)	Pa kosto	ALL 3 million (USD 23,000)
3.7 Provide training and specialisation of physical education teachers to work with children with disabilities	Number of physical education teachers trained	Physical education teachers do not receive any special training to work with children with disabilities	200 physical education teachers trained by the end of 2017	700 physical education teachers trained by the end of 2020	MoES reports Training materials	MoES	MoES	2020	ALL 10,500,000 (USD 80,000)	Any additional funding would help increase outreach and/or improve the quality of this activity	ALL 10,500,000 (USD 80,000)

Policy Area: PROMOTING COOPERATION AND MONITORING AND EVALUATION

Strategic Goal: *Create synergies between various sectors for promoting and monitoring the rights of persons with disabilities in a comprehensive, continuous and sustainable way*

Target 1: *Ensure better collaboration and coordination in design and monitoring of activities between the MSWY and all local government authorities (LGUs)*

Target-level Goal: *Establish and run a focal point network at the local level and implementation of local disability plans*

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
1.1 Continue coordination between the MSWY and the 61 LGUs, with the aim of monitoring disabled persons' access to local government offices	Number of LGUs working/ coordinating with the MSWY in monitoring accessibility for the disabled	N/A	Regular communication (half-yearly) between the MSWY and LGUs on accessibility issues	Regular communication (half-yearly) between the MSWY and LGUs on accessibility issues	MSWY reports based on data from the municipalities	MSWY, Municipalities	MSWY, Municipalities	2016-2020	No costs	Any additional funding would help increase outreach and/or improve the quality of this activity	No costs
1.2. Carry out a needs assessment of people with disabilities at each municipality.	Number of municipalities that have completed a needs assessment and published recommendations	No needs assessment has been carried out to date	Three needs assessments completed		MSWY reports based on data from the municipalities	MSWY, Municipalities	MSWY, Municipalities	2017	No budget available	ALL 1.200.000	ALL 1.200.000

1.3 Develop methodological guidelines to support municipalities in designing and implementing two-year local action plans .	Number of municipalities that have adopted an action plan for the inclusion of persons with disabilities	N/A	Support provided to all municipalities that express interest in preparing local action plans	Support provided to all municipalities that express interest in preparing local action plans t	Documents of local action plans	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit		No budget available	ALL 20 million (USD 155,000) f or 40 municipalities	ALL 20 million (USD 155,000) for 40 municipalities
1.4 Implement and monitor a plan that will assist all municipalities in the process of reconstructing all education and health facilities across Albania (see Activity 1.4 under Accessibility)	Monitoring report published annually	No monitoring reports exist	Monitoring report published annually (or following the approval of the plan by the MoES)	Monitoring report published annually	MSWY reports based on inputs from the MoES and municipalities	MSWY	MSWY	From 2017 (or upon adoption by the MoES)	No costs	No costs	No costs
1.5 Monitor the execution of the accessibility audit by the MoJ, MoC, MoES and Mol, and prioritise activities aimed at improving accessibility at the local level (see Activities 3, 5, 8 and 9 under Accessibility)	Number of meetings with the MoJ, MoC, and Mol, on accessibility audits and prioritisation of activities.	N/A	Quarterly meetings held by each ministry	Quarterly meetings held by each ministry	MSWY reports	MSWY	MSWY	Ongoing 2016-2020	No costs	No costs	No costs

1.6 Develop a social care support/pathway plan for persons with disabilities leaving social care institutions, in collaboration with municipalities (for a period of at least six months)	Number of persons with disabilities in a social care institution who are subject of a support plan	Persons with disabilities are not able to leave social care institutions due to the lack of community-based services	A support plan is drafted and implemented for all persons with disabilities leaving social care institutions (for a period of at least six months)	Same as the indicator for 2017	MSWY reports	MSWY/ Social Services Department	MSWY/Social Services Department	2016-2020	No budget available	ALL 600,000 (USD 5,000)	ALL 600,000 (USD 5,000)
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Target 2: Monitor inequalities faced by persons with disabilities and coordinate public policies aimed at reducing them

Target-level Goal: Measure poverty and exclusion among persons with disabilities

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
2.1 Publish an annual narrative and financial report on the implementation of the Action Plan on Persons with Disabilities	Publication of an annual narrative and financial reports on the implementation of the Action Plan on Persons with Disabilities every December	There was no progress report on the implementation of the previous action plan. Civil Society organisations published a monitoring report in 2010	Publication of annual monitoring reports at the end of 2016 and 2017	Publication of annual monitoring reports at the end of 2018, 2019 and 2020	An annual government report on the implementation of the action plan Written information provided by the line ministries on monitoring the implementation, itemised by indicator	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Annually, 2016-2020	No budget available	ALL 5 million (USD 39,000)	ALL 5 million (USD 39,000)

