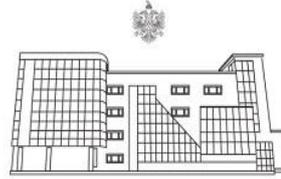




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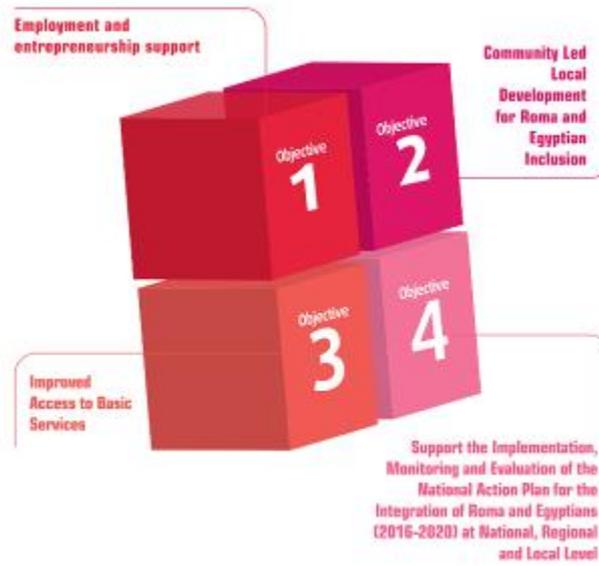


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FINAL PROGRESS REPORT

JANUARY 2016- JUNE 2019

Economic and Social Empowerment for Roma and Egyptians - a booster for social inclusion (ESERE)



Ref no. 00093842
2015/372-102

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1. Acronyms

ALMM	Active Labour Market Measures
ASPA	Albanian School of Public Administration
BCHM	Behavioral Change Model
CCF	Community Counseling Forums
CDP	Community Development Plans
CESS	Centre for Economic and Social Studies
CPD	Commissioner on Protection from Discrimination
CUP	Community Upgrading Projects
CSO	Civil Society Organizations
ESERE	Economic and Social Empowerment for Roma and Egyptians
EU	European Union
HDPC	Human Development Promotion Centre
ICBSS	Integrated Community Based Social Services
IDM	Institute for Democracy and Mediation
IRCA	Institute of Romani Culture in Albania
IS	Internship Scheme
LG	Local Government
MSCF	Multi-Stakeholders Coordination Forum
MoHSP	Ministry of Health and Social Protection
MoU	Memorandum of Understanding
NAPIRE	National Action Plan for the Integration of Roma and Egyptians
NES	National Employment Services
NGO	Non-Governmental Organizations
NPO	Non for Profit Organizations
OJT	On the job training scheme
PA	Peoples' Advocate
PMC	Project Management Committee
PSP	Public Services Providers
RDE	Regional Directory of Education
RVA	Roma Versitas Albania
RWRC	Roma Women Rights Center
TBC	Tuberculosis
TLAS	Tirana Legal Aid Society
ToR	Terms of References
UNDP	United Nations Development Programme
VET	Vocational Education Training
WP	Work Package

2. Executive summary

The final report of "*Economic and Social Empowerment for Roma and Egyptians- a booster for social inclusion*" (ESERE) project informs the process, results and achievements of the project during the period of January 2016 - June 2019. A brief introduction of the EU funded ESERE project (background, work-packages, geographical distribution and involved partners) is given in continuation of this chapter. It also contains an overview of activities carried out as well as budget delivery and commitment at chapter three. The activities implemented and results achieved are elaborated at chapter four. An overview of project final evaluation is shared at chapter five. The sixth and final chapter includes a summary of the risks and challenges encountered and the management response. The report is supplemented by a list of annexes which support and provide detailed information on activities carried out.

In the past three and half years, UNDP through the “Economic and Social Empowerment for Roma and Egyptians” (ESERE) project, which was funded by the EU, partnered with national government and the local authorities in Tirane, Durres, Shkodra and Berat to advance the social and economic integration of Roma and Egyptians. The community-led actions derived from the priorities of the target community through a participatory methodology. With the support of community leaders and CSOs, the communities designed and joined through an integrated family based approach, actions in the areas of (i) skills, employment and entrepreneurship measures with the National and Local Employment Services and the public and private sector; (ii) community led local development and infrastructure interventions in their neighbourhoods; (iii) integrated inclusive education and illiteracy programmes and improved access to basic social care, protection and primary health care services; (iv) support provided to the government on advancing the implementation of the National Action Plan on the Integration of Roma and Egyptians.

ESERE interventions adopted an integrated approach to the economic and social inclusion of vulnerable communities built around the four action areas mentioned above. The project has demonstrated that integrated approaches better reach the target population and the family units and ensure social inclusion and protection. All interventions and actions are coordinated and supported by the Mayor, Local Department of Social Protection, Department of Employment, Regional Employment Office, and other partners. The Municipality is required to ensure the sustainability of the interventions, including securing the premises, hiring qualified staff, covering running and maintenance costs of infrastructure interventions, , and expanding the approach to other target areas. Different municipalities have incorporated different measures for future action and sustainability. Some such measures include cost sharing the project activities, expanding the illiteracy curricula to other schools in the municipality, adopting free education for Roma population in target schools, among others.

UNDP and EU have also drawn important lessons from the implementation of this project, with the main recommendations pointing to the need for both strengthening of policy capacities, as well as for concrete integrated actions at the local level for boosting skills, employment, social integration and social protection. This project draws the conclusion that both national and local level measures as well as both policy and community specific interventions must be applied for meaningful impact. This is the only way to peel back the different and pervasive layers of marginalization in a systemic manner to allow for meaningful integration and inclusion. National partners have also drawn important lessons from the implementation of this project, with the main recommendations pointing to the need for further strengthening of policy capacities, inter-institutional coordination, as well as for concrete integrated actions at the local level for boosting employability and social protection for vulnerable groups.

Results are quite remarkable and this is confirmed by the evaluation findings. In the context of the programme, 557 Roma and Egyptians gained skills and found employment, 326 are supported with start-ups or income generation activities; the living conditions of more than 10,000 Roma and Egyptians are improved through community upgrading infrastructure projects; 231 Roma and Egyptians who have not had the possibility to complete basic education are enrolled and follow regularly the school/classes through the “Early part time primary education” and “Basic Literacy and Life Skills” models; More than 1,771 Roma and Egyptians enjoy improved access to basic services through the Pilot Model of Integrated Community Based Social Services; 300 public servants are trained on behavioural change,

improved social care services and are coached and are actively using ROMALB system which is generating annually the progress report on the National Action Plan on the Integration of Roma and Egyptians.

2.1. Background info

Roma and Egyptian communities are among the poorest, most marginalized and socially excluded groups in Albania. Studies show that the level of poverty among Roma is twice as high as the majority population. Low level of educational attainment, high unemployment rate, low monthly incomes, extreme living conditions and direct and indirect barriers in accessing public services are indicators that prevail in the majority of Roma and Egyptians. The 2011 census identified only 8,300 Roma and 3,368 Egyptians, while other official reports estimate between 18,276¹ and 120,000 Roma² and presumably over 200,000 Egyptians³, which make Roma and Egyptian socio-economic inclusion relevant for the overall country development.

A recent (2017) Regional Roma Survey commissioned by the EU, UNDP and the World Bank indicates that although some progress has been achieved on Roma issues over the last years, Roma and Egyptian communities remain one of the most excluded in the Western Balkans, and the gap between them and the majority population is widening in terms of human development and material well-being.⁴ The Survey revealed that marginalized Roma continue to face limited access to opportunities in virtually every aspect of human development such as basic rights, health, education, housing, employment and standard of living. Furthermore, members of these communities face direct and indirect barriers for accessing public services, stemming from lack of information or understanding of administrative procedures, as well as stigma and discriminatory attitudes emanating from the majority population. In addition, high unemployment rates, combined with a large share of youth not enrolled in school contribute to the exclusion of young Roma in Albania. The percentage of Roma youth (ages 18-24) not in employment, education or training (NEET) is 78%. As a result of these challenges migration is a common trend amongst Roma and Egyptian populations. A number of factors influence the decision for Roma and Egyptians to migrate, but the main reasons are economic decline and the slow recovery after the 2008 economic and financial crisis, a lack of trust in public institutions and services, tensions between certain population groups and discrimination, as well as high and persistent unemployment.⁵

The *"Economic and Social Empowerment for Roma and Egyptians- a booster for social inclusion"* project is a multi-sectorial and multi-stakeholder EU funded intervention that aims to promote the economic and social empowerment of Roma and Egyptian communities in Albania focusing in the municipalities of Tirana, Durrës, Shkodra and Berat.

The project relies on the Roma and Egyptian community led development as well as close co-operation with central and local authorities in the targeted regions. The project supports the Government of Albania in its efforts to achieve the objectives set forth in the National Action Plan for the Integration of Roma and Egyptians, 2016-2020, while promoting respect for human rights, gender mainstreaming and intercultural dialogue, as prerequisites for the country's EU integration.

The project empowers Roma and Egyptian communities to participate in local planning processes and prioritization of infrastructure development of Roma and Egyptian neighbourhoods through Area-

¹ Open Society Foundation in Albania (OSFA), *Roma Census Study of Albania Communities*, April 2014.

² Estimates provided by the Roma Association "Amaro-Drom" quoted in the World Bank report *Roma and Egyptians in Albania: From Social Exclusion to Social Inclusion*, prepared by Hermine De Soto, Sabine Beddies and Ilir Gedeshi, 2005.

³ *Ibid*, estimate provided by the Egyptian Association "Vëllazërimi".

⁴ EU, UNDP and World Bank, *Roma at a Glance*, 2017

⁵ Papa, J., & Keskinë, I., *Roma Returnees from Western Balkans: "No place for us: neither here, nor there"*, 2017

Based-Approach. It works to build capacities of Roma and Egyptian civil society organizations to be able to implement small scale projects in response to community needs. The project also supports Roma and Egyptian individuals through skills, employment and entrepreneurship. The government is supported for delivering inclusive integrated family based social services and to implement and monitor the National Action Plan for the Integration of Roma and Egyptians, 2016-2020.

Pillars of intervention

1: Skills, employment and entrepreneurship for Roma and Egyptian women, men and youth

Inequality between Roma and Egyptians and majority population in the job market, especially for women, is significant in Albania. Interventions of this work package support Roma and Egyptians' inclusion in active employment programmes, education and vocational training opportunities and in governmental institutions, intending to activate communities' productive potential and to support integration in the labour market.

2: Community Led Local Development for Roma and Egyptian inclusion

Support was extended to Roma and Egyptian community members, civil society and activists to work in partnership with local administration and implement practical policies on Roma and Egyptian inclusion. Roma and Egyptian local communities in Tirane, Durres Shkodra and Berat were mobilized into Community Counselling Forums (CCFs) to prioritize local needs and implement relevant actions (e.g. self-help activities on youth, culture, education, environment etc.) in close co-operation with local authorities. Municipalities were supported to design Local Action Plans on Roma and Egyptians, while Roma and Egyptian civil society organizations were supported through capacity building and grant schemes on local initiatives.

3: Improve access to basic services (education, health, social care and civil registration)

Roma and Egyptians are less likely to meet the eligibility criteria for basic and social services because of the lack of personal documents or a formal residence transfer, illiteracy or challenges to complete the application forms, highly complicated procedures, possession of land ownership which is not possessed *de facto*, etc. The project supports the Ministry of Social Welfare and Youth, Ministry of Education and Sports, Ministry of Health and municipalities to improve access of Roma and Egyptians to basic equitable, inclusive and decentralised services. A programme on communication for behaviour change model is being established to influence attitudes and behaviours of public servants at national and local level.

4: Provide support to the implementation, monitoring and evaluation of the National Action Plan for the Integration of Roma and Egyptians (2016-2020) at national, regional and local level

At the national and local level, the project works to strengthen the capacity of the government to implement, monitor and evaluate the implementation of the National Action Plan for the Integration of Roma and Egyptians in the Republic of Albania 2016-2020. Public institutions are supported to implement their Roma and Egyptian related mainstreamed and targeted policies and report electronically to monitor the progress through the electronic ROMALB system.

Programme duration: Jan 2016-June 2019

Geographic coverage: Tirana, Durrës, Berat and Shkodër

Partners:

Ministry of Health and Social Protection
Municipalities of Tirana, Durres, Shkoder and Berat
Budget: 4,205,000 EUR
Donor: EU, Municipality of Durres and UNDP

2.2. Results achieved

Table 1. Quantitative results achieved in numbers

RESULTS	NUMBER OF BENEFICIARIES
ESERE direct beneficiaries	27,302
Labour market integration through 7 Active Labour Market Measures (ALMM)	883
No. of businesses under grant agreements for an ALMM	64
No. of R/E participants of the Basic Literacy and Life Skills	132
No. of teachers/instructors trained on Basic Literacy & Life Skills Courses	26
No. of staff of National Employment Service trained on Roma and Egyptian communities' employment and vocational education coaching	68
Government beneficiaries <i>Public Officials trained at central and local levels on ROMALB, social care and behavioural change</i>	300
Community-based social care services provided	<i>Over 1,771 beneficiaries</i>
Community Upgrading Projects	13
Improved infrastructure, sewage system, water connection etc.	<i>at least 10,000 direct beneficiaries</i>
Beneficiaries of inclusive education & disaggregation	<i>1772 parents and students</i>
Beneficiaries of adult education	<i>99 direct beneficiaries</i>
R&E CSOs involved and strengthened	<i>20 Community Development Initiatives</i>
Direct beneficiaries of the R/E CSO initiatives	12,187
Inclusive Policy Responses adopted at Central and Municipal levels	15

2.3. Overview of activities carried out

Work-package 1: Skills, employment and entrepreneurship for Roma and Egyptian women, men and youth

A detailed list of more than 900 identified Roma and Egyptians interested in a job was designed and updated over the project years. This list served as a benchmark to refer Roma and Egyptian candidates to potential employees. **883** (400 F) Roma and Egyptians were part of ESERE's overall employment or entrepreneurship interventions:

1. On the job training (172 R/E beneficiaries);
2. Subsidized Employment (30 R/E beneficiaries);
3. Combined Scheme (2 R/E beneficiaries);
4. Internship Scheme (40 R/E beneficiaries);
5. Public Scheme (57 R/E beneficiaries);
6. Income Generation Scheme (61 R/E beneficiaries);
7. Clothes Small Traders Scheme (265 R/E beneficiaries);
8. 256 R/E beneficiaries of ESERE job mediation found a job in the private sector of Tirana, Durres, Shkodra and Berat.

All seven employment promotion programs designed by ESERE project were product of a carefully studied situation of existing Active Labour Market Measures of the Government, mapping of skills, employment opportunities and undertakings by Roma and Egyptian communities of the municipalities of Tirana, Durres, Shkodra and Berat completed by the Project in collaboration with the NGO Centre for Economic and Social Studies (CESS) on December 9, 2016⁶, continuous on site visits and monitoring by ESERE employment staff in the families of the beneficiaries and employers.

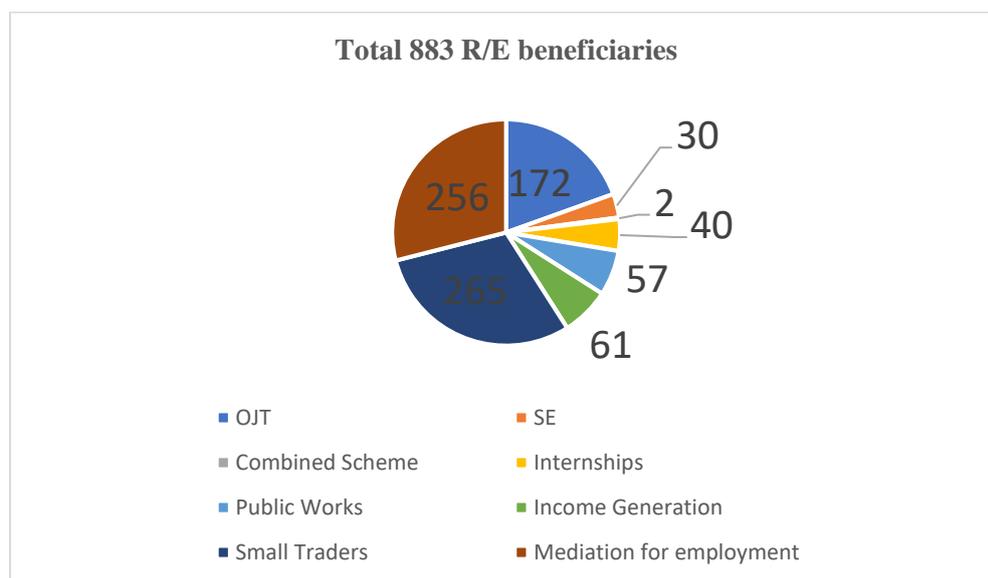


Figure 1. Disaggregation of ALMMs' beneficiaries

In close consultation with the Ministry of Health and Social Protection, Ministry of Education, Sports and Youth and the National Agency of Vocational Education Training (NAVETA) a training book and curricula on Life Skills and Basic Literacy was designed. The training material for adults, comprises four modules: basic literacy, basic numeracy, citizenship and vocational education orientation and the instructor's manual along with with the curricula. 26 instructors/teachers were trained in May 2017 for two days on these materials.

⁶ <http://www.al.undp.org/content/albania/en/home/library/poverty/mapping-the-skills--employment-opportunities-and-undertaking-by-.html>

The Course started in Tirana, Berat, Shkodra and Durres and in total, there were 132 regular participants (83F/49M).

A second training of teachers was held in Tirana, with the participation of teachers and stakeholders from Tirana, Durres, Shkodra and Berat on January 30, 2019. The aim was to discuss about the outcome of the courses held in different regions, problems and challenges encountered. During this meeting, the participants shared their experience with delivering the course and highlighted key points for future improvement of the efficiency of the course among vulnerable groups.

To guarantee the sustainability of the Life Skills and Basic Literacy Course, a Cooperation Agreement was signed by three ministries in April 2019: the Ministry of Health and Social Protection, the Ministry of Education, Sports and Youth and the Ministry of Finance and Economy. The object of this agreement is to offer the Life Skills and Basic Literacy course, based on the same curricula developed by ESERE, in schools, vocational education training centres and community centres of Albania. It stipulates also each parties' roles and duties towards achieving this goal. It paves the way to the sustainability of this course.

Key highlights: Roma and Egyptian Communities respond to Employment Opportunities and Incentives

Six (6) Roma women entrepreneurs from Tirana were part of the **Women Entrepreneurship Programme** - a joint programme of ESERE Project and Tirana Municipality launched in December 2017, which combined grant financing up to an exceptional amount of ALL 500,000/each business plan to Roma/Egyptian women winning entrepreneurship ideas. Although the program was open to all applicants, ESERE Project added its support only to Roma and Egyptians women applicants.

In the framework of the Public Works Scheme, ESERE Project, together with Eco Tirana and Tirana Municipality, run the **Transitory Program for Roma and Egyptian Recyclers in Tirana (TPR)**. **TPR was launched in April 2018, with the identification of the beneficiaries, and continued until April 2019 (the ending date of the scheme)**. 50 Roma and Egyptian beneficiaries were contracted by ECO Tirana for 8 months to conduct the door to door collection of recyclable waste. ESERE Project subsidized half of their salary, provided equipment, as well as financial bonuses to the participants. The TPR had two main important outputs: 1) It helped R/E informal recyclers switch to a formal and stable employment opportunity; and 2) with the support of a dedicated UNDP contracted team, their families, registered their children in the kindergarten and school, whereas adults followed the Life Skills Course at the Community Center in Shkoze (necessary criteria to get the monthly bonus of 5000 ALL on top of the wage). 50 Roma and Egyptian beneficiaries (17 F/33M) attended the course until April 2019. As a result of the TPR, all 50 participants were contracted by ECO Tirana under a permanent employment contract, after the termination of the 8months TPR employment scheme.

Work-package 2: Community Led Local Development for Roma and Egyptian inclusion

Roma and Egyptians community members, civil society organizations and activists in the targeted municipalities were constantly supported to become key actors in the local development agenda. Roma and Egyptian local communities in Tirana, Durres Shkodra and Berat were mobilized into 13 Community Counselling Forums (CCFs) and assisted to prioritize local needs and implement development initiatives (e.g. self-help activities related to education, health, protection from discrimination, and promotion of human rights.) in close partnership with local authorities. During January 2016 – June 2019, 126 community mobilization and self-help activities have been organized in the municipalities of Tirana, Shkodra, Durres and Berat involving over 1,900 Roma and Egyptian community members with the aim of empowering communities to become actors in various local

actions such as environmental protection, art works, neighbourhood cleaning, education promotion activities through exchange of information in a recreational setting as well as provision of health and social care information.

The project designed a participatory planning guideline for local government authorities and prepared three (3) year Roma and Egyptian Local Community Development Action Plans in the municipalities of Tirana, Durres, Shkodra and Berat. Specifically, trainings have been delivered to one 131 representatives of local authorities and community members on participatory local planning and budgeting, tailored to address the specific needs of Roma and Egyptian communities. Local Community Development Action Plans for Roma and Egyptian Communities were adopted by the municipal councils of Tirana in January 2018, Durres in November 2017, Shkodra in December 2017 and Berat in October 2017. During the first quarter of 2019 a progress report of the implementation of the Plans in each Municipality was developed in close partnership with the local government authorities.

A training module on Community Organization and Development was prepared and a series of trainings were facilitated during September – October 2016 aiming at strengthening the organizational capacities of community counselling forums in the four intervention areas. The module is serving as a reference in community development processes initiated by community counselling forums and NGOs/CSOs.

A capacity and training needs assessment of Roma and Egyptian CSOs was prepared and a series of 10 training modules were delivered to 50 representatives of Roma and Egyptian CSOs and activists. Through an open call for proposals the project partnered and provided grants in the framework of capacity development to 20 project submitted by Roma and Egyptian NGOs in the Municipality of Tirana, Durres, Berat and Shkodra. The project implementation period for each of the projects varied from 12 – 18 months. The projects implemented by Roma and Egyptian civil society organizations covered the following sectors: civil registration and access to justice; education and promotion intercultural dialogue; employment and vocational education and training (VET); healthcare; housing and urban integration and social protection.

A guideline for implementation, evaluation and monitoring of the Small Grants Programme for Roma and Egyptian civil society organizations, with the view of ensuring effective and sustainable capacities amongst Roma and Egyptian CSOs was prepared. Constant coaching and monitoring was provided during the implementation of the projects. Two exchange visit of Roma and Egyptian CSOs were organized, one in Tirana in November 2017 and one in Shkodra in March 2018. Also, a final conference marking the end of the project implementation by Roma and Egyptian CSOs was organized in Tirana on October 31, 2018. The conference served as an opportunity to echo on the importance of achieving social integration of Roma and Egyptians and supporting respective CSOs to become important factors towards the development of their own communities.

15 youth activism initiatives have been implemented by Roma and Egyptian youngsters in the municipalities of Tirana, Durres, Berat and Shkoder. The initiatives were conceptualised by Roma and Egyptian community members and were implemented in close collaboration with the local government units in each municipality. They consisted in the creation of recreational areas made of recyclable materials, environment rehabilitation, graffiti art, cook book as well as arts and crafts activities. More than 150 youngsters were involved in the initiatives. The talent of the young people was promoted locally and the initiatives were implemented jointly with community residents of the area.

13 Community Upgrading Projects (CUP) have been finalized and taken over by the respective municipalities::

- 1- Reconstruction of kindergarten in Barrikada neighbourhood, Berat Municipality.
- 2- Reconstruction of Creche in Donika Kastrioti Quarter, Berat Municipality.
- 3- Construction of Sewage System at Roma Area, Quarter 30 Vjetori, Berat Municipality.
- 4- Construction of Water Supply System, Sewage System and Greenery of the area in Iliria Quarter (Behind Buna Bridge), Shkodra Municipality.
- 5- Construction of Multifunctional Community Centre “For the family”, Shkodra Municipality.
- 6- Reconstruction of Guerrile kindergarten in Shkodra Municipality.

- 7- Systematization of Lana Riverbank at Shkoza area, Tirana Municipality.
- 8- Systematization and asphaltting of the Roma residences area, near the former Military Unit, Lanabregas, Tirana Municipality.
- 9- Construction of the Electricity Network Tu 110/20/6 Kv in the Roma Residences Area, Near the Former Military Unit, Lanabregas”, Tirana Municipality.
- 10- Enhancing safety and security within Roma residence area, near the former Military Unit, Lanabregas, Municipality of Tirana.
- 11- Sewage systematization, neighbourhood street paving and lighting in Nishtulla, Durres Municipality.
- 12- Systematization/cleaning of the sewage system and street rehabilitation/lightening in Cezma e Ferres, Durres Municipality.
- 13- Construction of sewage system, road lightening and watering channel cleaning in Kulla, Durres Municipality.

At least 2,000 Roma and Egyptian families are the direct beneficiaries of these interventions.

Work-package 3: Improving access to basic services

The project supported the Ministry of Health and Social Protection, the Ministry of Education, Sports and Youth, and municipalities of Tirana, Durres, Shkodra and Berat to improve access of Roma and Egyptians to basic equitable, inclusive and decentralized services, including education, health, social care and civil registration.

The project developed a Pilot Model of Integrated Community Based Social Services (ICBSS) which provides a set of core services and guidelines aiming to support improvement of public service delivery for Roma and Egyptian and other vulnerable groups. The pilot model started in April 2017 and was implemented in Tirana, Durres, Berat and Shkodra in partnership with municipalities and four partner organisations with expertise in service provision selected through a competitive process, namely, ARSIS-Social Organization for the Support of Youth in Shkoder, Help for Children in Tirana, National Centre for Community Services in Durres and Partner per Femijet in Berat. Through implementation of the ICBSS model the municipalities have expanded and improved quality and accessibility of services. To date 1,771 Roma and Egyptian enjoy improved access to basic services such as health care, education, civil registration and social care.

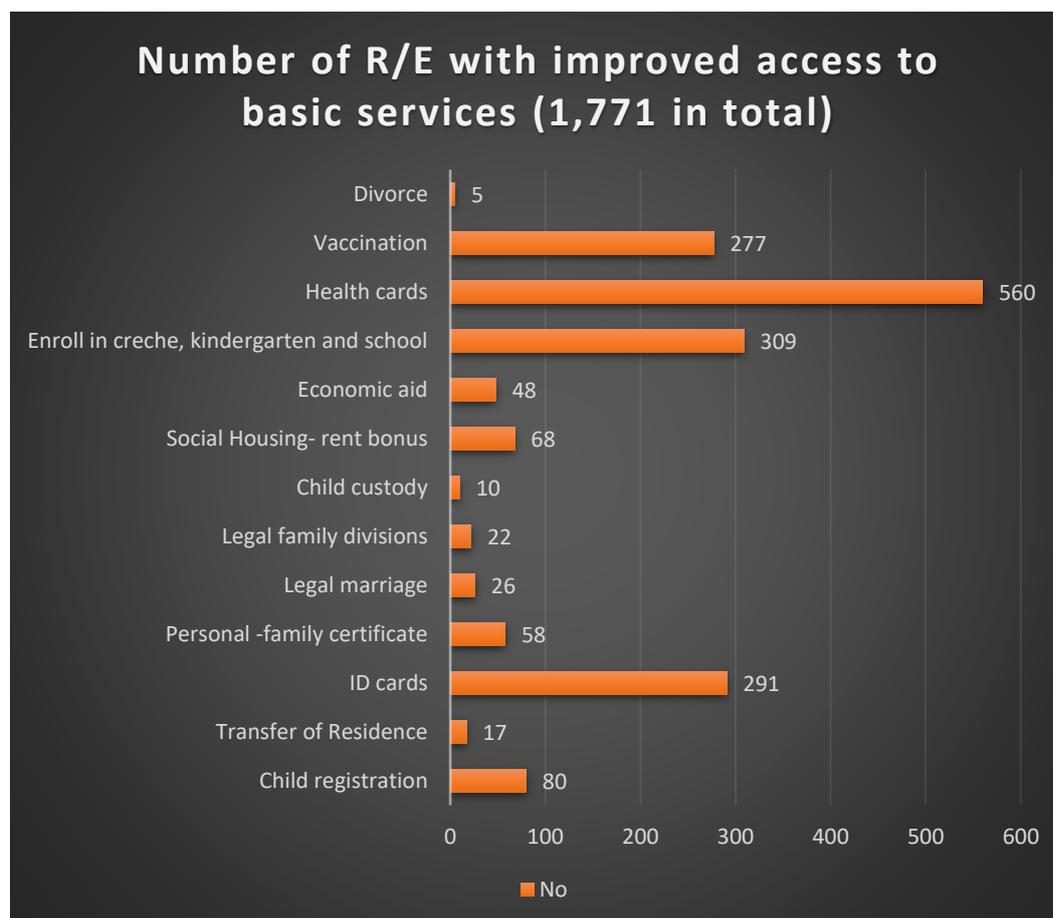


Figure 2 Roma and Egyptians with improved access to basic services

In partnership with Roma Women Right Center (RWRC) “Early part-time primary education model” was implemented in Shkoder, Berat and Durres reaching 99 Roma and Egyptian adults to get enrolled and follow regularly part time education. During the 2016-2019 academic year, 52 adults successfully completed the 9th grade and graduated, while 47 others are following regularly the classes.

The project in partnership with the Ministry of Education, Sports and Youth and the Institute of Romani Culture in Albania (IRCA) supported the transformation of the following elementary schools into community centers: “Gjon Buzuku” in Tirana, “Eftali Koci” in Durres, “Shyqyri Lakra” in Berat, and “Liria” in Shkodra. During 2016-2019, 85 teachers have been trained on the concept of school as a community center, 138 activities were organised, 1,772 students and 964 parents involved and benefited from the activities.

Key highlights: Inclusive schools and inclusive education models to address segregation in Berat and Shkodra schools

Although Albania has a strong legal framework for protection of human rights, the issue of segregation in education for Roma and Egyptians remains a problem. The project has identified and acted for addressing segregation in education in two cases, one in Berat and one in Shkodra as follows:

Case no 1. The segregated school “Avdyl Avdia” has been closed by the Regional Directory of Education (RED) Berat in 2016. For many years, since 2003 this school has been attended only by pupils belonging to the Roma community.

ESERE project mobilized all the relevant actors and by a comprehensive process, Roma children were transferred to “Shaban Sollaku” Center School, while “Avdyl Avdia” school was closed. 22 Roma children were enrolled and attended the educational process, for the academic year 2017-2018-2019. In

the meantime, a mediator was appointed for accompanying children at school and making efforts for the children’s integration and their regular school attendance.

Case no 2. Through the multi-stakeholder coordination forum on inclusive education in Shkodra, 106 (M/F) Roma and Egyptian children out of the education system were identified and enrolled in five different schools avoiding in this way the further segregation and putting an end to the practise in registering children only in “Liria” school located within R/E community in Shkodra. For the academic year 2018/2019, the forum continued its work and succeeded to register Roma and Egyptian children in 13 different schools and appointed 5 supporting teachers for helping children with learning difficulties. It also provided support for school transportation for a number of 40 children.

ESERE project in partnership with the Ministry of Health and Social Protection, respective municipalities and Roma and Egyptian NGOs undertook different actions to promote respect for culture diversity and social inclusion. During the three years and half cultural diversity weeks were organised on the occasion of the Roma International Day. 16 events took place involving key representatives of government, communities, media and others. While on 24 June every year, the National Egyptian Day was recognized and marked with the support of the project.

A Behavioural Change Model (BCM) was developed during 2017 in partnership with the Albanian School of Public Administration (ASPA) to influence attitudes and behaviours of public servants and service providers towards Roma and Egyptian communities. The model accompanied through training and coaching 107 (23M/84F) public officials from the national and local level in Tirana, Durrës, Shkodra and Berat and is mainstreamed within the ASPA training curricula available for future use. An impact assessment of the model was carried out in 2018.

The diversity orientation towards R/E communities has positively changed as reported by the evaluation report. For example, in the municipality of Shkodër, Durrës, Tiranë and Berat the community has been involved during the planning process (i.e. the development of social care plans and Roma local action plans). This is a good indicator, because it shows that Roma and Egyptians are being considered as stakeholders. In terms of “service inclusiveness” and accessibility, although public service providers (PSP) and Roma and Egyptians (R&E) are divergent in their detailed responses, still they are convergent in the general tendency of the phenomenon. 63% of respondents (public officials’ group) rated “the accessibility of public services” from moderate to very good, while Roma and Egyptians rated the same dimension as good and very good (46%) and 18% as “moderate”.

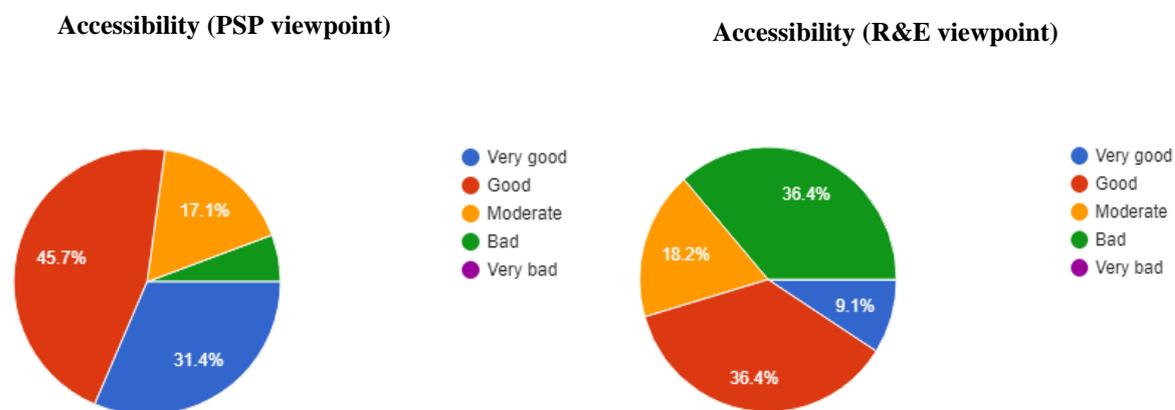


Figure 3. Viewpoint of Public Service Providers vs R/Es regarding the accessibility of public services.

ESERE-BCM had a meaningful impact on shaping behaviours and attitudes of public servants toward Roma and Egyptian in terms of service delivery and inclusiveness.

In line with the project communication strategy and action plan, public information activities were organised in the municipalities of Tirana, Berat, Shkodra and Durres which had a significant impact on raising awareness about importance of empowerment of Roma and Egyptian communities for the development of Albanian society. These events highlighted ESERE Project achievements, promoted positive and successful role models which challenge existing negative stereotypes about Roma and Egyptians and attracted the attention of policy makers on challenges and difficulties faced by these communities. A series of public relation materials were produced such as short documentaries, bi-annual newsletters, brochure about Egyptian community, factsheet about project objectives and achievements which are detailed further within this report.

Work-package 4: Building capacities and supporting implementation and monitoring of the National Action Plan for the Integration of Roma and Egyptians 2016-2020

In close partnership with the Government of Albania, important political, social and economic reforms and actions s have been successfully implemented for advancing access of Roma and Egyptians in quality public services. Substantial steps were taken to improve the legal framework and protection regarding minorities.

The progress reports on the implementation of the 2016-2020 Action Plan for the Integration of Roma and Egyptians in the Republic of Albania for the year 2016/2017/2018 were issued publicly by the government at <http://www.sociale.gov.al/al/dokumenta/raporte>. The reports indicated viable progress in early childhood and primary education area, access to health care and employment.

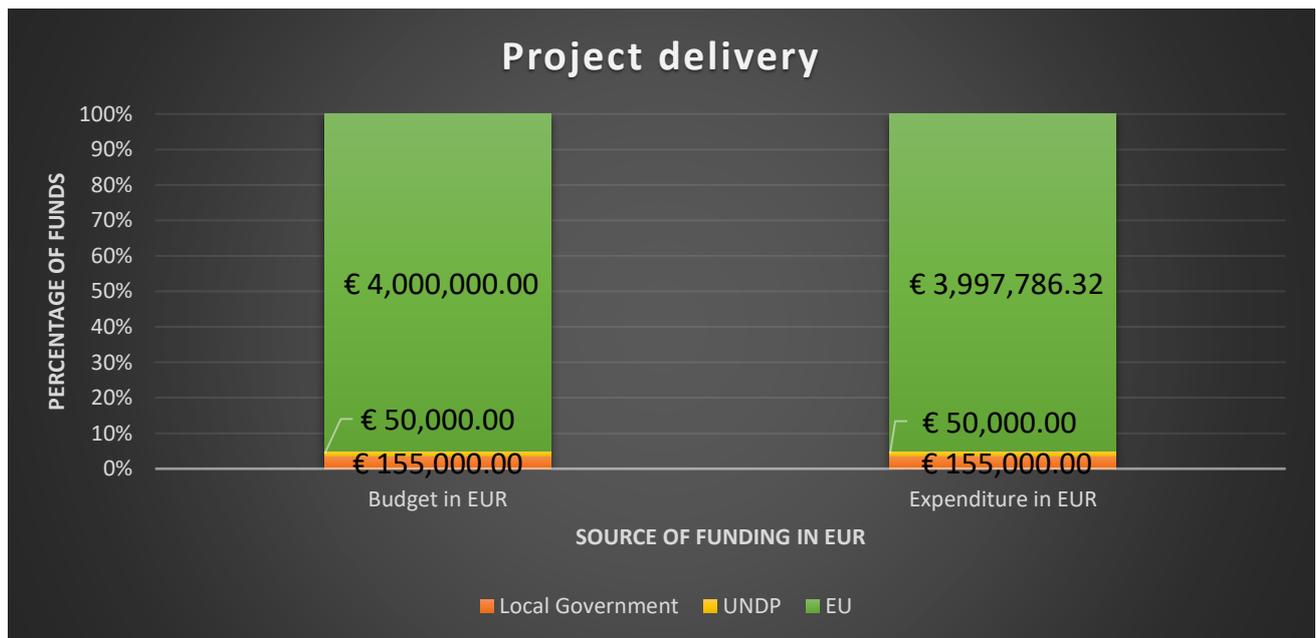
The electronic data collection system Romalb (www.romalb.org) is functional and in-service training was provided to 240 civil servants and local government officials, but continuous on the job training and follow up is needed for all its users. During year 2019, ROMALB was linked with e dashboard making data available for the wide public available at: dashboard.romalb.org.

The project supported strengthening of local partnerships and coordination forums. In this regard, the MoHSP and municipalities were supported to establish and make operational local Multi-Stakeholder Coordinating Forums (MSCFs) aiming to: a) bring together representatives of central and local government institutions, civil society and activists for exchanging information, best practices and challenges encountered on the ground related to Roma and Egyptian inclusion policies and compare different solutions; b) make use of forum as a coordination and problem-solving mechanisms to respond to locally expressed demands and issues; c) provide inputs, feedback and expertise to improve government policy implementation in local level. 6 MSCFs were established: 2 in Shkodra (on topics of civil registration and inclusive education),) 1 in Berat (on topic of school desegregation) , 2) in Durres (on topics of social housing and TBC issue), and 1 in Tirana (on school transportation).

In total, 15 inclusive policy responses aligned with NAPREI were prepared by line ministries and local authorities detailed below under WP 4, covering the thematic areas of education, housing civil registration and segregation.

3. Project Financial Delivery

The project is funded by the European Union with a contribution of 4,000,000.00 EUR and co-financing is provided by the Municipality of Durres and UNDP HQ amounting to 205,000 EUR. The first instalment of 1,355,521.00 EUR (1,483,064.55 USD) was received at the beginning of the project in January 2016. The second instalment of 1,703,842.00 EUR (1,818,401.28 USD) was received in March 2017 and the third instalment of 897,901 EUR (1,108,519 USD) was received in April 2018. All the funds received have been duly spent as planned with a remaining balance of 2,213 EUR (2,732 USD).



4. Progress during the reporting period

The results and outputs of ESERE project are measurable and with immediate effect on the beneficiaries, especially the work package related to active employment measures and improved access to basic equitable, inclusive and decentralised services. The impact of the project is increasing the capacity of Roma and Egyptians to participate in local development and planning of central and local level institutions to address social inclusion.

Work Package 0- Establishment of the project management structures and procedures

Immediately after the signature of the Agreement, between the European Union and the United Nations Development Programme (UNDP) on 22 December 2016, UNDP recruited the project staff and established the financial management and accounting procedures as well as the reporting lines for project implementation.

Core project staff was hired through competitive and transparent procedures and fully operational, including Project Manager, Employment Coordinator, Social Inclusion Coordinator, Community Development Coordinator, Programme and Public Information Assistant, Project Engineer, 4 Local Coordinators, Finance Assistant, and 4 Community Exchange Workers.

Project Management Procedures were designed and approved at the first Project Management Committee Meeting.⁷ The Project Management Committee is composed of representatives from the EUD, UNDP, Ministry of Health and Social Protection, Ministry of Europe and Foreign Affairs, Representatives of municipalities of Tirane, Durrës, Berat and Shkodra and three CSO representatives.

A consultative workshop on the approach and activities of the project was organized in September 2016 in Tirana and a regional based assessment and profile was prepared for each of the intervention areas⁸. In collaboration with the municipalities of Tirana, Durrës, Berat and Shkodra, local project offices were established within their premises and respective Memorandum of Understandings signed.

In 2018, the project was extended until the end of June 2019, and turned into a multi-donor agreement considering the additional funds received by UNDP core budget and a contribution by Durrës municipality.

Work Package 1 - Increased employment and skills development opportunities accessed by Roma and Egyptians women and men reduce the employment gap between R&E communities and the majority of the population.

The activities of this work package aimed to support young Roma and Egyptians' inclusion in active employment programmes, education and vocational training opportunities. These activities aimed to develop *tailor made employment promotion programmes* for Roma and Egyptian communities intending to activate their productive potential and to support their integration in the labour market, ultimately narrowing the employment gap between these minorities and the majority of the population.

Act. 1.1. Carry out a mapping of the working age R&E women and men in each project site, disaggregated by age, gender, employment / income generation activities / unemployment / long-term status etc.