2.2 Publish the second progress report on the implementation of the UN Convention four years after the first report	Second progress report on the implementation of the UN Convention published	The first progress report on the implementation of the UN Convention was published in 2015	-	Second government progress report on the implementation of the UN Convention published in 2019	Second government progress report on the implementation of the UN Convention Written inputs by the line ministries	MSWY / Social Inclusion and Gender Equality Unit	MSWY / Social Inclusion and Gender Equality Unit	2019	No budget available	ALL 1 million (USD 7,700)	ALL 1 million (USD 7,700)
2.3 Organise half-yearly meetings with disability focal points at the ministry and civil society representatives (including persons with disabilities) to provide updated information on implementing the action plan and resolving problems	Half-yearly meetings between disability focal points at the ministry and the civil society	None	Four meetings between line ministries and the civil society held (two in 2016 and two in 2017)	An additional six meetings between line ministries and the civil society held (two in 2018, two in 2019 and two in 2020)	Minutes of the meetings	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Every March and October, 2016-2020	No costs	No costs	No costs
2.4 Chair and provide inputs to the National Disability Council meetings	Periodical meetings chaired and inputs provided	Periodical meetings chaired and inputs provided, following the establishment of the National Council in February 2015	Periodical meetings chaired and inputs provided	Periodical meetings chaired and inputs provided	Minutes of the meetings, lists of participants	MSWY	MSWY	Twice a year 2016-2020	No costs	No costs	No costs

2.5 Hold a meeting at the beginning of each calendar year with all line ministries responsible for the implementation of the action plan, to discuss priority actions and potential collaboration with other actors	Meetings of the MSWY and each line ministry held	None exist	Meeting held once a year	The same as for 2017	Minutes of the meetings, lists of participants	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Every January, 2016-2020	No costs	No costs	No costs
2.6 Continue working with ministries responsible for the implementation of the action plan to ensure that all of them identify a focal point and enable induction training on social inclusion for all contact points	All line ministries have identified focal points for the implementation of the Action Plan All focal points have attended the induction training on social inclusion	One half-day initial training was held as part of the development of the Action Plan	Focal points of disability identified at each ministry All new/ replacement focal points attended initial training on social inclusion	All disability focal points have attended advanced training on the UN Convention on the Rights of Persons with Disabilities	Database of disability focal points created and updated by the Social Inclusion Unit at the MSWY Training material and list of participants	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Ongoing 2016 - 2020	No costs	No costs	No costs
2.7 Visit 3 LGUs every six months to collect data on the implementation of the Action Plan and keep note of the challenges that need to be discussed in the meetings of the National Inter-Ministerial Council (Activities 3.4- 3.5)	Three LGUs visited every six months	None exist	12 LGUs visited (six in 2016 and six in 2017)	18 LGUs visited (six in each 2018, 2019 and 2020)	Reports on field visits provided by the MSWY	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Every year in February and September, 2016-2020	Regular MSWY travel budget	No costs	No costs

2.8 Hold consultations with the municipalities to discuss the annual narrative and financial report	Consultations with the municipalities are held every November to discuss the annual narrative and financial report	None exist	Consultations held every year before the report is published	Consultations held every year before the report is published	Meeting report by the MSWY	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Every November, 2016-2020	No costs	No costs	No costs
2.9 Provide information and instructions to civil society organisations interested in publishing an independent (shadow) progress report on the implementation of the Action Plan	Provide data and instructions for the independent (shadow) progress report	None exist	Support provided for the publication of at least one shadow report in the implementation of the Action Plan	Support provided for the publication of at least one shadow report in the implementation of the Action Plan	Information provided by the MSWY based on the data collected from the line ministries	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Ongoing 2016 - 2020	No costs	No costs	No costs

Target 3: Establish a system for the collection and monitoring of indicators accompanied by passports for each indicator

Target-level Goal: Have a system that is functional and usable by all institutions

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
3.1 Establish an online reporting and monitoring system on the new indicators of the Action Plan and provide training and technical assistance to its users	Design and set up an online system Number of users trained and amount of data entered	There is no online system for data from the monitoring of the Action Plan	Online system up and running and users trained	Users who have received follow-up training	Online system	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Ongoing 2016 - 2020	No budget available	ALL 7 million (USD 54,000)	ALL 7 million (USD 54,000)