The project carried out the “Mapping of skills, employment and entrepreneurship opportunities of Roma and Egyptians communities in the project sites of Tirana, Durrës, Berat and Shkodra” in partnership with the NGO Centre for Economic and Social Studies (CESS). The mapping sets out the range and distribution of data and information as follows: (i) employability data of at least 800 unemployed Roma and Egyptians in working age residing in the target areas; (ii) individual unemployed profile for each of the unemployed Roma and Egyptian in the target areas (at least 800 profiles of unemployed in working age); (iii) potential local employers of Roma and Egyptian communities; (iv) entrepreneurship and self-employment opportunities. The mapping is complete and available for local stakeholders as of December 9, 2016 at:

⁷ Please see Annex 4 Minutes of the First and Second PMC

⁸ Please see Annex 3 Local Analyzes Package.

<http://www.al.undp.org/content/albania/en/home/library/poverty/mapping-the-skills--employment-opportunities-and-undertaking-by-.html>

The mapping showed that 47.9% of Roma (35.6% M/60.8%F) and 55.1% of Egyptians (42.8%M/67.9%F) of working age are unemployed, however more than 70% of them are looking for a job. Only 24% of Roma and 26% of Egyptians accept they are employed. The rest (28% of Roma and 19% of Egyptians) work occasionally in the informal sector. Data is disaggregated by gender and age. Other findings are available at the Mapping Report.⁹ The mapping data was used by the project and local stakeholders to design and implement employment promotion measures and activities.

Act. 1.2. Provision of general employability training (including basic literacy/ life skills) to empower and motivate R&E citizens to enter the labour market.

Based on the “Mapping of skills, employment and entrepreneurship opportunities of Roma and Egyptians communities in the project sites of Tirana, Durrës, Berat and Shkodra”, 36.8 % of Roma and 12.4 % of Egyptians, of the group age 16-55 years old are illiterate.

The project improved employability of R&E by providing Basic Literacy and Life Skills Course to reduce illiteracy level among its members as well as to enhance their life skills and capacitate them to participate in the social and cultural life of the community and in public affairs and ultimately, to access the labour market.

In order to set out the content of the Basic Literacy and Life Skills Course, on July 4, 2016, in Tirana, a roundtable was held on “Basic literacy and life skills education and vocational training” with the participation of competent representatives from the Ministry of Education and Sports, Education Development Institute, National Agency of Vocational Training, Ministry of Social Welfare and Youth, Roma and Egyptian NGOs, UNICEF. Based on the findings of the roundtable and several consultations with the stakeholders, four experts were recruited to (i) write the underlying modules of Life Skills and Basic Literacy Course: namely, 1) basic literacy, 2) basic numeracy, 3) citizenship and 4) vocational orientation; (ii) to design the curricula; (iii) adopt a suitable teaching methodology; and (iv) to deliver training to potential instructors.

On May 2017, the experts completed their assignment and submitted the final product: 1) the training material for course participants, comprising four modules: *basic literacy, basic numeracy, citizenship and vocational education orientation*; as well as 2) the instructor’s manual. The target participants are members of marginalised groups, who are above 16 years old, have not completed basic education, are illiterate or poorly educated, do not intend to return to formal education system, but express an interest to develop life skills.

The teaching methodology follows the informal teaching principles, to correspond to specific requirements of target groups. Also, the course is suitable to be held near target communities, in the afternoon or other flexible time, to allow participants, especially women, to take care of young children, go to work, follow a professional course. 26 instructors/teachers from all the four regions were trained in a two-day seminar on 30-31 May 2017, in Tirana by the four experts who developed the course.



Figure 5. Training of teachers on basic literacy and life skills

⁹ Please see Annex 3. Technical reports WP 1. Act 1.1. Employment Mapping Report

In October 2017, the Course started in Tirana, Berat, Shkodra and Durres. While the number of registration was high in the beginning, 132 (83F/49M) participants of Tirana and Shkodra completed the course until April 2019.¹⁰ In Tirana, the course was held at the Shkoza Community Center, in partnership with Tirana Municipality and the NGO “Catia e Gruas Rome”, with the initial support of UNDP. Parallely, in Shkodra, the course was held in two different locations. The first one was organised at the premises of the NGO “Te drejtat e Komunitetit Egjiptian”, in Liria quartier, by UNDP, in partnership with Roma Women Right Centre. It ran from October 2017 to March 2018 and there were 20 girls and women participants. The second class was held at the Multifunctional Community Centre “Per familjen”, under the responsibility of the Shkodra Municipality. As designed, the course was usually 6 months long.

By contrast, in Durres and Berat the course was interrupted because of logistic reasons and lack of budget support from the NGOs or responsible municipalities. Efforts were made to resume the courses in the municipalities of Durres and Berat by budgeting teaching staff in the community centres from several channels, but the actions gave no results.

On January 30, 2019, at the premises of UNDP, a meeting took place with the teachers and stakeholders of the Life Skills and Basic Literacy Course of all 4 regions. This meeting was organised in the form of a seminar on informal teaching methods, as an underlying principle of this course. During this meeting, the participants shared their experience so far in delivering the course especially in Tirana and Shkodra, and discussed the challenges of this course in Durres and Berat, where the course was interrupted.

To guarantee the sustainability of the Life Skills and Basic Literacy Course, a Cooperation Agreement was approved and passed by three ministries, the Ministry of Health and Social Protection, the Ministry of Education, Sports and Youth and the Ministry of Finance and Economy. The object of this agreement is to offer the Life Skills and Basic Literacy course, based on the curricula developed by ESERE, in schools, vocational education training centres and community centres of Albania. It stipulates each parties’ roles and duties towards achieving this goal. Most importantly, it foresees budget allocation by these institutions for the personnel that will teach the course and paves the way to converting the course into a recognised document for graduates to follow a vocational education training in the absence of a regular basic formal education diploma.

Act. 1.3. Design, make operational and pilot 5 employment promotion programmes tailored to the needs of the R&E communities (e.g. On-the-job/ vocational training, Income generation programme, Internships for university and high school graduates, Public works in cooperation with municipalities, Subsidized employment etc.).

To design and implement the employment promotion program, approximately 14 meetings took place during July 2016, September 2016 and October 2016 with the Directory General of the National Employment Service and the Regional Employment Services of Tirana, Durres, Shkoder and Berat. Also, Community Counselling Forum (CCF) meetings with focus on employment incentives programmes were held in Tirana, Durres, Shkodra and Berat with the participation of Roma and Egyptian women and men.

During 2016, the following schemes were designed: 1. On the job training (OJT) in 2016, 2. Subsidized Employment, 3. Combined Scheme and 4. Internship Program. They are available at: http://www.al.undp.org/content/albania/en/home/operations/projects/poverty_reduction/economic-and-social-empowerment-for-roma-and-egyptians--a-booste.html.

These employment promotion programmes were introduced to local businesses of Tirana (on September 19th, 2016) Berat (on September 20th, 2016) Durres (on September 22nd, 2016) and Shkodra (on September 26th, 2016). These meetings introduced the respective financial scheme of the programmes, eligibility criteria and the application procedure.

A list of interested Roma and Egyptians in employment was drafted in August 2016. The list was then monthly updated by the employment mediators and employment coach until October 2018, when the last employment

¹⁰ Please see Annex for the full list of participants

promotion programs were applied. The list served as the main tool to make attentive and relevant recommendations to potential employers during the lifetime of the employment promotion schemes. Until the end of the Project, more than 900 R/E jobseeker were enrolled in this list.

During 2017: 5. Income Generation Program

In December 2017, Operational Specifications were approved for the new Income Generation Scheme. The scheme consists of a financial support for start-ups and existing businesses of up to 300,000 LEK (approx. 2400 EUR) with equipment, lease and marketing.

During 2018: 6. Public works and 7. Small traders.

On 17 July 2017, a meeting with Roma and Egyptian NGOs, representatives from Tirana Municipality, employment experts and UNDP staff was held to discuss on the content of a new public work scheme in Tirana that would combine both an employment opportunity at Tirana's public works sector and social integration of the beneficiaries.

Public Works Scheme was launched with Eco Tirana and Tirana Municipality in the form of a Transitory Program for Roma and Egyptian Recyclers in Tirana (TPR). A grant agreement was signed between UNDP and Eco Tirana in April 2018 for supporting 50 Roma and Egyptian beneficiaries, part of the initiative door to door collection of recyclable waste, targeting the Lanabregas and Shkoza area.

Roma and Egyptian street vendors of used and new clothes scheme was launched with new Operational Specifications approved in September 2018. As per this scheme, UNDP purchased new or used clothes for selected R/E in the equivalent amount of up to 50,000 LEK (400 EUR).

In total, **627 R/E** were engaged in an ESERE's employment programme:

- (i) 172 through on the job training;
- (ii) 30 through subsidized employment;
- (iii) 2 through combination of on the job training and subsidized employment;
- (iv) 40 through internship programme;
- (v) 57 through the public scheme;
- (vi) 61 through the Income Generation Scheme
- (vii) 256 through the Clothes Small Traders Scheme

64 Grant Agreements were concluded in all 4 regions with private businesses for the implementation of the OJT scheme and subsidized employment scheme (including the combined scheme).

There are 2 individuals who have been referred to a VET course by Tirana Employment Mediator and after graduation, the Project employed them through the on the job training scheme: one chef was employed at "Kentucky Fried Chicken" Fast Food, as per the 5 months OJT scheme; one hairdresser at "Nora" Coiffeur.

With regard to 204 R/E beneficiaries of the OJT & Subsidized Employment Scheme (and Combined), which featured an employment contract, the following figures show the employment outcome on June 2019, as reported and monitored directly with interviews of the beneficiaries in the field:

- o 91 beneficiaries (44%) continued working at the same company contracted by UNDP,
- o 41 beneficiaries (20%) left the scheme for a better job or started up their own business activity,
- o 20 (10%) beneficiaries moved abroad,
- o 10 beneficiaries lost their job because of a failure of the business to continue offering the job, i.e. the business went bankrupt, or failed to keep with the ESERE's terms and conditions, mostly failed to pay salaries through the bank system,
- o 45 beneficiaries are **drop offs**, accounting for an average of **22%** in all 4 regions.

Drop offs are deemed those who were reported to have left the job and are not participating in the labour market despite being part of an ESERE scheme. The most common reported reasons of the drop off are: health issues, unable to grasp the profession, back to informal collection of recyclable waste, frequent unjustified absences from work or family reasons such as spouse jealousy, taking care of young children.

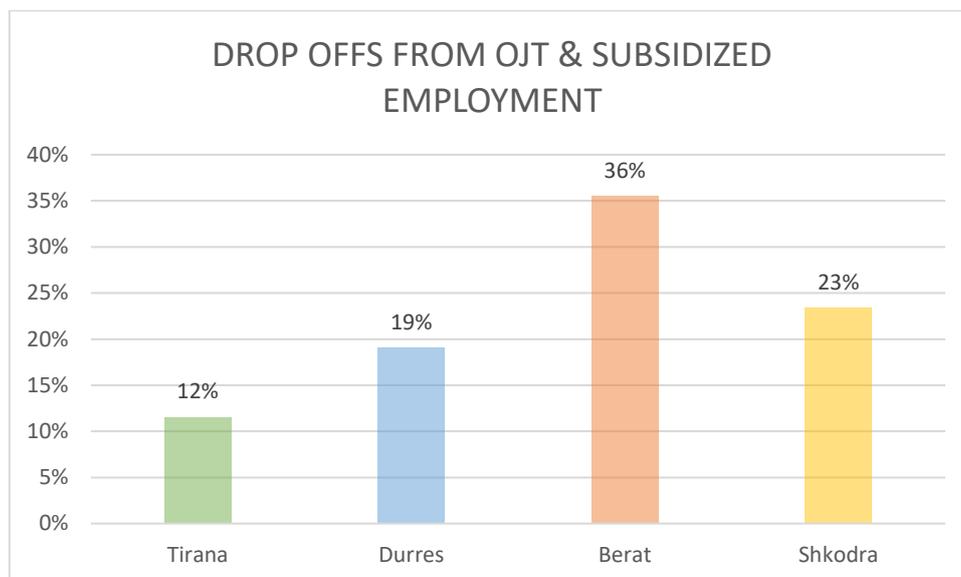


Figure 6. Drop off rates

It resulted that in Berat the project encountered the highest number of people leaving the job without a well-motivated reason.

The seven employment promotion programs are explained in detail below:

1.3.1 Internships

During June-August 2016, priority was given to the **internships programme**. In this regard, a detailed Operational Specifications on the internship scheme was endorsed by the Project Management Committee during its meeting on 13 September 2016. Based on this document, the key target group of internships were young Albanian Roma and Egyptians, living in the region of Tirana, Durres, Shkodra or Berat, aged 18- 28 years old, and who either: (i) have completed their degrees in the last 24 months; (ii) are currently enrolled in an Albanian university; or (iii) are high school graduates (having received the final Maturity Diploma).

ESERE Project's funded internships were for a maximum of 12 months duration. Potential employers were both in the private or public sector.

The key partner in this process was the Roma and Egyptian student NGO Roma Versitas Albania (RVA). On 20 October 2016, UNDP, RVA and NES entered into a Grant Agreement whereby UNDP grants to RVA funds designated for use throughout October 2016 - March 2018 (as extended) of the overall Internship Scheme (IS), including distribution of allowances designated for interns under an internship placement, as well as participation of RVA representatives in the selection of internship candidates, the matching process and monitoring of commitments undertaken under the ESERE Project/IS.

- **40 interns** (12M/28F) started an internship in accordance with their study profiles that include:
 - 10 (1M/9F) in several private entities, including in a magazine, law office, project implementation office and IT services of a private university, recycling company, design company, catering company, veterinary hospital;

- 13 (3M/10F) at four different Social Care Institutions of the National Social Service in Tirana and Durres: 3 (F) in the Elderly House in Tirana and 1F replacement, 5 (3M/2F) in the National Emergency Transitory Centre in Tirana, 2 (F) in the National Centre for the Treatment Domestic Violence Victims in Kamez but 1 was dismissed due to poor performance, and 1 (1F) in the Residential Development Centre for Disabled Persons in Durres and 1F replacement;
 - 1(1F) in the Probation Service in Tirana;
 - 4 (2M/2F) in Berat Regional Education Directory;
 - 2 (1M/1F) in Berat Municipality;
 - 6 (4M/2F) in Durres Municipality;
 - 1 (1F) in the Shkodra Regional Hospital;
 - 1 (1F) at the Library of the Luigj Gurakuqi University of Shkodra;
 - 2 (1M/1F) (and 1 (F) transferred from another internship) at RVA as coordinator of the Internship Scheme.



Figure 7. Graduated nurse of the internship scheme in Shkodra

The one-year internship scheme terminated in November 2017 for 35 interns, March 2018 for 3 intern and in April 2018 for the 2 last interns.

As a result of the internship, **2 interns** found a job in the health care system where they were conducting the internship: the midwife intern at the Regional Hospital in Shkodra was employed in September 2017 as a full time midwife; and the doctor intern at the Elderly House in Tirana was employed as a full time doctor at the Regional Hospital in Lushnja in June 2017; Also,

- **2 nurse interns** were granted an internship extension at the Elderly House in Tirana until March 2018 with the insistence of the director of this institution due to their high work performance and integration;
- **1 IT intern** from Tirana found a full-time job abroad, in Spain, in September 2017, thanks also to her internship experience;
- **1 psychologist intern** from Durres found a full-time job abroad as a teacher and psychologist for children with disabilities, in Saudi Arabia, in May 2017.
- **1 finance intern** from Tirana received a contract extension until March 2018 to assist ESERE's implementing partner of the Internship Scheme, Roma Versitas Albania, as a finance coordinator of the internship scheme;
- **1 office administration intern** received a full-time job offer from December 2017 at the company Green Recycling where she was conducting the internship.

However, two interns from Berat, who completed the one-year internship scheme at the Regional Education Directory, are back to work as waiters in the city of Berat due to scarce job opportunities. Most of other interns, after the internship, continue their university studies, while few are still looking for a new job.

1.3.2 On the job training scheme (OJT)

During the OJT, R/E were trained in a particular professions/jobs, which requires training prior to taking up the job at the employer. The scheme was typically one-year long. However, a shorter scheme was also applied of 8 months (4 months OJT and 4 months employment). The main characteristics of the OJT were as follows:

- Depending on the profession being trained, a maximum of 6 months training was applicable for the 12 year long scheme or 4 months for the 8 months long scheme. The training periods for some of basic professions replicate those applicable by NES.
- The Training cost to be paid to the employer/trainer is ALL 15,000 (equivalent to approximately EUR 120) per month for each trainee.

- Training fee to be paid to the trainee is ALL 23,000 (equivalent to EUR 184) per month, including any withholding tax & social and health security.

The Employer was required to hire 80% of trained individuals upon completion of training. The Individual employment agreement had a term not shorter than 12 months or as applicable, 8 months *less the period of time dedicated to on the job training*¹¹. During employment term, no financial support was provided to the employer by UNDP, unless the parties have agreed since the outset on a combination scheme of both schemes: on the job training and subsidized employment.

Table 2 OJT Scheme beneficiaries until June 2019

City	No. of beneficiaries taking up the vacancy
Berat	37
Durres	60
Shkodra	42
Tirana	33
<i>Total</i>	<i>172</i>

1.3.3 Subsidized employment scheme

The subsidized employment scheme targeted R/E professionally unqualified for a vacancy. The scheme typically lasted 16 months during which the R/E was hired by the employer. However, in few cases a longer scheme of 24 months was applied and in one case in Shkodra, a shorter scheme of 8 months was also applied.



For a typical 16 months SE scheme, the financial support during the employment term was as follows:

- Despite the actual salary applied by the employer for that position, ESERE Project's financial support for the SE scheme was designed as follows: 6 salaries of ALL 23,000 ALL/employee (equivalent to EUR 184); and 4 salaries coverage of ALL 11,500/employee EUR 92.
- 100% of Employer's part of social and health contributions over 10 actual salary applied by the employer

Figure 8. Beneficiary of Employment Promotion Programmes in Berat.

Table 3 Subsidized Employment Scheme beneficiaries until June 2019

City	No. of beneficiaries taking up the role:
Berat	8
Durres	3
Shkodra	0
Tirana	19
<i>Total</i>	30

¹¹ The training period was deducted respectively from the 12 months term, i.e. if training was 6 months, then obligatory employment term shall be also 6 months.

1.3.4 Combined scheme

In case of a combination between the two schemes applied in respect of the same individual, the total obligatory employment term was 16 months consisted of: a period of on-the job training preceded the subsidized employment, then such training period was deducted from the total 16 months scheme.

Considering the skills to be acquired by the individual and the particular area of expertise of the beneficiary business, the combined scheme was applied in one business as follows:

- November 2016: 1 (M), as worker in the advertising agency and advertising material production company of Elis Terroti in Shkoder
- The Grant Agreement was subsequently amended in January 2017 as per the same scheme with 1 (M) additional beneficiary.

At the end of the Project, one individual still worked at this company from November 2016, being the longest employment of ESERE. The second employee left for health issues after terminating the employment program.

1.3.5 Income generation

With regards to the income generation programme, a grant equal to ALL 300,000 was allocated to each selected business plan of a start-up or existing business run by R/E. They were financed by either of these modalities: transferring the grant to business's bank accounts, purchasing the required assets under the business plan and handing them over to the beneficiaries or a combination of both.

Two experts on income generation and business development joined the team from January 2017 to July 2018. The business plans were prepared in collaboration with ESERE Project staff and the two business experts. The business experts also conducted business management trainings, tax advice and monitoring. All R/E applicants needed special support to fill the business plans.

The first 72 applicants from all four regions were trained during April-September 2017 by the two experts on business management and taxation.

The two experts and ESERE staff completed and supported all applicants of the R/E communities to develop their business plan into a financeable activity and to complete the standard business plan.

Until June 2019, **61** selected **R/E beneficiaries** received a grant: 34 beneficiaries from Tirana (10F/24M), 9 from Berat (4M/5F), 3 from Shkodra (1M/2F) and 15 from Durrës (11M/4F).

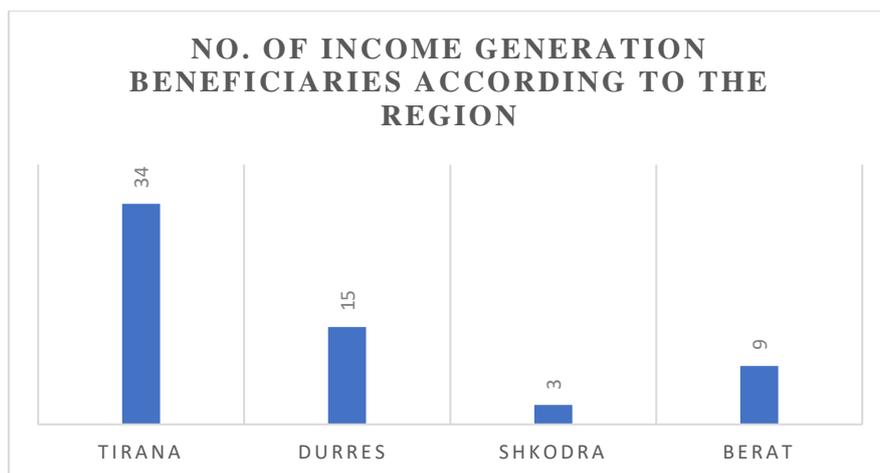


Figure 9. Disaggregation of income generation activities.