3.2. Develop a methodology on creating both existing and new indicators	A set of indicators and respective passports is in place	There are some administrative data but they are not aligned to help identify policy achievements. There is no complete set of indicators or a methodology for measuring them.	Development of the set of indicators and their respective passports	Improved and updated indicators	MSWY in collaboration with INSTAT	MSWY	MSWY	2016-2017	No budget available	ALL 1 milionë	ALL 1 milionë
3.3 Update online monitoring and reporting with data provided by users at various levels	Ministries submit annual data by entering them on the online system	None exist	Data provided by all ministries at least once a year	Data provided by all ministries at least once a year	Data on the online system	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Ongoing 2016 - 2020	No costs	No costs	No costs
3.4 Every other year, carry out a study on poverty levels among persons with disabilities	Study carried out bi-annually	No data exist on poverty rates among persons with disabilities	First study published by the end of 2017	First study published by the end of 2019	Study report	MSWY/Social Inclusion and Gender Equality Unit	MSWY/SIGE Department	First study in 2017, second study in 2020	No budget available	ALL 5.2 million (40,000 USD)	ALL 5.2 million (40,000 USD)

Target 4: Promote regional cooperation in the implementation of the UN Convention on the Rights of Persons with Disabilities

Target-level Goal: Draw lessons and learn from the exchange of positive practices to promote the implementation of the UN Convention on the Rights of Persons with Disabilities

Activities	Indicators	Baseline	Targets 2017	Targets 2020	Data source	Responsible body	Monitoring/ reporting	Deadlines	Budget		
									Government of Albania	Donors	Total
4.1 Hold two regional conferences with the aim to exchange best practices in addressing various reform areas (i.e. supported decision-making, setting up community services, promotion of social enterprises)	Number of regional conferences organised	There have been no regional conferences on the rights of persons with disabilities recently in Albania	A regional conference to be held at the beginning of 2017	A regional conference to be held at the beginning of 2020	Conference report	MSWY, Department of Social Inclusion and Gender Equality Unit (SIGE)	MSWY/ Social Inclusion and Gender Equality Unit	2017 and 2020	No budget available	ALL 9,440,000 (USD 73,000)	ALL 9,440,000 (USD 73,000)
4.2 Together with organisations of persons with disabilities, participate in regional conferences in the EU or the Balkan countries to learn and obtain information on best practices	Number of conference participants disaggregated by: 1) government or civil society, 2) disabled or non-disabled persons 3) gender	None	At least one representative of the SIGE Department at the MSWY and one representative from organisations of persons with disabilities take part in a regional conference every year	The same as in 2017	Conference reports	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Annually, 2016-2020	No budget available	ALL 10 million (USD 77,000)	ALL 10 million (USD 77,000)

4.3 Seek examples of best practices in each sector and organise a study visit for representatives of the ministry, LGUs, and organisations of persons with disabilities	<p>Number study visits</p> <p>Number of participants in study visits disaggregated by:</p> <p>1) central or local government or civil society;</p> <p>2) disabled or non-disabled persons;</p> <p>3) gender</p>	None	One study visit organised every year (two in total up until the end of 2017)	One study visit organised every year (five in total up until the end of 2020)	Study visit reports	MSWY/ Social Inclusion and Gender Equality Unit	MSWY/ Social Inclusion and Gender Equality Unit	Annually, 2016-2020	No budget available	ALL 15 million (USD 115,000)	ALL 15 million (USD 115,000)
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ANNEX

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- DCM nr 27 of 11 January 2012, "Për programin e nxitjes së punësimit të femrave nga grupet e veçanta" (On the programme for the promotion of women from special groups), amended by DCM No. 189 of 2 April 2014, which includes women jobseekers with disabilities;
- DCM No. 837 "Për njohjen e gjuhës së shenjave" (On Sign Language), December 2014;
- DCM No. 6257 of 2 September 2008 and amended on 17 February 2011, "Për vendosjen e masës së subvencioneve për familjet e përfshira në kreditë e subvencionuara shtetërore" (On determining the subsidised rates for families receiving state-subsidised loans);
- DCM No. 527 of 6 August 2014, "Për miratimin e procedurave, kriterëve dhe përparësive për përfitimin e grantit të menjëhershëm" (On adopting the procedures, criteria and priorities for establishing eligibility for immediate grants);
- DCM No. 776 of 24.12.2005, "Për vendosjen e çmimeve të reduktuara të biletave të muzeve publikë për kategori të caktuara shoqërore" (On applying concessionary ticket prices for certain social categories for admission to public museums), as amended;
- Instruction 2222 of 31 December 2002, "Për udhëzime profesionale dhe konsultimin e të trajnuarve" (On professional guidelines and trainee consulting);
- Instruction of the Minister of Education and Sports, No. 38 of 7 October 2014, "Për kriteret e mësuesit ndihmës për nxënësit me aftësi të kufizuara në institucionet publike të arsimit parauniversitar" (On the criteria for support teachers of students with disabilities in public pre-university education).
- Instruction No. 38 of 13 August 2013, "Për arsimimin e individëve të moshës shkollore në institucionet e përkujdesjes shoqërore" (On the education of school-age individuals in social care institutions).