6 of 23 Tirana's beneficiaries were part of the Women Entrepreneurship Programme - a joint programme of ESERE Project and Tirana Municipality launched in December 2017, which combined a grant financing up to LEK 500,000/each business plan to Roma/Egyptian women's winning entrepreneurship ideas. Although the program was open to all applicants, ESERE Project added its support only to Roma and Egyptians women applicants).

The selection of the business plans eligible for funding followed these main principles:

- Already established businesses in the market, with an existing clients list;
- Service providers, with a proven qualification or handicrafts;
- Number of potential employees to employ in the business;
- Poor potential of the entrepreneur to invest in expanding their activity or improving the service to their clients due to lacking or inappropriate assets;
- Applicant with an added vulnerability.

Until June 2019, ESERE Project provided financing and support for the following selected business plans:

- Tirana: pizza and fast food restaurants, car repair service, electro domestic appliances repairment service, barber and hairdressing shops, music & video music production, fabrics shop, photographer, straw worker, shoe repairment, house painter, clothes shop, welding shop, physiotherapy clinic, butcher;
- Berat: marble works, clothes shop, bakery, seamstress, house builder, barber;
- Shkodra: seamstress, barber, fast food restaurant;
- Durres: hairdresser, nail shop, fish shop, car repairman service, music instruments repairman, barber, painter, house builder, painter, seamstress, farmer.

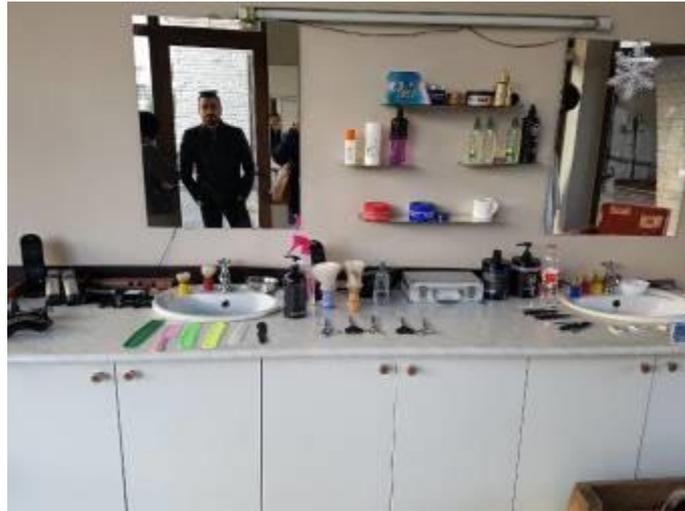


Figure 10. Barber shop in Shkodra - Before the grant



Figure 11. Barber shop in Shkodra - After the grant (renovation of the shop & working tools)

It results that 92% of all Income Generation Beneficiaries, who received the grant, were self-sustainable and continued their business activity as per the business plan at the end of the Project. This result was drawn in June 2019, according to an analysis conducted on the sustainability of the finance granted to the R/E beneficiaries. Although 10 beneficiaries received the grant 1-3 months before the end of the Project, they were part of this analysis too, since most of these businesses existed and were established before the grant award.

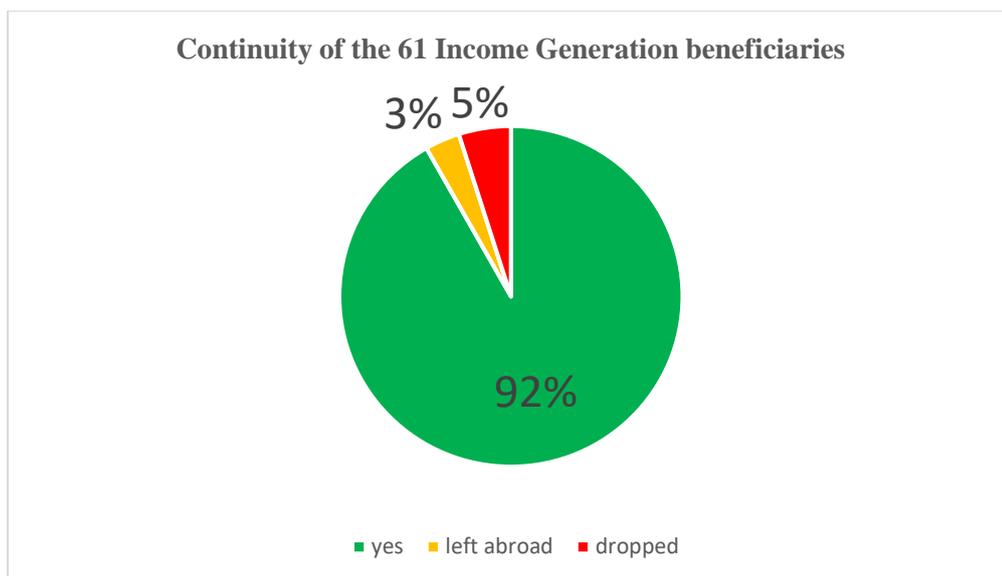


Figure 12. Sustainability of income generation programme

Small traders as a subgroup of the Income Generation beneficiaries

In September 2018, Operational Specifications for Small Traders of used or new clothes were approved. As per this scheme, UNDP purchased new or used clothes for selected R/E in the equivalent amount of 50,000 LEK (400 EUR). Individuals engaged in small scale trading, such as self-employment and street vending activities, who have limited incomes and access to public services as education, trainings, health etc. were considered eligible to receive grant support under Income Generation Program for small traders.

Until June 2019, there were in total **265 R/E** small traders, who received a stock of used on new clothes to sell ambulatory.

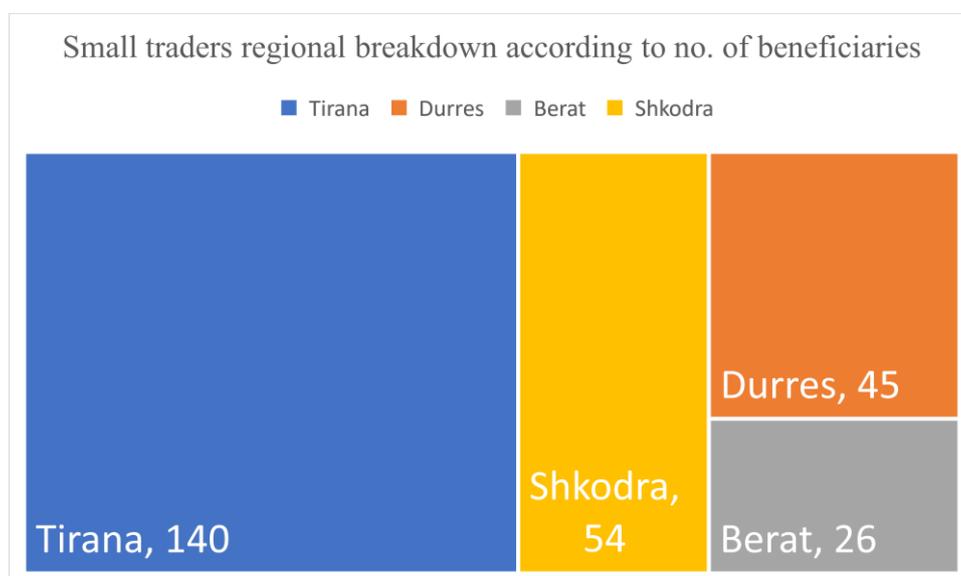


Figure 13. Small traders data

In April 2019, a field monitoring campaign was launched to analyse the continuity and challenges faced by the Small Traders that received their stock and have sold for up to 6 months. The campaign focused on direct

interviews with the beneficiaries of the Program of all four regions. In the overall, 122 monitoring reports have been completed out of 130 beneficiaries that received used or new clothes and other textile as per their selection. The majority of those who received a social grant continued trading and did not quit this income generation activity. Few of them wished to open a store. The majority wished to stay on business street vending in villages. A regional breakdown **according to their continuity** is shown in the graphs below:

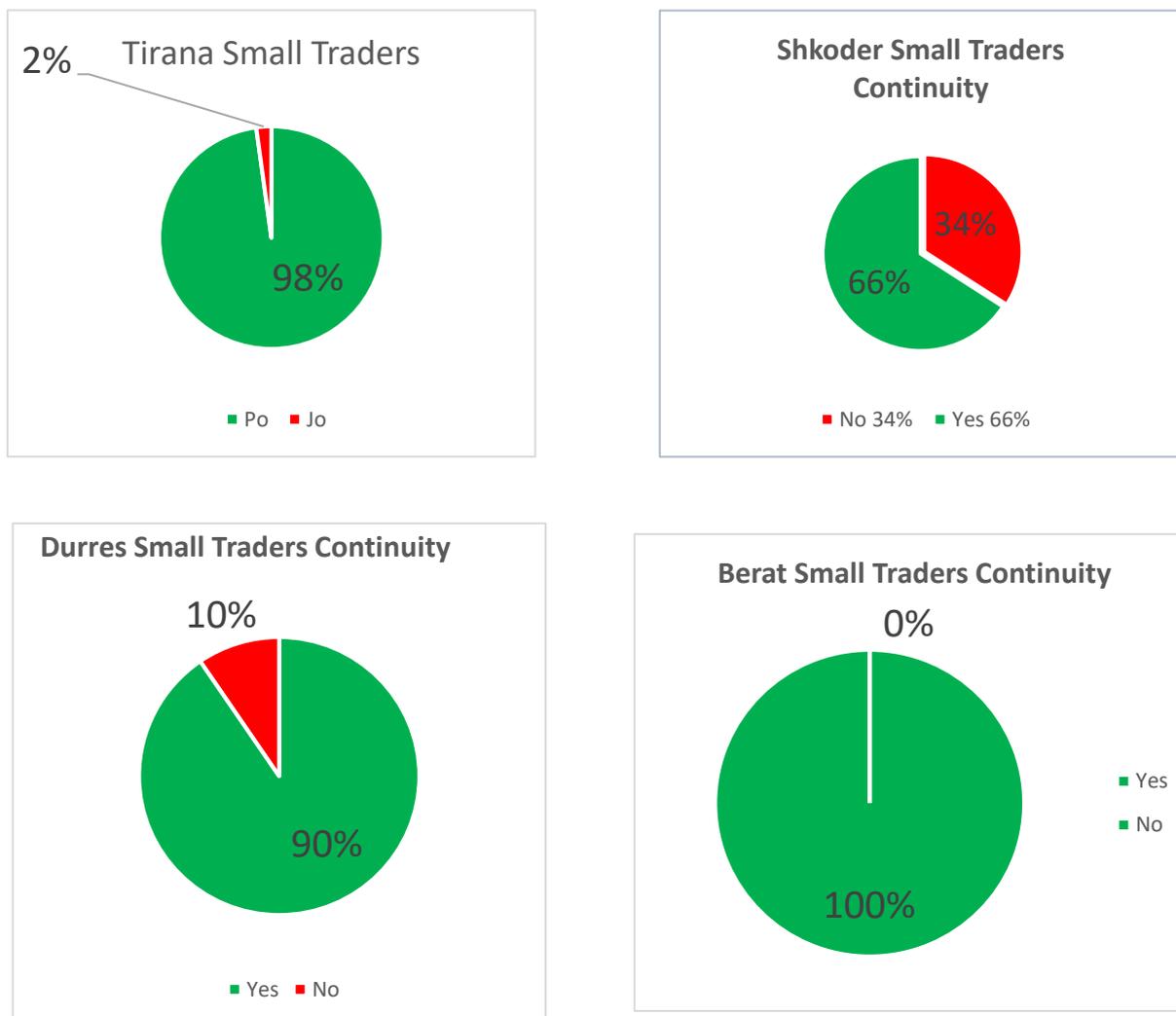


Figure 14. Continuity of small trading activities

It resulted that Shkodra’s small traders had the largest number of beneficiaries who did not continue their trading activity, while all beneficiaries of Berat, part of the analysis, did not interrupt it.

1.3.6 Public works

A new public work scheme was designed during 2017-2018 and it was finally materialised into the Transitory Program for Roma and Egyptian Recyclers in Tirana (TPR). Institutionally, the TPR was a collaboration between UNDP, Eco Tirana and Tirana Municipality, concluded in April 2018. The TPR ensured a smooth transition for 8-months for at least 50 both Roma and Egyptian individuals into the regulated collection of recyclable waste disposal recycle activity in: a) the collection from source; and b) waste transportation; while focusing in the long run social integration of the Roma and Egyptian beneficiaries and their families. R/E recyclers collected waste directly from the source (door to door) and only from those businesses/entities identified and determined by Tirana Municipality and Eco Tirana as part of the door to door waste collection. This scheme had two components: The Economic Component consisted of a financial reward/ salary provided to the individuals enrolled in TPR, at least at the minimum salary rate of ALL 24,000/month, for the activity of the source waste collection (door to door) and a fixed monthly bonus conditional to the fulfilment of the social

component at the amount of LEK 5,000. As per the Social Component, the recyclers and their family members simultaneously followed ESERE's Basic Literacy and Life Skills Course in the Community Centre of Shkoza until April 2019, a vocational training course, primary education or other forms of improvement of professional skills and personal competences, to ensure, in the long term, their sustainable integration into the labour market and society.

In addition to 50 R/E beneficiaries, 4 more R/E were contracted by UNDP, one in the role of social coordinator and three onsite inspectors for the administration of the TPR.

Through the grant agreement between UNDP and Eco Tirana, UNDP subsidized the salary for 4 months for all 50 beneficiaries and the social component. As per the social component, not only did UNDP subsidize the monthly bonus, but also recruited a dedicated team to follow the implementation of the whole TPR: a TPR team leader, and 4 R/E are in following roles: one social coordinator and three on site inspectors. Their contract was valid until March 2019, except for the team leader, whose contract terminated in April 2019.

In addition to the customized TPR, general employment opportunities in the public sector have been finalized by ESERE Project in Tirana and in Berat:

- 8 (7M/1F) individuals employed in Berat's cleaning service contracted company "Infinit";
- 24 individuals (23M/1F) employed in Tirana's cleaning service contracted company "Eco Tirana";
- 3 individuals (2F/2M) employed in Shkodra's cleaning service contracted company "Borshi SHPK" that are subsidized by ESERE Project for 4 months of employment out of 8 months of employment agreement.

As per above, ESERE Project employment staff referred to potential local employers about **600** individuals from the jobseekers list. According to the characteristics of the R/E engagement, **557 R/E got an employment contract** (172 as per the OJT scheme, 30 as per the Subsidized scheme, 2 as per the Combined scheme, 40 interns, 50 as per the Public Works scheme and 256 mediated for employment). ESERE Project highly supported also R/E entrepreneurs under the Income Generation Scheme, with 61 businesses supported in all 4 regions and 265 small traders received a stock of new or used clothes to sell ambulatory. This support was positive because more than 90% of the beneficiaries continued their business activity and were self-sustainable.

Finally, there were three main challenges faced during the implementation of any of the employment programmes:

First, the employees who left the job report poor reasons for leaving. The top reason, as supported also by the employer, is inability to learn the profession. Some of these individuals have returned to unemployment or casual employment like waste collection for recycling. The project has been able to replace 90% of all drop outs. However, finding suitable replacement candidates has not been successful in these cases: at Buna Farm in Shkodra and at Pishat e Liqenit kindergarten, and partly for one employee at the tire company CAA, cleaning company Albpastrimi, flower business Violeta Zenuni and hairdress Jetmira Zhuraj. Although previously reported as impossible cases to find candidates, the Project has been able to resume these two contracts by replacing the employees who left at the cleaning company Beje Xixe and aluminium production company Art Inox.

Second, two main shortcomings have been observed in the private businesses part of an employment incentive scheme: a) payment of lower salaries to employees than the minimum gross salary/month of ALL 23,000 the Project is covering through the grant agreement, and b) cash payment of salary. This was mainly evidenced in Shkodra and Berat regions. Not only was disbursement of the second tranche suspended to such businesses, but most problematic cases were also reported to the National Employment Service. To overcome any inconsistency between the grant and the salaries to end beneficiaries, all such businesses were constricted to pay residual salaries, as calculated for everyone, in a lump sum bank payment. Bank statements were provided to ESERE for final verification.

Third, after trainees left during the OJT period, the employer was not interested anymore to collaborate with the Project for a subsequent replacement, because any new trainee posed the same risk of leaving the job and creating

problems with the everyday management of the business due to transitory staff. This was typical in the case of a hotel in Berat and Porsche in Tirana, but other complaints have been received from more businesses ESERE Project collaborated.

Act. 1.4. Capacity support to the National Employment Service and/or other implementing partners for the implementation, monitoring and evaluation of employment promotion measures targeting Roma and Egyptian women and men.

On March 2017, an expert was contracted for training the National Employment Service staff on Roma and Egyptian communities' employment and vocational education coaching. A needs assessment on the skills and capacities and needs for training and coaching of NES staff was completed by October 2017. Based on the needs assessment findings, five training modules were developed covering the following topics:

- Module I: Customer care for jobseekers (service to the jobseekers)
- Module II: Supported employment
- Module III: Counselling to enter into the labour market
- Module IV: Career counselling
- Module V: Problem solving and conflict management

The training took place in Berat, Tirana, Shkodra and Berat from January-March 2018. Two schedules were prepared for the whole period, which were agreed with the directors of regional directorates of NES. The training program was interactive and participatory, utilizing a wide range of training techniques such as lectures, warm-ups, brainstorming, role-plays and presentations. Small group work gave the possibility to participants to practice and further develop knowledge gained during the training program. The total number of participants was 68 people, 12 of them or 17.6% were males (see the table).

Table 4. Trainings delivered to NES

Regional Employment Directorate	Total Number	Male	Female
Tirana	25	4	21
Durres	15	1	14
Berat	11	5	6
Shkoder	17	2	15
Total	68	12	56

Act. 1.5. Five employment mediators /coaches, trained and placed within the NES offices.

Provided the reluctance and lack of trust of employers toward Roma and Egyptians and vice versa, four employment mediators and one coach were identified, trained and employed to liaise between the unemployed in the targeted communities and the National Employment Service as well as facilitate the implementation of the employment promotion measures.

By working within NES, in close relationship with the project team, the Ministry of Health and Social Protection, as well as other partners, the Mediators and Coach: (1) advised the Regional Directory of Employment (RDE) on significant skills, employment and entrepreneurship issues for Roma and Egyptians; and (2) identified and supported Roma and Egyptians enrolment and success completion of basic literacy/ life skills training, employment promotion measures such as: OJT, income generation, subsidized employment etc. and vocational education opportunities; and (3) served as a communication bridge between the Regional Employment Offices and the ESERE Project for achieving a common goal, that is to increase employment among Roma and Egyptian communities in these four regions.

At last, an Expert on Employment Promotion Measures for Roma and Egyptians was added to the team during the period April 2018 – April 2019. The expert worked in close collaboration with the core staff of WP1 to monitor the activities of Work Package 1 in general, as well as to support Roma and Egyptians' beneficiaries of ESERE's employment interventions in Tirana, Durres, Shkodra and Berat.

Work Package 2- Piloting Community Led Local Development (CLLD) for Roma and Egyptian inclusion at the local level through integrated, inclusive and sustainable development

Roma and Egyptian communities in the municipalities of Tirana, Durrës, Berat and Shkodra were mobilized and became key partners in advancing the social inclusion agenda in the country through the lenses of Community Led Local Development (CLLD) approach.

The principles of this approach relied on active participation and representation of local communities in designing and implementing an integrated development strategy based on the communities’ resources and potentials while building a sustainable partnership with local government authorities for combating poverty and exclusion.

Based on the assessment carried out by the project team in the inception phase, 3-4 project areas of intervention were selected in each municipality, using the following criteria:

- Number of Roma and Egyptians/ number of households;
- Conditions of the settlements (e.g. access to water, sewage, electricity, status of territory etc.);
- Geographic distribution;
- Other ongoing projects;
- House and land property/ legalization status;
- Presence of civil registration problems;
- Presence of challenges to access basic services;
- Municipality engagement on Roma and Egyptian issues;
- Level of poverty within the communities, etc.

Using the abovementioned criteria, ESERE team visited all the municipal/ administrative units that could be included in the project.

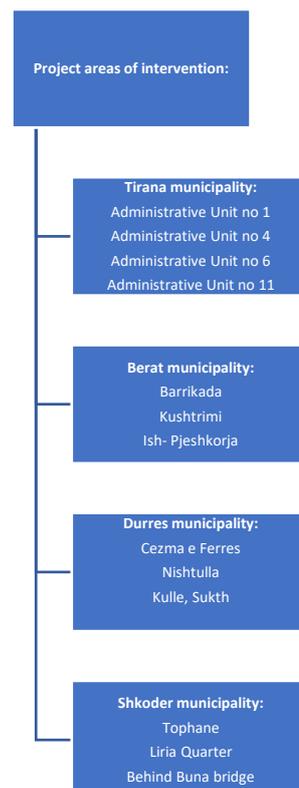
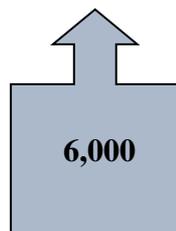


Figure 15. Selected areas of project intervention

The project reached out directly



Roma and Egyptian families, approximately
27,302 inhabitants.

Act. 2.1. Support mobilisation and empowerment of the target group at the local level to enable them be the actor in inclusive local development, get self-organized and undertake self-help (actions and groups)

In close collaboration with local authorities, civil society organizations and meetings with community members, a Local Analysis Package was prepared for each of the municipalities providing information on the target group such as the population size, geographical distribution of the Roma and Egyptian communities as well as their socio economic status.¹² The Local Analysis Package served as a reference in programming the intervention and the activities that occurred locally in the framework of the Project.

A consultative meeting with Local Government representatives of four regions that took place on 14 June 2016 served to pave the ground on developing an inclusive local plan in the establishment and functioning of Community Counselling Forums (CCFs). Local Government authorities and project staff were introduced to the principles of the Community Led Local Development and the purpose of the Community Counselling Forums. A prioritising exercise was introduced and explained to the group and local coordinators were advised to use the same methodology during CCF meetings. The event served as an opportunity to establish a mutual understanding of the structure and functioning of the Community Counselling Forums and at the same time to echo on the importance of achieving social integration of Roma and Egyptians and having them become key actors towards the development of their own communities.¹³

13 Community Counselling Forums were established in the targeted municipalities, respectively, 4 in Tirana municipality, 3 in Durres municipality, 3 in Shkodra municipality and 3 in Berat municipality. The Forums were composed by 8-15 individuals and the age and gender diversification factor has been addressed carefully. The members of the CCFs were constantly empowered to play a crucial role in promoting active citizenship of all community members and having their voice heard in the process of developing and advancing their local development priorities.¹⁴

Project staff and Local Authorities worked closely with the CCFs established in each of the targeted municipalities to implement capacity development activities for community mobilization, self-help, advocacy, partnerships with local government, planning and implementation of development actions, projects etc.

126 community mobilization and self-help activities have been organized in the municipalities of Tirana, Shkodra, Durres and Berat during January 2016-June 2019 involving over 1,900 Roma and Egyptian community members with the aim of empowering Roma and Egyptian communities to become actors in various local actions such as environmental protection by using recyclable materials from different equipment to create contemporary art works, neighbourhood cleaning, education promotion activities through exchange of information in a recreational setting (summer camps) as well as provision of health and social care information. All the above-mentioned activities were organized in close partnership with local government units in each municipality and with the participation of Roma and Egyptian families, youngsters, human rights activists, and students¹⁵.

¹² Please see Annex 3. Technical reports, WP 2 Local Analysis Package

¹³ Please see Annex 3. Technical reports WP 2. Act 2.1 Report on CLLD Workshop

¹⁴ See Annex 3, Technical reports WP 2. Act. 2.1. - CCF Composition in each municipality

¹⁵ See Annex 3, Technical reports WP 2, Act. 2.1. – Summary of Community Mobilization Activities

279 CCF meetings¹⁶ have taken place in four municipalities during January 2016-June 2019. The purpose of the meetings was not only to identify potential challenges faced by the respective communities, but also to share information on the assistance that could be provided in the framework of the project and facilitate access to various social and public services such as civil registration, school enrolment and employment.

Roma and Egyptian individuals have been empowered to create synergies amongst themselves through active participation in community mobilization and self-help activities. These activities have enhanced the confidence that change needs to come from within the community in order to be sustainable and further advanced.



Figure 16. Roma children planting flowers, Tirana.



Figure 17. Roma youth participating in "Different but equal" Football Championship, Durres

Act. 2.2. Reinforce Roma and Egyptian representation in local governments' decision making, planning and project implementation process

The Project, in partnership with the Institute for Democracy and Mediation (IDM) extended support to local government units along with Roma and Egyptian Community Counselling Forums to draft Local Community Development Plans for Roma and Egyptian as per the newly established administrative and territorial reform in each of the targeted municipalities. Dialogue was facilitated between local government units and community members through a participatory planning approach aiming at creating positive synergies for achieving sustainable development in local Roma and Egyptian communities.

The methodology utilized in drafting Local Community Development Plans for Roma and Egyptian consisted in four main phases and specific group of activities were foreseen and implemented in each phase. The planned phases were interconnected and interdependent. They run from the commitment of local stakeholders to embark on the initiative during the preparatory phase, followed by research activities (assessment phase), and consultation meetings to consult on the current situation to visioning and strategizing activities and to complete the process with budgeting activities and plan implementation launching¹⁷.

Throughout the local planning process, capacity building activities were delivered to 131 staff members of Local Government Units in four Municipalities (35 in Berat, 39 in Durres, 27 in Shkodra and 30 in Tirana) on strategic participatory planning. A participatory planning approach was followed throughout the drafting process of the Plans as a way of ensuring ownership of the process not only by local authorities, but Roma and Egyptian community members as well. The Local Community Development Plan for Roma and Egyptian communities is a democratic planning and management instrument that aims to identify and address in short-term, challenges faced by both communities. The document itself is a short-term manual for local decision-makers in order to make their decisions contribute to improving the quality of life for the members of both communities.

¹⁶ See Annex 3, Technical reports WP 2, Act. 2.1. – Summary of CCF meetings

¹⁷ Annex 5, Technical reports Activity 2.2.- IDM Inception Report and Final Report

The municipal council of Tirana, Berat, Durres and Shkodra have approved the Local Community Development Plans for Roma and Egyptian.¹⁸

In the first quarter of 2019, the first progress report on the implementation of the Plans in each Municipality was developed¹⁹. The first Progress Report on the Implementation of the Local Community Development Plan for Roma and Egyptian Inclusion (2017-2020) aimed to provide a general overview of the progress made in the first year of implementation of the action plan in each of the targeted Municipalities. The assessment methodology made use of qualitative methodology combining comprehensive desk review and qualitative instruments to assess the progress of the Plans` implementation. Key informant interviews, focus-groups discussions and participatory and inclusive consultation meetings with local stakeholders were the main data collection instruments. Generally, the performance of the plan's implementation in the first year is assessed as positive in relation to the actions undertaken to achieve the target indicators. There are evidences for inter-institutional initiatives to address the barriers that hamper the socio-economic integration of both communities.

Act. 2.3. Provide support to organizational development of community counselling forums and NGOs/CSOs

Constant support was provided in terms of capacity development to the established Community Counselling Forums in Tirana, Durres, Berat and Shkodra in the framework of the Community Led Local Development approach introduced by the European Commission, aiming amongst other Roma and Egyptian inclusion at the local level. A series of trainings and expertise was extended to CCF members aiming to empower them as key actors in setting the local communities development agenda, prioritizing local needs and implementing relevant actions in close co-operation with local government units. A training package/modules for CCFs, focusing on capacity building on social inclusion of Roma and Egyptian community members as per the principles set forth in the Community Led Local Development approach was drafted and delivered by a group of three experienced Roma experts.

A training module on “Community Organization and Development” was prepared and constantly utilised by CCF members to encourage and motivate members of the Roma and Egyptian communities to get organized and involved in community development processes and become important factors in further advancing social inclusion²⁰.

During the period of 15 September - 6 October 2016, eight training sessions on “Community Organization and Development” were organized in each municipality, specifically in Shkodra (15-16 September), Tirana (27-28 September), Durres (29-30 September), and Berat (5-6 October). 147 community members participated in the training sessions (26 Tirana, 36 Berat, 43 Shkoder, 42 Durres). The main purpose of the training programme was to assist the participants increase their knowledge and capacities on community organization as a way of ensuring sustainable development of their own communities²¹.

Act. 2.4. Support through capacity strengthening and provision of small grants to 5 local development initiatives of Roma and Egyptian CSOs in each of the four areas of intervention

The Project strived to strengthen capacities of local Roma and Egyptian CSOs operating in the municipalities of Tirana, Durres, Berat and Shkodra in preparing and implementing community development projects. Therefore, the Project partnered with Human Development Promotion Center (HDPC) for a period of six (6) months to develop a capacity and training assessment for local Roma and Egyptian CSOs and activists that served to pave the road for preparing and delivering relevant training programmes and fostering cooperation and partnership between Roma/Egyptian CSOs and local government units and communities.

¹⁸ Annex 3, Technical reports Activity 2.2 - Local Community Development Plans for Roma and Egyptians and Municipal Council Decisions on adoption of the Plans

¹⁹ Annex 3, Technical reports Activity 2.2 – Brief summary of the first Progress Report on the implementation of Local Community Development Plan for Roma and Egyptian communities in the Municipalities of Tirana, Berat, Durres and Shkodra.

²⁰ Annex 3, Technical reports Activity 2.3. – Community Organization and Development - Training Module

²¹ Annex 3, Technical reports Activity 2.3. – Report: Capacity Development Trainings for Local Community Counseling Forums

A capacity and training needs assessment of Roma and Egyptian CSOs²² was prepared in partnership with the Human Development Promotion Centre and a series of ten training modules were prepared and trainings were delivered to 50 participants, representatives of Roma and Egyptian CSOs and activists. The capacity and training needs assessment of Roma and Egyptian CSOs identified ten training topics: 1) Project Writing and application; 2) Project monitoring, evaluation and reporting; 3) Project and financial management; 4) NPO Legal Framework; 5) Strategic Planning for NPOs; 6) Community Development and Mobilization; 7) Cooperation of the CSO-s, Networking and Coalitions; 8) Lobbying and Advocacy; 9) Leadership and Activism; 10) Ensuring Public Support and Working with the Private Sector²³.

Following completion of trainings, a call for proposals on local development initiatives was launched by the project in early 2017. Roma and Egyptian CSOs operating in Tirana, Durrës, Shkodra and Berat were encouraged to apply. The call for proposals encouraged initiatives which aimed at the institutional strengthening, advocacy to protect rights, awareness-raising of the relevant institutions and communities and establishment of partnerships for the implementation of the necessary measures according to the priority areas covered in the National Action Plan for the Integration of Roma and Egyptians 2016-2020, based on the local needs of the communities in the intervention areas covered by the project. More specifically, the call for proposals encouraged initiatives aiming the: civil registration and access to justice; education and promoting inter-cultural dialogue; employment and vocational education and training (VET); housing and urban integration; social protection, etc. Priority was granted to innovative ideas, which aimed to strengthen the cooperation with the central and local governance in one of the aforementioned areas. Through the open call for proposals²⁴ the project partnered and provided grants in the framework of capacity development to 20 (twenty) project proposals²⁵, four (4) of which are led by women as per the below table:

Description	CSO Name	Implementation Period	
		Start	End
<u>Project:</u> Improving the access of Roma and Egyptian in public services through civil registration <u>Implementation area:</u> Shkodra	Voice of Roma in Albania	1 April 2017	30 September 2018
<u>Project:</u> Rural economic Development Support for Roma farmers <u>Implementation area:</u> Morava Otllak Berat	Amaro Drom	1 April 2017	30 September 2018
<u>Project:</u> Socio – educative awareness for Roma and Egyptian community <u>Implementation area:</u> Shkoder	The Rights of the Egyptian Community (<i>Te Drejtat e Komunitetit Egjiptian</i>)	1 April 2017	31 March 2018
<u>Project:</u> Support to the artistic and cultural development of Egyptian children. <u>Implementation area:</u> Kucove, Berat	United Egyptians of Albania (<i>Egjiptianet e Bashkuar te Shqiperise</i>)	1 April 2017	30 September 2018
<u>Project:</u> The pre-education of Roma children <u>Implementation area:</u> Tirane	Roma Women of Tomorrow (<i>Gruaja Rome e se Nesermes</i>)	1 April 2017	30 September 2018

²²Annex 3, Technical reports Activity 2.4 - Capacity and training needs assessment of Roma and Egyptian CSOs

²³ Annex 3, Technical reports Activity 2.4 – Training Modules

²⁴ Annex 3, Technical reports Activity 2.4 – Call for Proposals Package

²⁵ Annex 3, Technical reports Activity 2.4 – Evaluation Report of Small Grants

<u>Project:</u> Economic Empowerment through employment <u>Implementation area:</u> Berat, Morave, Orizaj, Lapardha	United Roma of Berat (<i>Romet e Bashkuar Berat</i>)	1 April 2017	31 July 2018
<u>Project:</u> Registration of Egyptian community in Berat region <u>Implementation area:</u> Kucova, Ura Vajgurore, Polican	Help for the poor (<i>Ndihme per te varferit</i>)	1 April 2017	31 March 2018
<u>Project:</u> Roma women towards the integration <u>Implementation area:</u> Shkoze. Tirane	The roof of Roma women (<i>Çatia e gruas Rome</i>)	1 April 2017	31 July 2018
<u>Project:</u> Support for Roma and Egyptian children integration in pre-elementary education and in the school system <u>Implementation area:</u> Allias Bregu i limit area	Romani Baxt	1 April 2017	31 July 2018
<u>Project:</u> Increasing access and inclusion of Roma and Egyptian in qualitative education <u>Implementation area:</u> Durres Nishtulla, Shkozet, Kull	Alba Rom	1 April 2017	30 April 2018
<u>Project:</u> Development and enforcement of Roma and Egyptian communities through field advocacy <u>Implementation area:</u> Durres	USHTEN	1 April 2017	30 September 2018
<u>Project:</u> Social Integration and empowerment of Roma and Egyptian communities through education and local employment policy implementation <u>Implementation area:</u> Durres, Tirane	Embroidery Association (<i>Shoqata e Qendistareve</i>)	1 April 2017	31 July 2018
<u>Project:</u> A society without discrimination – a healthy society. <u>Implementation area:</u> Tirane, Durres	Romano Kham	1 April 2017	31 July 2018
<u>Project:</u> Fostering comprehensive education in Shkodra and Berat <u>Implementation area:</u> Shkoder, Morava	Roma Women Rights Center (<i>Qendra per te drejtat e gruas Rome</i>)	1 April 2017	31 May 2018
<u>Project:</u> Fostering intercultural dialogue through the promotion of Roma music and culture. <u>Implementation area:</u> Tirane, Durres, Shkoder, Berat	Institute of Roma Culture in Albania (<i>Instituti i Kultures Rome -IRCA</i>)	1 April 2017	30 September 2018
<u>Project:</u> My Health is valuable <u>Implementation area:</u> Shkoder	Association for Roma Integration (<i>Shoqata Rome per integrim</i>)	1 April 2017	31 July 2018
<u>Project:</u> Together with medical staff to end discrimination <u>Implementation area:</u> Tirane	Disutni Albania	1 April 2017	30 September 2018
<u>Project:</u> Improving access to health services	Sfinksi Association (<i>Shoqata Sfinksi</i>)	1 April 2017	30 June 2018

<u>Implementation area:</u> Tirane			
<u>Project:</u> Vocational training, employment and self-employment – as a tool for economic empowerment and social welfare of Egyptian community. <u>Implementation area:</u> Administrative Unit no.6 in Tirana	Equality and Integration (<i>Barazi dhe Integrim</i>)	1 April 2017	30 September 2018
<u>Project:</u> Integration of Roma and Egyptian children in Shkodra through education <u>Implementation area:</u> Shkoder	Integration of Northern Roma (Integrimi i Romeve te Veriut)	1 April 2017	30 September 2018

The project implementation period for each of the projects varies from 12 – 18 months. A guideline for implementation, evaluation and monitoring of the Small Grants Programme for Roma and Egyptian civil society organizations, with the view of ensuring effective and sustainable capacities development amongst Roma and Egyptian CSOs was prepared²⁶. Constant coaching and monitoring was provided during the implementation of the projects²⁷.

Approximately 12,187 Roma and Egyptians were involved in the activities implemented by Roma and Egyptian civil society organizations covering the following sectors: civil registration and access to justice; education and promotion inter-cultural dialogue; employment and vocational education and training (VET); healthcare; housing and urban integration; and social protection²⁸.

2 exchange visits of Roma and Egyptian CSOs were organized, one in Tirana in November 2017 and one in Shkodra in March 2018. Also, a final conference marking the end of the project implementation by Roma and Egyptian CSOs was organized in Tirana on October 31, 2018²⁹.

From a victim of violence, to a strong voice for Roma women's rights

Orkida Driza is a representative of the association "A roof for Roma women" which was supported by ESERE project with a grant of 10,000 Euro for a project aiming the empowerment of Roma and Egyptian women and families.

"I am happy to have been given the opportunity to help these women, - says Orkida. Women have so much to offer to their families and society and sometimes they only need some help to be able to do this". Orkida's story is appealing to many women. She had to endure 15 years in an abusive marriage but she managed to break free from violence and inspire women and girls to find courage and stand for their rights. "I have experienced a lot in my life, - says Orkida, verbal and physical abuse, economic difficulties, but I believe that all this pain throughout the years has made me stronger". Thanks to the work of Orkida and her team around 20 Roma women and girls have learned how to read and write and more than 150 people are getting trainings on women's rights. She and her team are always on the field to raise awareness among Roma families on women's rights and domestic abuse.



Act 2.5. Supporting Roma/Egyptian youth activism initiatives.

15 youth activism initiatives were implemented by Roma and Egyptian youngsters in the municipalities of Tirana, Durrës, Berat and Shkoder. The initiatives were conceptualised by Roma and Egyptian community

²⁶ Annex 3, Technical reports Activity 2.4 – Guideline for Project Implementation

²⁷ Annex 3, Technical reports Activity 2.4 – Coaching and Monitoring Report

²⁸ Annex 3, Technical reports Activity 2.4 - Final reports of 20 Roma and Egyptian CSOs

²⁹ Annex 3, Technical reports Activity 2.4 - Exchange visit and Final Conference Reports

members and were implemented in close collaboration with the local government units in each municipality. Youth from Tirana, Durres, Berat and Shkodra implemented interesting initiatives such as playgrounds made of recyclable materials, mural paintings in two kindergartens in Fushe-Kruja and a school in Berat, rehabilitation of a green house in Shkodra, drafting of a cook book on traditional Romani cuisine, graffiti art etc.³⁰

More than 150 youngsters were involved in the initiatives. The talent of the young people was promoted locally and the initiatives were implemented jointly with community residents of the area.



Figure 18. Youth Activism Initiative in Shkodra

Act. 2.6. Implement Community Upgrading infrastructure (soft and hard) Projects (CUP) based on the Community Action Plans, identified as integrated priority actions in the selected segregates

Consultation meetings and site visits have taken place between project staff, CCFs and local government authorities to identify community upgrading infrastructure priorities and match them with local government development plans in order to ensure sustainability. During the period of January 2016 to June 2019, thirteen (13) Community Upgrading Projects (CUP) have been finalized and taken over by local government units. Over 20 community members were engaged in the implementation of civil works temporarily with the aim of enabling them to develop and enhance their skills and become competitive employment candidates in the labour market.

In Tirana, the first CUP relates to the Systematization of Lana Riverbank at Shkoza area and has been identified as the first priority by community members. This intervention allowed the municipality to start construction of new housing units in Shkoza, providing adequate alternative housing solution to 60 Roma families living currently in barracks. The municipality prepared the technical project design and civil works were completed in June 2017. Overall 60 Roma families (approximately 300 inhabitants) benefited from this intervention.³¹

In Tirana municipality, the second identified CUP relates to the systematization and asphaltting of the Roma residences near the former Military Unit in Lanabregas. The municipality prepared the technical documentation and civil works commenced in November 2017 and completed through expedited works in December 2017. 60 households of Roma and Egyptian community in Lanabregas area, with approximately 190 inhabitants benefited from this intervention.³²

In Tirana municipality the third intervention relates to the construction of the electricity network Tu 110/20/6 Kv in the Roma residences near the former Military Unit in Lanabregas. The municipality prepared the technical documentation and civil works commenced in November 2017 and completed through expedited works in December 2017. 60 households of Roma and Egyptian community in Lanabregas area, with approximately 190 inhabitants benefited from this intervention³³.

In Tirana municipality, a fourth intervention was implemented during December 2017, related to the safety and security within Roma residences area by construction of handrails and the drainage and fortification of surrounding walls. These works were considered very necessary for avoiding any fatal accident of the

³⁰ Annex 3, Technical reports Activity 2.5 – Summary of Youth Activism Initiatives

³¹ Annex 3, Technical reports Activity 2.6 – Project Fiche and Brief

³² Ibid

³³ Ibid

inhabitants within the buildings and for improving safety and access of the 60 families residing in Lanabregas area³⁴.



Figure 19. Systematization, asphaltting and construction of power supply network, near the former Military Unit in Lanabregas.

In Shkodra, the local communities residing behind Buna bridge identified as their first priority, the Construction of Water Supply System, Sewage System and Greenery of the area in Iliria Quarter (Behind Buna Bridge), Shkodra municipality. The municipality prepared the technical project for this intervention and civil works were completed in June 2017. The intervention targeted directly more than 100 Roma and Egyptian families³⁵.

In Shkodra municipality, the community members in close collaboration with local government units identified as the second CUP priority the construction of Multifunctional Community Centre “For the family”. The municipality prepared the technical design and civil works commenced in October 2017 and completed in July 2018. The facility provides services to Roma and Egyptian members residing throughout Shkodra municipality that have various economic and social needs³⁶.

In Shkodra municipality, the community members in close collaboration with local government units identified as the third CUP priority the reconstruction of the Guerrile Kindergarten aiming at supporting and enabling Roma children residing in Tophane area to attend preschool education as a means towards contributing to further advancement in the education system. The municipality prepared the technical project for this intervention and civil works was completed in June 2019. Approximately 50 children from Roma community in Tophane area and 70 children from majority will be better prepared for primary level education³⁷.



Figure 20. Construction of Water Supply System, Sewage System and Greenery of the area in Iliria Quarter (Behind Buna Bridge), and the new multifunctional community centre in Shkodra municipality

³⁴ Ibid

³⁵ Ibid

³⁶ Ibid

³⁷ Ibid

In Nishtulla, Durres municipality sewage systematization, neighbourhood street paving and lighting was identified as a top priority. The municipality prepared the technical project for this intervention and civil works was completed in August 2017. About 940 Roma/Egyptian inhabitants benefited from the intervention³⁸.

In Durres municipality, community members residing at Cezma e Ferres area identified as a top priority the systematization/cleaning of the sewage system and street rehabilitation/ lightening. Currently, a cost sharing agreement has been signed between Durres municipality and UNDP and civil works were completed in February 2019. About 55 Roma families and 5 mainstream families (in total 420 inhabitants) have benefited from this intervention³⁹.

In Kulla, Durres municipality the third identified community upgrading priority related to the construction of sewage system, road lightening and irrigation canal cleaning. The municipality prepared the technical project for this intervention and civil works was completed in June 2019. About 36 Roma families (200 inhabitants) of Kulla area benefited from the intervention⁴⁰.



Figure 21. Sewage systematization, neighbourhood street paving and lighting in Nishtulla.

In Berat, the reconstruction of a kindergarten was identified as the first priority by the residents of the area. The municipality prepared the technical design, and civil works completed in April 2017. 84 children residing in the Barrikada area attend the kindergarten, from which 28 children are from the Egyptian community⁴¹.

In Berat municipality the second infrastructure upgrading project identified by community members and agreed with local government units is the reconstruction of a creche in Donika Kastrioti Quarter. The municipality prepared the technical design and civil works commenced in November 2017, and completed in April 2018. A total of 60 children (20 from Roma and Egyptian community) from Donika Kastrioti area have benefited from the intervention⁴².

In Berat municipality, the third identified and agreed upon infrastructure intervention relates to the construction of sewage system at “30 Vjetori” quarter. The municipality prepared the technical design and civil works commenced in November 2017 and completed in April 2018. 73 families from Roma community in the area and 250 families from majority benefited from the intervention⁴³.

³⁸ Ibid

³⁹ Ibid

⁴⁰ Ibid

⁴¹ Ibid

⁴² Ibid

⁴³ Ibid



Figure 22. Reconstructed kindergarten and creche in Berat.

Table 1: Community Upgrading Projects (CUP)		
Intervention Area	CUP prioritized	Status
Berat Municipality	Reconstruction of kindergarten in Barrikada neighborhood.	Civil works commenced in December 2016 and completed in April 2017
Berat Municipality	Reconstruction of Creche in Donika Kastrioti Quarter	Civil works commenced in November 2017 and completed in April 2018
Berat Municipality	Construction of Sewage System at Roma Area, Quarter 30 Vjetori	Civil works commenced in November 2017 and completed in April 2018
Shkoder Municipality	Construction of Water Supply System, Sewage System and Greenery of the area in Iliria Quarter (Behind Buna Bridge)	Civil works commenced in December 2016 and completed in June 2017
Shkoder Municipality	Construction of Multifunctional Community Centre "For the family"	Civil works commenced in October 2017 and completed in July 2018
Shkoder Municipality	Reconstruction of Guerrile kindergarten in Shkodra Municipality	Civil works commenced in April 2019 and completed in June 2019
Tirana Municipality	Systematization of Lana Riverbank at Shkoza area	Civil works commenced in March 2017 and completed in June 2017
Tirana Municipality	Systematization and asphaltting of the Roma residences area, near the former Military Unit, Lanabregas, Tirana Municipality	Civil works commenced in November 2017 and completed in December 2017
Tirana Municipality	Construction of the Electricity Network Tu 110/20/6 Kv in the Roma Residences Area, Near the Former Military Unit, Lanabregas", Tirana Municipality	Civil works commenced in November 2017 and completed in December 2017
Tirana Municipality	Enhancing safety and security within Roma residence area, near the former Military Unit, Lanabregas, Municipality of Tirana	Civil works commenced in November 2017 and completed in January 2018
Durres Municipality	Sewage systematization, neighborhood street paving and lighting in Nishtulla	Civil works commenced in December 2016 and completed in August 2017

Durres Municipality	Systematization/cleaning of the sewage system and street rehabilitation/lightening in <i>Cezma e Ferres, Durres</i>	Civil works commenced in June 2018 and completed in February 2019.
Durres Municipality	Construction of sewage system, road lightening irrigation canal cleaning in Kulla, Durres	Civil works commenced in April 2019 and completed in June 2019



Figure 23. During the inauguration ceremony of the new constructed multifunctional community center in Shkodra

At least 2,000 Roma and Egyptian families are the direct beneficiaries of these interventions.

Work Package 3 - Procedures, models, tools and guidelines are established and made operational based on the Integrated Approach and a Behavioural Change Model to support better access of Roma and Egyptian communities to basic services and to foster a tolerant and inclusive society in Albania.

Under this work-package, the project particularly worked with MoHSP, MoESY and municipalities on delivering integrated community based social services and inclusive education targeting families and communities in need.

Act. 3.1. Prepare and pilot ‘packages’ of integrated social services (including engendered guidelines, cases, tools and procedures), based on the integrated and family approach to support better access of R&E to social, health and education services

The project partnered with Terre des hommes Albania and completed a need assessment on the capacities, tools and methodologies needed to deliver integrated community based social services (ICBSS) for Roma and Egyptians in the municipalities of Tirana, Durres, Berat and Shkodra and developed a Model of ICBSS as per the family based approach aiming at enabling local governments units to facilitate access of Roma and Egyptian

communities to public and social services. Need Assessment and Pilot Model of ICBSS was completed by November 2016, available at: <http://www.al.undp.org/content/albania/en/home/library/poverty/-integrated-community-based-social-services-in-albania-to-address/>

The ICBSS started its piloting since April 2017 and was transferred by 2018 in four multifunctional community centres in Tirana, Durres, Berat and Shkodra in partnership with respective municipalities. The project partnered with four NGOs specialized in services delivery respectively, National Centre for Community Services in Durres, ARSIS- Social organization for the support of Youth in Shkodra, Partner per Femijet in Berat & Help for Children in Tirana that provided services to Roma and Egyptians and supported capacity building of the staff of community centres/municipalities for delivering community based social services.⁴⁴ The project has also developed the beneficiaries’ database including typology of the service received and personal information. To date 1,771 cases have been addressed and supported with community-based services. The table below provides an overview of all the cases supported in four project areas.

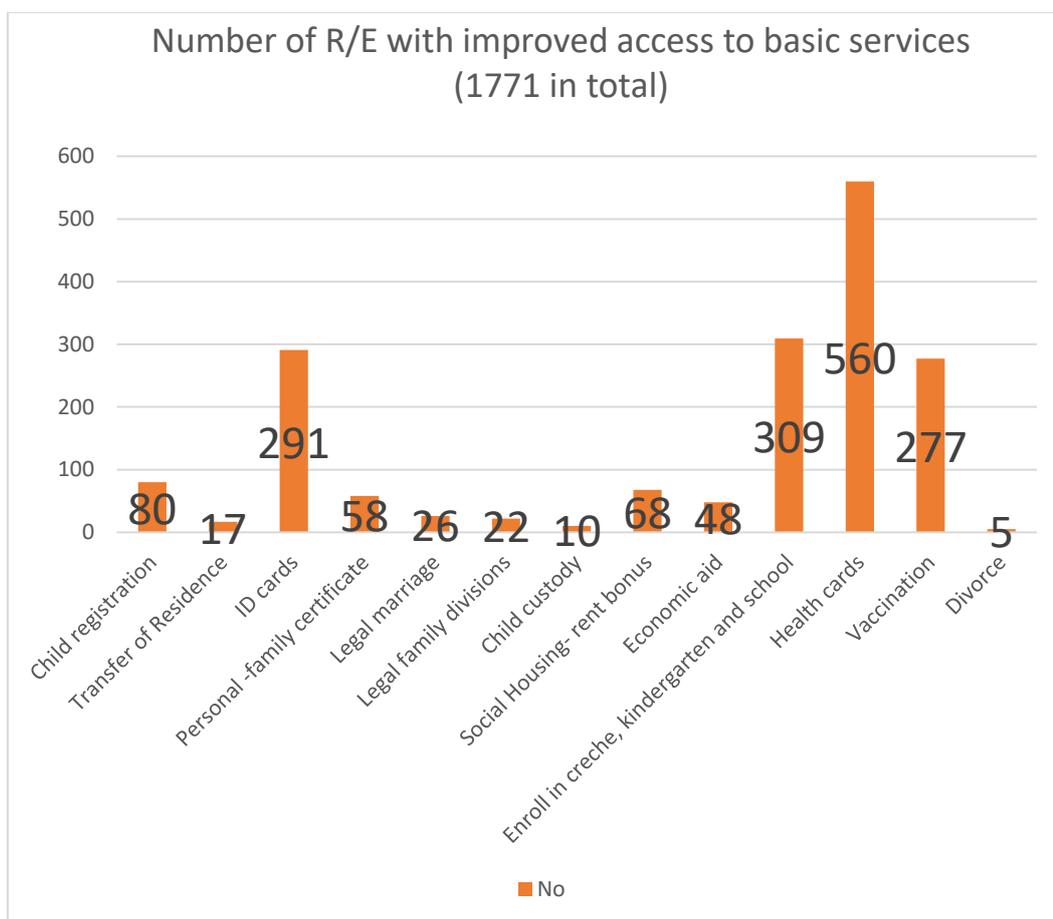


Figure 24. Beneficiaries of improved basic social services

⁴⁴ Annex 3, Technical reports Activity 3.1. – ICBSS

Additionally, 20 community led activities have been organised in the municipalities of Tirana, Berat, Shkodra and Durres for supporting access of Roma and Egyptian families to access basic services, with a special focus on health, social aid, education, prevention on human trafficking, and human rights. Activities focused on raising awareness among Roma and Egyptian communities, in particular through information sessions to access health and social care services, develop the capacity of local institutions and school representatives to work with Roma and Egyptian children by taking into account their specific needs, and supporting the interaction between Roma and non-Roma youngsters to foster respect for cultural diversity. Around one 30 Roma and Egyptian community members participated in these activities.

Act. 3.2 Support models for inclusive education and desegregation

A round table was organized on July 4, 2016 to discuss on inclusive models of education, access and the procedures for following basic –part time education based on the order No 28, date 2.08.2013 of the Minister of Education Youth and Sport and on how to adapt this model to Roma and Egyptians needs. Based on this order, Roma, Egyptian and majority adults who did not complete or never enrolled in compulsory education have the right to get registered in the school for basic part-time education. The roundtable brought together technical representatives from the Ministry of Education, Youth and Sports, Ministry of Health and Social Protection, as well as representatives from the Education Development Institute, National Agency of Vocational Education Training, national and international partners, civil society organizations. The round table concluded that (i) there is no need to review and improve the order as its legal content includes articles that provide equal opportunities for all the citizens to get enrolled; (ii) The Ministry of Education, Youth and Sport needs to strengthen the monitoring mechanisms for the basic part-time education programme in order to improve its effectiveness and implementation on the ground. For this reason, the program should include also plans to evaluate the effectiveness and the results should be presented for public discussions; (iii) The part –time primary education, currently piloted in Tirane and Durres is evaluated very positively by the Roma and Egyptian communities and the individuals enrolled themselves, and the opportunities to extend it in other regions should be evaluated.

Following the roundtable, ESERE project received a project proposal by the “Roma Women Rights Center” (RWRC), to extend its support on early part time primary education in two ESERE project areas of intervention, respectively in Berat and Shkodra, which was reviewed and approved in the second project PMC meeting on September 13, 2016. The project engaged into a Grant Agreement with RWRC as of October 17, 2016 aiming to improve the education level and employment prospects for young Roma/Egyptians adults aged 16-35 who have not completed formal basic primary education in Berat, Shkoder and Durres through facilitation of access in adult education program, provision of tutoring, advocacy and support to the Ministry of Education

Education- key to social inclusion

On June 2017, Ramazan Çuka, 22 year old, received the certificate of successfully completing the 8th grade of “part-time basic education for Roma and Egyptian adults”. Ramazan is among 43 young people that were given an opportunity to complete 9-year basic education in the Shkodra and Berat during the academic year 2016-2017. “I was a good pupil, - says Ramazan, but the economic situation in my family forced me to drop out of school in the 7th grade and support my family”. Ramazan lived with his mother and two sisters after his parents divorced when he was 3 years old. His mother has made the utmost to make a living for her children, but despite her efforts, her family was in great financial difficulties. Ramazan had to work since he was a child to help his mother and two sisters to survive. “I wish everything was going normally for me and I graduated with my peers, but I had a difficult life and had to work and help my family. I hope the opportunity to finish elementary school will open the door to a better life for me, - says Ramazan ”

Ramadan finished the 8th grade with very good results. “My goal is to go to high school,” says Ramadan, and then to continue nursing school.



Photo. Graduation ceremony in Shkoder

Youth and Sports in improving and consolidating the adult education program considering Roma adult students' needs. Based on successful results achieved and numerous requests received from Roma and Egyptian adults the project has extended the grant agreement with RWRC until April 30, 2019

Early part-time primary education program was implemented in Shkoder, Berat and Durres and 99 adults from Roma and Egyptian communities were enrolled in the program from which during the 2016-2019 academic year, 52 adults successfully completed the 9th grade and graduated, while 47 others are attending regularly the classes.⁴⁵

The project supported the initiative of the Ministry of Education, Youth and Sports on schools functioning as Community Centres in the pilot municipalities and sharing of learning of this model at the regional and national level. Elementary schools with considerable numbers of Roma and Egyptian pupils in the project sites were assessed and identified by the project team in close cooperation with the local communities and applied the model of school as community centre in close consultation with Ministry of Education, Youth and Sports and local education institutions. With this regard, the Institute of Romani Culture in Albania (IRCA) was contracted by the project and provided the service of alteration of four schools into community centres from 15 November 2016 until 14 September 2017. IRCA, provided technical assistance and coaching for transformation of schools of “Gjon Buzuku” in Tirana, “Eftali Koci” in Durres, “Shyqyri Lakra” in Berat, and “Liria” in Shkodra into community centers. ESERE project extended the support for the schools during the academic years 2017, 2018, 2019 by assisting them in organising activities and strengthening networking with community resources. During the period 2016-2018, 85 teachers from four schools have been trained on the concept of school as a community center, 138 activities were organised with a focus on advancing student learning and skills, promoting cultural diversity, enhancing teacher's knowledge in liaising with parents and engaging community resources and fostering collaboration with LGUs. 1,772 students & parents have been involved.⁴⁶ and benefited from the activities.

Act. 3.3. Set up and implement the tools needed for efficient communication and extended Intercultural Dialogue to increase the efficiency of the project efforts for R&E inclusion

ESERE project supported economic and social empowerment of Roma and Egyptians communities in Albania, aiming to foster a tolerant and inclusive society. Under this work-package a project Communication Strategy and Action Plan was prepared during 2016⁴⁷. In line with project communication strategy and action plan, during the reporting period, ESERE project has supported the following activities aiming to overcome the boundaries that separate Roma and Egyptians from mainstream society and generate intercultural dialogue at national and local level reflecting understanding and appreciation of cultural diversity:

3.3.1. Commemoration of Roma International Day On the occasion of 8 April, International Roma Day, ESERE Project has organized a series of events with a special focus to promote respect for cultural diversity,



advocate for the inclusion of Roma and Egyptian communities, raise awareness about the challenge they face, encourage preservation of Roma culture as part of the Albanian cultural heritage.

■ **2016**, “Cultural Diversity Week” organized by ESERE project in April in partnership with the Ministry of Health and Social Protection and Roma and Egyptian NGOs included the following activities:

⁴⁵ Annex 3, Technical reports Activity 3.2. – Progress reports on the implementation of Adult Education programme

⁴⁶ Annex 3, Technical reports Activity 3.2.- Progress Report on the Implementation of School as Community Center programme

⁴⁷ Please see Annex 3, Technical reports WP 3, Act 3.3.

A round table to promote dialogue between Roma youth and Members of Parliament; Promoting Roma Language and Identity event through Roma language Club, organized at the Faculty of Foreign Languages, University of Tirana on April 5, 2016; Promoting Roma Culture and Rights and the launching event of ESERE project that took place at Alexander Moisiu Theatre, in Durres on April 5, 2016.

Figure 25. Roma youth and members of parliament dialogue

■ **2017.** 13 cultural events in Tirana, Shkoder, Durres and Berat were part of “Cultural Diversity Week” organized by ESERE Project which included: “Roma Cultural Evening”; “Circus of Dreams”; Inauguration ceremony of the reconstructed kindergarten “Llambri Puli” in Berat municipality; “Launching event on the Integrated Community Based Social Services in the multifunctional community center of Nishtulla, Durres”; Staging of the “Wooden Plate” drama at Experimental National Theatre Tirana; “An open day for Roma youth about EU Policies” at EU info centre Shkodra, etc. Representatives from governments, communities, schools and media⁴⁸ and wide community joined the activities.

■ **2018.** The International Roma Day on April 2018 was celebrated with organization of two big events on the 5th of April in Tirana: Exchange Event “Integrated Community Based Social Services as a means to address the needs of Roma and Egyptian communities”; Light up the city for Roma inclusion where community, government and donor’s representatives gathered to light up and project Roma flag at the building of Tirana University. A series of other events were organized across the country by Roma NGOs. Events had a wide coverage in media. Main National Televisions, referring to International Roma Day, broadcasted talk shows focusing on the importance of development of Roma community in Albania and ESERE contribution to this.

■ **2019.** The International Roma Day on April 2019 was celebrated through an artistic show at Art Turbina.



⁴⁸ Annex 3. Links of activities covered by media



Figure 26. Celebrating the 8th of April event during year 2019.

3.3.2 Commemoration of Egyptian National Day

ESERE Project has supported commemoration of 24 June, National Egyptian Day in Albania in honor of the first Assembly of the Egyptians gathered in 1990 in Ohrid, aiming to highlight diversity values the Egyptian minority brings in Albania and promote their history, culture and values.

▪ **24 June 2016**, ESERE project, in cooperation with Ministry of Social Welfare and Youth and Egyptian CSOs marked **Egyptian National Day for the very first time** in Albania. A National Conference and an Artisan Fair was organized on this occasion which brought together members of the Egyptian Community in Albania, government representatives, international organizations, media etc. The National Conference organized on this Day brought forth facts on the identity, history, culture and tradition of the Egyptian Community as well as the efforts of this group to be recognized as a unique community in Albania.

▪ **June 2017**, ESERE project supported “Levizja Rinore Egjiptiane dhe Rome” to produce a documentary on the identity and culture of the Egyptian community in Albania, which was featured in the social media.

▪ **June 2018**, to mark National Egyptian Day ESERE project organized "Youth Egyptians Identity Hub". Around 25 young Egyptians were able to attend a comprehensive program with combined theory and practical workshop sessions exploring the Egyptian culture and identity. The messages of young Egyptians on this special day were broadcasted through UNDP Albania FB.

3.3.3 Press Trips

Press trips are organized respectively 2 and 3 October 2017 in Durres and Berat and 16,17 September 2018 in Tirana and Shkodra.

This activity served to provide the media with information, facts, contacts and gave them the opportunity to express their opinion on the EU and UNDP contribution to the empowerment of Roma and Egyptian communities in Albania and as well as to raise awareness about the concerns of these communities.⁴⁹ 31 articles were published in the mainstream Albanian journals highlighting ESERE project achievements in Tirana, Durres, Shkodra and Berat.

⁴⁹ Ibid

3.3.4 Talk Show

In cooperation with main Albanian televisions ESERE Project has organized talk shows focusing on various thematic areas as education, commemoration of special days for Roma and Egyptian communities such as International Roma Day and National Egyptian Day, employment, etc.

- **29 and 30 December** “Adria” television, Durres, broadcasted a talk show (around 45 min) on the importance of education for social inclusion and development of Roma and Egyptian communities focusing in the city of Durres.
- **6 April 2018** a talk show broadcast on National Public Television on the occasion of Roma International Day highlighted the importance of Roma community empowerment for development of Albania, ESERE Project achievements by promoting positive Roma models.
- **25 June 2018**, young, successful Egyptians supported by ESERE Project were invited at the Albanian Public Television which had a dedicated space commemorating Egyptian National Day.

3.3.5. Essay and drawing competitions were organised in 35 schools attended by Roma, Egyptian and majority students, in partnership with Regional Education Directories aiming at promoting respect for cultural diversity among young generations, increasing peer learning, cultural cooperation and knowledge transfer. Approximately, 1355 students and 50 teachers were reached out.

- **April 2017, Berat**- an essay competition for high school pupils with the theme “A city for ALL”. 14 entries were received from 5 high schools and Prizes were distributed for the three best essays, in a ceremony organized at Shyqyri Lakra school.
- **November - December 2017, Durres**- a drawing competition involving thirteen 9th grade schools with the theme “Together in Diversity, for a brighter future” 585 students and 23 teachers participated. Three winners were announced during the award ceremony organized on 19 December 2017 in Durres cultural palace.
- **October -November 2018, Shkoder** the drawing contest with theme “Promoting Intercultural Dialogue” involved 300 hundred students and 15 teachers from six 9th grade schools. 6 winners were announced during the award ceremony organized on 27 November 2018 in cultural center of the children.
- **November-December 2018, Tirana** the drawing contest with theme “Embracing our differences” were organized among twelve 9th grades school’s pupils. 420 students participated with drawings. All the winners were announced in a ceremony on 23 November 2018 at Gjon Buzuku school with the presence of teachers, students and their parents. Eight prizes were distributed to the best works.

3.3.6 Project Newsletters

Six Newsletters (semi-annual) in Albanian and Romani language were produced until the end of June 2019 with the objective of keeping the community and stakeholders updated with challenges met during implementation phases as well as project achievements. Various educational, cultural and media events covered by articles aimed to bring voices of Roma and Egyptian communities closer to all citizens, to tackle discrimination and social exclusion by promoting inspiring Roma and Egyptian people that bring positive change to their local communities.



Figure 27. ESERE project newsletters

3.3.7 A series of 16 short documentaries featuring ESERE Project beneficiaries on employment, education, social services, infrastructure interventions are produced and streamed at various social media channels as well as TV programmes on special occasions related to development of Roma and Egyptian communities.

3.3.8. Launching events

- **On 26 April 2016 in Shkodra** was organized launching event of ESERE Project with participation of representatives of local government authorities, civil society, media and members of Roma and Egyptian Communities living in Shkodra.
- **7th April 2017 in Berat** was organized the inauguration of reconstructed kindergarten “Llambriini Puli”. High level representatives from government institutions, donors and local authorities joined community highlighting the importance of preliminary education for the society development.
- **On 18 June 2018 in Berat**, ESERE Project in cooperation with local partners organized inauguration of the reconstructed nursery in Berat. The launching event was greeted by high level government and donor’s representatives as Minister of Health and Social Protection, Ambassador of the EU Delegation to Albania and others. The event attracted media and wide community attention stressing in this way the importance of qualitative and inclusive education for development of Roma and Egyptian communities.
- **On 18 October 2018 in Shkodra**, ESERE project in cooperation with local partners organized the inauguration of the “New Multifunctional Community Centre”, built with the support of ESERE Project. The event was greeted by the Ambassador of EU in Albania, UNDP Country Director, Mayor of Shkodra, and other government representatives and had a wide coverage in media conveying significant messages on the importance of Roma and Egyptians empowerment for the accession of Albania in EU and development of the country in general.

PUBLICATIONS

- Project Fact-Sheet is prepared in English and Albanian and distributed to inform key stakeholders and the wide public on the project achievements and details.



Figure 28. ESERE Fact Sheets

- A Leaflet on “The identity of Egyptian community living in Albania” is prepared on the National Egyptians day, marked on 24 June 2016



Figure 29. Leaflet on the Egyptians in Albania

- Four brochures on the Employment Promotion Programmes have been designed and published in Albanian and English to increase attention of potential employers and Roma and Egyptian job-seekers. The brochures are available online at the UNDP/project web-page.



Figure 30. Employment Promotion Measures Brochures

- A Photo-brochure is prepared and distributed on social media channels featuring project beneficiaries in education, employment, social services in cities covered by the project



Figure 31. Photo brochure

- A series of promotional items are produced by ESERE project during the reporting period such as notebooks, folders, USBs, pens which are listed below:



Figure 32. Promotional items produced by the project.

Act. 3.4. Set up and implement Behaviour Change Models to influence attitudes and behaviours of public servants at national and local level

In 2017, the project in partnership with Albanian School of Public Administration (ASPA) developed a Model of Behaviour Change and a Training Curriculum Manual for changing the attitudes and behaviours of public servants to improve Roma and Egyptian access to public services. In close partnership with ASPA, the project delivered five training program for public officials at national and local level in Tirana, Durrës, Shkodra and Berat that included training delivery, testing and certification of participants. Furthermore, the training manual is included in ASPA e-library which is accessible to all public officials at central and local level.

Overall, 107 public officials were trained on diversity, social inclusion and on applying the theory of change into their daily work, in building social planning for improving access of Roma and Egyptians into public

services. Following the trainings, 45 public officials were coached on developing an Operational Plan for improving services at the workplace in response to the needs of Roma and Egyptian communities and in line with the activities foreseen in the NAPREI (2016-2020).⁵⁰

<http://www.al.undp.org/content/albania/en/home/library/poverty/-behavioral-change-modules/>.

During 2018, an evaluation to measure the impact and results achieved by the **Behaviour Change Model (BCM)** was conducted and completed by the project. The impact assessment was focused on: 1) measuring whether BCM program had the intended effect on the knowledge, attitudes and competences of public officials; 2) assessment of what changed in institutional performance in the context of behaviour change interventions; 3) understanding whether public service delivery is or is not improved for Roma and Egyptians; 4) identifying lessons learned and generate recommendations and knowledge for wider use; and 5) assessing the impact in administrative services due to interventions under the "Economic and Social Empowerment for Roma and Egyptians - a booster for social inclusion" (ESERE) project.

Overall, 80 individuals were interviewed including public officials and Roma/Egyptian community members. The final draft with findings and conclusions was reviewed and validated with the key stakeholders in a workshop organised on 13 July 2018 in the municipality of Shkoder.

Some of the key findings from the impact assessment report on BCM are as following:

- **The diversity orientation and inclusiveness** toward Roma and Egyptian communities has changed positively. Roma and Egyptians rated “the accessibility of public services” dimension as good and very good (46%) and 18% as “moderate” while 36.4 % as bad.
- **Quality of services delivered to Roma and Egyptians** by municipalities and other public services at local level is generally improved due to ESERE project interventions (i.e. development of local action plans and implementation of ICBSS model and BCM approach, Consequently, it is assessed that ESERE interventions accompanied with trainings and coaching, had a meaningful impact on shaping behaviours and attitudes of Public officials toward R&E in terms of service delivery and inclusiveness.) As a result, it is increased the number of Roma and Egyptian as beneficiaries from social protection programs, employment services, health services and housing. The impact assessment report shows that there is a general tendency of improvement in terms of accessibility to several services, especially education and healthcare, with minor progress in employment and housing.
- **63%** of the Roma and Egyptians rated “good” and “moderate” the helpfulness of public officials during service provision to them while 25% rated “bad” and “very bad”.
- Regarding civil registration as a core service compulsory for receiving further services, **80%** of Roma and Egyptians rated as good and very good against 20% of the remaining respondents who rated the same services as “bad” and “very bad”.
- **66.7%** of Roma and Egyptian rated the education service as “good” against 8% of them who rated as adequate.
- Regarding social housing **62.5 %** of Roma and Egyptian rated the services as “poor” and “very poor” against **13%** of Roma and Egyptians who rated as “good” and 25% as “moderate” the same service.
- **40%** of Roma and Egyptian rated the health services as “good” and 20% rated the service as very good, whereas 40% of them rated the same services from very poor to adequate
- **18%** of Roma and Egyptians rated the employment services as “very good” and **36%** as “moderate” while 36.4 % rated as very poor.

⁵⁰ Annex 3, Technical reports Activity 3.3.- Progress Report on the Implementation of the BCHM

Work Package 4- Providing support to the implementation, monitoring and evaluation of the National Action Plan for Roma and Egyptian Integration in the Republic of Albania, 2015-2020 at the national, regional and local level

At national level, the project contributed to strengthening the capacity of the Albanian government to monitor the implementation of the National Action Plan for the Integration of Roma and Egyptians in the Republic of Albania. During the reporting period, the project has supported the Ministry of Health and Social Protection and line ministries to coordinate, monitor and evaluate the implementation of NAPIRE in close cooperation with line ministries. In this context, MoHSP was supported to reactivate and upgrade the online electronic data collection system ROMALB, as a system for monitoring and evaluating the progress of NAPIRE, to provide on-going assistance and coaching to central and local authorities to enter data in the upgraded web-based system, and to provide assistance to relevant public institutions at central and local level for producing annual progress reports on NAPREI implementation. Additionally, the project assisted MoHSP in institutionalizing the ROMALB system.

Act. 4.1. Raise capacities of the relevant bodies of MoHSP to coordinate, monitor and evaluate the implementation of the National Action Plan on Roma and Egyptian Integration, 2016-2020.

ESERE project supported the Ministry of Health and Social Protection for launching of the National Action Plan for Integration of Roma and Egyptians communities (2016-2020). The event took place on 9 March 2016 in Tirana and brought together representatives from government authorities, national and international partners, civil society organizations as well as Roma and Egyptians activists. During the event, the Government of Albania emphasised its commitment to improve the socio-economic status of both communities.



Figure 33. Training of Public officials for using RomAlb system.



Figure 34. Workshop with Focal Points from line ministries.

The project has provided technical support to strengthen the capacities of MoHSP and line ministries on policies and measures promoting Roma and Egyptian inclusion aligned with the National Action Plan for Integration of Roma and Egyptians. ROMALB system was upgraded and support has been provided to governmental bodies for implementing and monitoring the NAPREI . To date, the project has achieved the following:

- (i) Disaggregated indicators on Roma and Egyptians are available per each sector of the NAPREI 2016-2020 in the ROMALB system, designed with line ministries and local institutions;
- (ii) The online electronic data collection system ROMALB was reactivated, upgraded and currently operational;
- (iii) 40 public officials from central government were trained and coached on the implementation and monitoring of NAPREI;

- (iv) A workshop was organised on 11 November 2016, with municipality focal points for reviewing the indicators of NAPIRE and agree on the indicators to be collected and reported by new municipalities;
- (v) Capacity building workshop was organized on January 18, 2017 with 17 focal points from line ministries to provide assistance and instructions on the preparation of the progress report on the implementation of the action plan.
- (vi) MoHSP has been assisted in preparing the progress reports for the implementation of NAPREI based on the data collected by ROMALB system. Progress reports for the year 2016/2017/2018 prepared.
- (vii) 15 R/E CSOs were trained and coached on monitoring NAPREI implementation. CSOs were facilitated to review the findings and data of the progress report for the year 2016 prepared by MoHSP. CSOs inputs and recommendations were shared with MoHSP.
- (viii) A consultation workshop was organized at MoHSP on January 16, 2019 with 26 focal points from line ministries and municipalities focused on the preliminary work for preparation of the third annual progress report on NAPREI implementation.
- (ix) A training session was held at the UNDP premises with participation of 17 people representatives from Municipalities, Regional Health Directorates, Regional Education Directorates, State Social Service, Regional Employment departments, focused on data collection.
- (x) A dashboard linked to ROMALB system has been prepared with data related to important NAPREI indicators and shared with the public. (dashboard.romalb.org)



Figure 35. Coaching Roma & Egyptian CSOs for monitoring NAPREI implementation.

The situational analyses of Roma and Egyptians in Albania, foreseen in the project document, under activity Act 4.1, planned to be carried out during 2018 was cancelled. The decision was related to the EU funded Roma Regional Survey project jointly undertaken by UNDP Istanbul Regional Hub for Europe and the CIS. The survey pointed out the gap in multi-dimensional poverty and access to socio-economic rights between marginalized Roma and non-Roma Populations in Western Balkans (Albania, Bosnia and Herzegovina, FYR Macedonia, Montenegro, Serbia, Kosovo) and Turkey and will contribute to more informed and focused policy debate on Roma inclusion. In this context, another national survey would only create overlapping and would not bring an added value.

Act. 4.2. Support line ministries to design inclusive policy responses and implement the actions of the National Action Plan on Roma and Egyptian Integration

15 training sessions have been delivered to 200 public officials from local government to strengthen their capacities on policies and measures promoting inclusion of Roma and Egyptian communities and on using and operating ROMALB web based system.

15 inclusive policy responses aligned with NAPREI are prepared by line ministries and local authorities:

1. Two emergency social housing responses have been developed and implemented in Tirana, one for Shkoza and one for Bregu i Lumit area in close cooperation with Tirana municipality
2. Order no .576, dated 16.12.2017 of the Ministry of Health and Social Protection for the referral system and free primary public health services.
3. Order no 276. dated 30.12.2016 of the Ministry of Health and Social Protection on the functioning of the ROMALB system.
4. Decision No. 44 dated 26.04.2018 of Berat Council of Municipality to subsidize creche fee for Roma and Egyptian children among other groups.
5. The Order of the Minister of Education and Sports on provision of free text books for Egyptian primary school pupils (besides Roma).
6. The Order of the Minister of Education, Sports and Youth on adult education programme revised.
7. The municipality of Berat and the Regional Directory of Education in Berat have closed the segregated school, “Avdyl Avdijs” and children are integrated in the public school of Shaban Collaku.
8. Change of residence of Roma families living in Barracks in Shkodra, by overcoming administrative obstacles, through a special procedure;
9. Free gynecological care at “Geraldina” hospital for Roma and Egyptian women as of March 2018, one day per week.
10. Endorsement of the Minister of Education, Sports and Youth on institutionalization of Basic Literacy and Life Skills courses.
11. The law on social housing has been voted by the parliament.
12. Municipal Council Decision No.80 DATE 21.12.2017 For the approval of the Local Development Plan of the Roma and Egyptian Communities in the Municipality of Shkodra http://www.bashkiashkoder.gov.al/web/Vendimet_e_Keshillit_169_1.php
13. Municipal Council Decision No. 458 DATE 08.11.2017 For the approval of the Local Development Plan of the Roma and Egyptian Communities in the Municipality of Durrës <http://www.vendime.al/vendim-i-keshillit-bashkiak-nr-458-date-08-11-2017/>
14. Municipal Council Decision No. 83 DATE 25.10. 2017 For the approval of the Local Development Plan of the Roma and Egyptian Communities in the Municipality of Berat - <http://www.vendime.al/wp-content/uploads/2017/11/Vendim-i-Keshillit-Bashkiak-Nr.83-date-25.10.2017.pdf>
15. Municipal Council Decision No. 4 DATE 31. 01. 2018 For the approval of the Local Development Plan of the Roma and Egyptian Communities in the Municipality of Tirana <http://www.tirana.al/wp-content/uploads/2018/07/Plani-i-Zhvillimit-t%C3%AB-Komunitetit-Rom-dhe-Egjiptian-final.pdf>

Since September 2016, a Monitoring and Evaluation expert was contracted by the project and supported the project team in development of monitoring and evaluation framework along with data collection system, communicating program results to stakeholders, developing and implementing robust accountability system and documentation of the best practice/lessons learnt to drive project implementation.

The Monitoring and Evaluation expert has conducted eight monitoring visits in project sites from which 4 Monitoring visits were organized on 12-13 October 2016 respectively in Tirana and Durrës regions and on 2nd and 3rd November 2016 in the regions of Berat and Shkodra with the main objective to review progress of project, cooperation with stakeholders, project documentation and visibility mainly at local level. Four other visits were organized during the period of 23 November – 5 December 2017 for assessing the implementation of the ICBSS pilot model implemented at multifunctional community centres in respective municipalities. The expert developed also an assessment methodology to measure the progress on the implementation of NAPIRE. Based on a five point rating scale (0:5) was measured the extent to which NAPIRE strategic goals and corresponding indicators in the monitoring matrix were achieved for the years 2016/2017/2018.

Act. 4.3. Provide capacity development training to local and central government officials aligned with territorial and social care reforms

Based on the new legal framework, the municipalities in Albania have new roles and functions in terms of establishing and providing social services to vulnerable groups. Relevant municipal structures, on the one hand should be organized and function on the basis of these new legal projections, and on the other hand they must acquire new practical skills for exercising these roles and functions. For this purpose a training module was developed by the Project aligned with the territorial and social care reform to strengthen the capacity of social care service providers to include and adequately address Roma and Egyptian inclusion as part of the regular working program under the social care sector.

The Manual was organized into five parts interlinked with each other:

- 1. Social protection and its instruments*, presenting the concept of social protections and the applied programmes in the Albanian context.
- 2. The roles and functions of the Municipality in the establishment and functioning of social care services for the Roma community*, elaborates not only the specific duties of the Municipalities in this regard, but also the necessary conditions to be in place for meeting their obligations.
- 3. Assessing the needs for services for the Roma and Egyptian community*. This part of the Manual first clarifies the beneficiaries of the social services with special focus on the needs of Roma and Egyptian and then presents the ways to assess their needs for services. It includes the methods and instruments used to perform the assessment; Interaction with the Roma community in identifying the needs; Interaction with relevant public institutions etc.
- 4. Types of social care services*. It introduces the basket of social care services and then elaborates the referral system to the services / tasks of local units as well as the standards in providing the services.
- 5. Harmonization of needs through the local social plan*. This part of the Manual presents the techniques to be used in drafting the local social plan and managing the social cases.

The Manual was designed for training purposes thus it also included four sections “Practice the gained knowledge”.

134 participants were trained following the five training sessions. The participants were staff of the responsible social care services structure in the Municipality, staff of the Needs Assessment and Referral Unit as well as social care service providers.

Table 5. Data on the social care trainings

No	Municipality	Dates of the training	No of participants	Participants Male	Participants Female
1	Berat	18-19 March	25	5	20
2	Durres	20-21 March	23	3	20
3	Tirana (group 1)	25 March	26	0	26
4	Tirana (group 2)	26 March	28	4	24
5	Shkodra	28-29 March	32	2	30
Total	5 groups	8 days of training	134 participants	14 10%	120 90%

Act. 4.4. Support the set up and strengthening of stakeholder partnerships, coordination and networking to mobilize relevant organizations, create synergies between development activities and avoid overlapping

Promoting Roma and Egyptian inclusion requires allocation of appropriate resources in the national budgets, coordination with all relevant stakeholders, evaluation and systematic monitoring. In this context, the project has provided technical assistance to MoHSP to coordinate the work and general dialogue between government institutions, governmental Roma focal points, independent institutions and civil society on implementing inclusion policies for Roma and Egyptians and to follow up the implementation of NAPREI.

In line with the Operational Conclusions of the EU-Albania Roma Inclusion Seminar that took place in April 2016, the project supported MoHSP on a regular basis (every 6 months) an inter-sectorial policy coordination and monitoring meeting involving government institutions, including Roma focal points from line ministries, independent institutions and civil society to discuss progress. Integrated Policy Management Group (IPMG) served as an instrument for monitoring progress on implementation of the NAPIRE. The first meeting took place on 24 February 2016, the 2nd meeting on 29 September 2016 and the 3rd meeting on 27 April 2017.

The project supported strengthening of local partnerships and coordination forums. In this regard, the MoHSP and municipalities were supported to establish and make operational Local Multi-Stakeholder Coordinating Forums aiming to:

- Bring together representatives of central and local government institutions, civil society and activists for exchanging information, best practices and challenges encountered on the ground related to Roma and Egyptian inclusion policies and compare different solutions;
- Make use of forum as a coordination and problem-solving mechanisms to respond to locally expressed demands and issues.
- Provide inputs, feedback and expertise to improve government policy implementation in local level.

Figure 36. Local multi-stakeholder coordination meeting for civil registration in Shkodra.



In this regard, 60 partner organisations were mapped and six local multi-stakeholder coordination forums thematically oriented were established and made operational in Tirana, Shkodra, Berat, and Durres following the issues of civil registration, health care, inclusive education and housing.⁵¹

- 1 Multi-stakeholder coordination forum on civil registration** was set up in Shkodra in December 2016 for supporting civil registration of 23 Roma families, approximately 153 individuals living in Tophane community. Besides living in barracks in very difficult conditions and because of not being residents

⁵¹ Annex 3, Technical reports Activity 4.4.- Mapp of Stakeholder Partnership

of Shkodra municipality, they lack access to all public services. As a result of work done from coordination forum, the registration of families started in November 2017 and 13 families were registered in Shkodra while 5 other families are in process to complete the transfer of the residence and become Shkodra citizens. After completing registration of Tophane families, the coordination forum will follow the same procedures to support other Roma communities to transfer the residence and registered in Shkodra municipality.⁵²

2. **Multi-stakeholder coordination forum on inclusive education** was set up in Berat on in August 2017 with the aim of resolving the issue of segregated school Avdyl Avdia located in Stan quartier, Morave. The school was built during the period of 2002-2003, to enable the compulsory education (I-V) of children living in Morava due to long distance from the existing schools. For many years, this school has been attended only by pupils belonging to the Roma community. During 2015, following the complaints from the community, and Roma and Egyptian CSOs, the Commissioner for Protection against Discrimination and the Ombudsman, assessed the situation on-site and issued recommendations to the Ministry of Education and Sports. Following the request by Commissioner for Protection against Discrimination, during 2015 the Regional Educational Directorate of Berat issued an order (**Order no. 310 dated 29.12.2015 “On closure of subordinate school “Avdyl Avdia”, Morave and transfer of pupils to the “Shaban Sollaku” Center School.**) Notwithstanding the order for school closure, Roma children continued to attend “A. Avdia” school during the year 2015-2016. After several meetings and negotiations, the Coordination Forum in Berat succeeded to close the segregated school “Avdyl Avdia” and successfully integrated the Roma children in the public school of Shaban Collaku. Furthermore, due to the Coordination Forum school transportation for the children was provided from the year 2017 to 2019.
3. **Multi-stakeholder coordination forum on education** was established in Shkodra in August 2017 for supporting inclusion of Roma and Egyptian children in compulsory education. Since the introduction to the issue the coordination forum focused the discussions on: resolving the issue of segregation of Roma and Egyptian children in schools and classes during the 2017-2018 academic year, support for inclusion of Roma and Egyptian children in the compulsory education, Registration of all Roma and Egyptian children in kindergarten and school, provision with free text books and free transportation in the needed cases. As a result, during 2017 the coordination forum in Shkodra identified 106 Roma/Egyptian children out of school and enrolled them in 5 different schools avoiding in this way the further segregation and discontinued the practice of registering children only in Liria School located within R/E community. The forum followed closely the attendance for all Roma and Egyptian children registered in kindergarten and compulsory education to prevent drop out. For the academic year 2018/2019, the forum continued its work and succeeded to register Roma and Egyptian children in 13 different schools and appointed 5 supporting teachers for helping children with learning difficulties, and provided support for school transportation for 40 children. This forum was instrumental for bringing together and promoting long term engagement of all actors in addressing education issues for Roma and Egyptian children.
4. **Multi-stakeholder coordination forum on housing** was established in Durres in December 2017, to increase the level of response and cooperation of authorities to improve implementation of housing programs for Roma and Egyptians living in Durres. The coordination forum on housing has achieved the following: (i) As a result of the information and assistance provided by the forum to municipality experts related to legal and institutional framework on the implementation of the social housing policies the municipality of Durres, Directory of Public Works submitted for the first time to the Ministry of Finance and Economy a project for improving housing conditions for 23 Roma families of Nishtulla which was approved and implemented by the municipality of Durres; (ii) Support was provided to 21 Roma families from Nishtulla neighborhood for legalization of homes/buildings. All the families were assisted to prepare and filling the documentation needed to obtain the ownership. The procedure for

⁵² Annex 3, Technical reports Activity 4.4.- Multistakeholder Coordination Forums

initiating the legalization process has started by the Agency for Legalization, Urbanization and Integration of Informal Buildings (ALUIZNI) in Durres; (iii) 14 Roma families in Kthesa e Ariut (Kulla village) were supported to complete the privatization of their homes. The families have been living in a poultry farm, a state property for more than 15 years and with the falling of communism benefitted the constitutional right to become owners of the building but didn't succeed to transfer the property under their ownership. The issue was followed with the Ministry of Agriculture and Rural Development as the responsible institution for supporting Roma families to complete the privatization process.

5. **Multi-stakeholder coordination forum on Roma and Egyptian Health Issues** was established in May 2018 with the purpose of preventing and controlling the tuberculosis (TB) situation identified in the Roma and Egyptian communities of Nishtulla, Kulla and Cezma e Ferres in Durres municipality where 5 persons were diagnosed with TB out of which one person died and another person TB active refused the treatment representing a threat for other members of communities. As a result, the infected persons were hospitalized and treated and 180 persons have been screened with chest X-ray and sputum's test. The coordination forum served for bringing together all the responsible health institutions and other stakeholders which worked together by ensuring the adequate treatment of the infected persons and took measures for prevention and early treatment by conducting TB screening in Roma and Egyptian communities and conducting information session on TB signs and the symptoms.
6. **Multi-stakeholder coordination forum for supporting education through provision of school transportation** was established in May 2018 in Tirana with the aim of providing school transportation services for Roma children from Lanabregas- new social housing complex to Androkli Kostallari School. There are 138 children living in Lanabregas out of which 108 children are from age 6-15 years old. Since the families moved to the new social housing complex in 2017 the dropout rate of children from schools increased due to the long distance that exceeds 2km and the trip to and from school was not considered safe from the community members. After several meetings the forum managed to resolve the issue and now school transportation is being provided for the children.

5. Findings of the final project evaluation

The external independent evaluation of the project conducted in April-May 2019 defined ESERE as “a showcase of support to Roma integration policies for the Western Balkans”, “a strong model for mainstreamed social inclusion in Albania” and “an example of full involvement of the community in every step of implementation, and systematic reflection of the needs in the project”.

It acknowledges ESERE’s “highly efficient when considering that the project has not only exceeded its targeted results but has established a qualitative, functioning model while producing profound changes in service delivery approach within a project cycle”.

It impacted “in the transformation of communities and stakeholders’ awareness, attitudes and work practices” and considers “ESERE is not just a project; it indeed embodies a model for Roma and Egyptian inclusion. Establishing ESERE as a successful system of inclusion of these most marginalized communities is the long-term goal and this is the reason why donor supporting should be considered as a social investment which should be pursued until it is proven fully sustainable for Roma and every other vulnerable group.”

Relevance: ESERE has accurately responded to targeted community social inclusion challenges by applying a transformative approach that has stimulated all stakeholders – from community members to institutions and the civil society - constituting the integration set-up, to work more efficiently together, while deliver tangible results.

ESERE is an example of full involvement of the community in every step of implementation, and systematic reflection of the needs in the project. It was highly participatory and flexible to adapt to changes in the context that presented upcoming needs. ESERE is designed in line with the Albanian government priorities on R&E inclusion, but also feeding in the EU Progress Reports requirements and the UN SDGs.

ESERE has been thoughtfully designed to be supportive of strategic and policy priorities: from the community, municipal level to the national level – providing a major boost to NAPIRE’s results. The project also contributes to achieving other relevant sectoral priorities: Youth, Employment, Gender Equality, Anti-discrimination etc. In addition, ESERE is a showcase of support to Roma integration policies for the Western Balkans.

Efficiency: ESERE has been highly efficient when considering that the project has not only exceeded its targeted results but has established a qualitative, functioning model while producing profound changes in service delivery approach within a project cycle.

Effectiveness: There is unanimity that ESERE’s effectiveness lies primarily in its integrated approach: addressing one need alone does not eradicate the problem, empowering the family in different fronts makes the difference. Another element of success is the capitalization of UNDP’s experience in the R&E issues throughout the time.

While ESERE has delivered timely, quantitative outputs, the quality of its results at the municipal and central level, has been recognized and praised. Of highest significance, is the project’s construction of an effective change of mentalities within the institutions but also within communities, about their respective mutual perceptions, interactions and awareness of belonging to one coherent, effective system. ESERE has also contributed to bridging the gap between the Roma and Egyptian communities and the institutions of their country by showing the way for a better outreach to communities and more coherent, more coordinated response to the integration and basic living needs of the targeted groups.

Impact: ESERE has made an impact on all aspects on the complex, multidimensional facets of the integration process and reality of Roma and Egyptian communities in Albania. Beyond the effects of activities, the main impact lies in the transformation of communities and stakeholders’ awareness, attitudes and work practices.

Sustainability: ESERE has produced sustainable results both for its end beneficiaries – as the majority of those engaged in professional upgrading and self-employment activities showed durable perspectives – and for the

formal social inclusion set up in Albania. The model established has achieved a strong degree of institutionalization and can be made sustainable with further consolidation support.

Gender Equality and Human Rights: Both dimensions have been strongly and effectively integrated in the design and addressed as a priority during implementation. Gender and anti-discrimination-specific activities have been tailored based on the social inclusion obstacles and challenges girls and women and their discriminated groups are experiencing.

Lessons learned and best practices

A myriad of lessons learned have been identified. However, ESERE is much more than the sum of best practices as they are all coherently assembled in the architecture of the bottom-up social integration model.

Conclusions

Roma and Egyptian communities remain socially excluded in other regions of Albania and more resources are necessary to expand the ESERE model. ESERE is not just a project; it indeed embodies a model for R&E inclusion. Establishing ESERE as a successful system of inclusion of these most marginalized communities is the long-term goal and this is the reason why donor supporting should be considered as a social investment which should be pursued until it is proven fully sustainable. It seems relevant to assert that *“If ESERE can make it with Roma, ESERE can make it with any marginalized, vulnerable population”*, given that it is the most excluded and vulnerable group in all aspects but also the most discriminated population.

Recommendations

Key Recommendation 1: Develop a project proposal for a next ESERE phase and actively mobilize funds (with the EU). Pursue to targeted effort of R&E inclusion: Fund Roma targeted project: Achieving Roma integration is much longer process than social inclusion. As the Roma integration challenge is the highest, ESERE has built a strong Social Inclusion model, but in practice, the Roma integration model is not yet sufficiently anchored with municipalities & institutions; it needs to scale up results, lobby more with local and national governments, so they fully take over their roles in implementation

Specific recommendation 1.1: *Organise a workshop to take stock of all best practices to produce a “how to” manual” describing the field experience-based ESERE model with its mechanism of social inclusion.*

Specific recommendation 1.2: **Include Roma and Egyptian communities from other municipalities with a view to replicate the model, while keeping as targeted locations the four existing Municipalities in order to bring the model at a more advanced stage and secure sustainability of results.**

Key Recommendation 2: Strengthen the Roma and Egyptian inclusion model and use this opportunity to provide a tested and strong model for mainstreamed social inclusion in Albania: Use and extend the ESERE effective intervention to develop a model of inclusion that is not just relevant to Roma and Egyptian communities but also applicable to address inclusion of all excluded or marginalized communities in Albania (unique opportunity and practice, gives more sense to the social investment made by the EU).

Sub-recommendation 2.1: Set the conditionality of recommended ESERE next phase social inclusion activities to the release of central government matching (social funds) contribution

Sub-recommendation 2.2: Strengthen implementation practice: The process of integration can suffer no disruption.

Sub-recommendation 2.3: Build and promote stories of successful integration

Sub-recommendation 2.4: “Break the ghetto” Apply a more targeted approach by prioritizing support to the most excluded Roma and Egyptian communities, i.e., settlements physically isolated from urban centers.

6. Risks and challenges

The ESERE project team has actively monitored risks every quarter including consultations with key stakeholders (Roma and Egyptian community members in the project sites, four municipalities and the Ministry of Health and Social Protection) during the three a half years of project implementation to identify continuing and emerging risks to project implementation and to assess if the main assumptions remain valid. The related management plans and mitigating measures are being fully implemented to address each key project risk and have been updated to reflect the latest risks. ESERE project risks and the management response to date are listed as following:

No	Risk	Management response
1	The implementation of the National Action Plan on Roma and Egyptian Inclusion strongly depends on the development of support programmes for LGUs, and their capacities in implementing such policies are limited.	<p>ESERE project facilitated workshops and provided training to LGU and line ministries staff focusing on the six priority sectors of the Action Plan to build synergies of knowledge, expertise, cooperation and networking on Roma and Egyptian issues.</p> <p>Local Project Coordinators, Community Exchange Workers and Employment Mediators worked in the premises of LGUs and NES at central and local level ensuring cooperation, exchange of information and hands-on support and immediate response to the needs of R&E and public institutions.</p> <p>ESERE project supported municipalities of Tirana, Durres, Shkodra and Berat to develop and adopt Roma and Egyptian Local Action Plans.</p>
2	Territorial and Administrative Reform generated changes among central, regional and local levels of government and their delegated responsibilities, and this could impede or slow-down programme implementation.	New municipalities have taken over several new functions and responsibilities in line with new legislation related to local governance and UNDP through ESERE project and other relevant projects provided technical support in carrying out the new functions. The new model of Integrated Community Based Social Services is such an example.
3	The reorganization of the central government, including the merge of Ministry of Health and Social Protection could lead to the programme's underperformance.	The project involved key counterparts from all line ministries since the planning phase of every activity, and all activities were aligned with the new sectorial reforms, by ensuring counterparts commitment.
4	Informality in business. Because Roma and Egyptian entrepreneurs are individuals who are trying to make a living while they search for a wage job, it is challenging to formalize all supported Roma and Egyptian income generation activities.	The project designed and provided a full set of training on business development, including information on financial and taxation responsibilities, to potential Roma and Egyptian entrepreneurs. Efforts were made to encourage and support entrepreneurs to register their businesses with the Commercial Register.
5	Motivation and commitment of Roma and Egyptian individuals to full time	Participation in the On the Job Training programme was followed by a smooth transition to the job market and job orientation/counselling programme.

	employment, especially for mothers who care for children and family members.	<p>Case to case management:</p> <ul style="list-style-type: none"> - Working closely with the individual before referring to a potential employer, to find the best suitable candidate according to a jobseeker profile. - Continuous monitoring of the employment situation of a R/E individual to identify early problems with the employer and try to solve them. <p>Community members participated in designing and implementing employment measures allowing them to take ownership over the process and become interested in participating in the employment measures.</p>
6	Local government lack funds to co-finance Community Upgrading Projects (CUP).	The project involved local government since the beginning of project CUPs identification and motivated and encouraged their in-kind contribution. LGUs contributed with the technical designs of infrastructure projects, supervision and taking over maintenance and functioning of the completed projects.
7	The culture of collaboration among Roma and Egyptian communities is weak and bringing Roma and Egyptian CSOs in the same discussion forums is difficult.	UNDP has taken a facilitating role in engaging different Roma and Egyptian CSOs to plan, coordinate, and act in improving the situation regarding the vulnerable population.

7. Annexes

Annex 1. Achievements based on the Performance Monitoring Framework

Annex 2. Minutes of the 1st, 2nd, 3rd, 4th, 5th, 6th and 7th PMC meeting (to be provided via USB)

Annex 3. Technical report, studies as per WPs (to be provided via USB)

Annex 4. Links to activities covered by media (to be provided via USB)

	Intervention logic	Indicators	Baseline (incl. reference year)	Current value (Dec 2015)	Targets (incl. reference year)	Sources and means of verification	Assumptions	Actual level of Achievement June 2019
	Final REPORT		Economic and Social Empowerment for Roma and Egyptians – a booster for social inclusion (ESERE)					

Overall objective: Impact	<p>Contribute to the economic and social empowerment of Roma and Egyptian communities in Albania.</p>	<p>Assessment of the progress made by the Government of Albania in the realization of the rights of Roma and Egyptian communities.</p> <p>Assessment of progress reported in at least 3-4 priority areas of NAPREI (education, access to social services, employment and VET).</p>	<p>Assessment/Monitoring Reports in Roma and Egyptian Socio-Economic Situation.</p>	<p>Low economic and social indicators on R&E access to public and social services.</p> <p>Employment in informal sector.</p> <p>Low paid jobs.</p> <p>Roma households more than twice affected by poverty in comparison to non-Roma households living in close proximity.</p>	<p>The gap in the proportion of Roma and Egyptian women and men employed compared to the majority of the population is reduced by 2% in the four selected regions by 2018.</p> <p>The gap in the proportion of Roma and Egyptian women and men access to basic social services and primary education compared to the majority of the population is reduced by 2% by 2018.</p> <p>No of inclusive policy responses designed and implemented by central and local government in partnership with R&E communities.</p>	<p>EU Progress Report/ Commission’s opinion on Albanian’s application to the EU.</p> <p>Report of the Subcommittee meetings on Human Rights and minorities, inter alia.</p> <p>Progress/Monitoring Reports produced by MoSWY and other actors.</p>	<p>Political willingness of GoA to implement NAPREI and commitment of sufficient human and financial resources.</p>	<p>The overall assessment of rated progress of NAPIRE implementation in 2018 is 3.66 with very positive progress if compared to rate 2 during year 2016.ⁱ</p> <p>Strategic goal 1 (civil registration is marked at 4.66 with a continuous increase during years (2015-2018), whereas strategic goals 3 (health), 4 (employment) and 6 (housing) are constant at 3.3 as in 2017, while increased if compared to 2015 and 2016.</p> <p>The ratings of strategic goals 2 (education) and 4 (social protection) is at 2.75 and 4.5.</p> <p>15 inclusive policy responses are designed and implemented by central and local government in partnership with R&E communities. Please see more details below at Oc. 4.</p>
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<p>Specific objective(s):</p>	<p>Oc 1- Increased employment and skills development opportunities accessed by Roma and Egyptian women and men reduce the employment gap between R&E communities and the majority of the population.</p>	<p>Percentage of R&E men and women registered as jobseekers and participating in employment promotion measures.</p> <p>Number of R&E men and women capacitated through employability skills training to enter the labour market</p> <p>No of active labour market measures (ALMS) designed and tailored to the needs of the R&E communities</p> <p>No of R&E women and men benefiting from ALMS implementation</p> <p>Number of R&E women and men oriented towards the services of the National Employment</p>	<p>No. of registered unemployed jobseekers currently participating in employment promotion programme.</p> <p>NA</p> <p>NA</p> <p>NA</p> <p>No of R&E men and women recipients of NES services.</p>	<p>31 R/E are enrolled in VTCs in 2015.</p>	<p>At least 2% increase of registered R&E jobseekers participating in EPMs by project completion (2018).</p> <p>At least 40 R&E citizens (of which 50% women) capacitated to enter the labour market through the provision of employability skills training.</p> <p>At least 5 active ALMMs designed tailored to the needs of the R&E communities</p> <p>At least 250 R&E women and men benefit from ALMS implementation.</p> <p>At least 250 R&E unemployed jobseekers participate in nationwide and municipal employment promotion programmes.</p> <p>At least 50% of R&E citizens surveyed indicate that NES and other institutions' staff provide improved</p>	<p>Labour Force Survey (LFS).</p> <p>Administrative data collected by NES.</p> <p>Studies and surveys produced in the context of the programme.</p> <p>Programme monitoring and evaluation reports.</p>	<p>A comprehensive approach will be applied in order to achieve the integration of Roma and Egyptian families into the society.</p> <p>Economic integration will be gradually conducting to social acceptance and inclusion.</p> <p><i>Risks:</i></p> <p>Willingness of relevant public authorities to cooperate (MSWY, NES, NAVRTA, LGUs).</p> <p>Private sector willingness to interact.</p> <p>Worsening macroeconomic environment.</p>	<p>- 883 Roma and Egyptians were part of ESERE's overall employment or entrepreneurship intervention. 627 out of 883 R/E entered the labour market through an ESERE's ALMM until June 2019 and 256 were mediated for employment.</p> <p>- 7 active ALMM designed by ESERE Project: 1. On the job training, 2. Subsidized Employment, 3. Combined Scheme, 4. Internship Program, 5. Income Generation Program; 6. Public works and 7. Small traders. 191 job vacancies were opened in the framework of an ESERE ALMM On the job training scheme, subsidized employment scheme, combined scheme and public works.</p> <p>- Public Works Scheme was launched in April 2018 with Eco Tirana and Tirana Municipality in the form of a Transitory Program for Roma and Egyptian Recyclers in Tirana for an addition of 50 R/E informal recyclers supported by ESERE to enter the labour market and 4 R/E in the role of TPR's administration: one social coordinator and three onsite inspectors. 3 more R/E were part of an ESERE traditional subsidized employment promotion program, but in the public work of Shkodra municipality.</p> <p>- Number of trainees enrolled and following Life Skills and Basic Literacy Course that aims to increase the employability skills is 132 (83 F and 49 M) in all four regions.</p> <p>The assessment report of the Behavioural change model states that "The perceptions of Roma and Egyptians in terms of employment services are as following: Around</p>
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		Service and that become recipients of such services.			services to R&E communities.				18% of Roma and Egyptians interviewed rated as “very good” and 36% as “moderate” positive improvements from NES staff towards employment services for Roma and Egyptians”. Overall 54% of the respondents report positive improvements.
Oc 2- Community-Led Local Development (CLLD) model for R&E inclusion mainstreamed in local development plans and policies through integrated, inclusive and sustainable development.	Number of local development plans developed updated and adopted in consultation with civil society organisations and communities, at local level. Participatory planning structures established with participation of R&E community members/representatives to influence decision-making in their local area. Percentage of local people who volunteered or	R&E face direct and indirect barriers in accessing public services, due to lack of information and understanding of administrative procedures, stigma, and frequent discriminatory attitude from the majority population.	Studies show that the level of poverty among Roma is twice as high as the majority population.	Four local profiling per each intervention area. 3-year R&E Local Community Development Plan in Shkodra and update of existing Plans in compliance with the territorial reform in Tirana, Berat and Durres. At least 10 Community Counselling Forums established and functional in all targeted areas. Up to 20 projects (5/area), 5000 - 15000 EUR funded and implemented by R/E CSOs. At least 12 Community Upgrading Projects (CUP) with an average value of	Studies and surveys produced in the context of the programme. Programme monitoring and evaluation reports. Policy documents consulted, adopted and implemented.	The availability of official data on this dimension of social inclusion is very low. There will be sufficient long-term incentives for Roma and Egyptian communities to mobilize and actively advocate for their rights.	- 4 local profiling for each intervention area prepared. - 4 three years Local Community Development Plans for Roma and Egyptian Communities have been developed and adopted by the municipality council in the targeted areas. The plans are being implemented and in the first quarter of 2019 a progress report on their implementation was drafted. - 13 Community Counselling Forums have been established and functioned regularly (4 in Tirana, 3 in Durres, 3 in Berat and 3 in Shkodra). - 20 Roma and Egyptian Civil Society Organizations (4 are led by women) partnered with the Project to implement small community development initiatives during April 2017-September 2018 have completed their project implementation cycle. - Thirteen (13) Community Upgrading Projects (CUPs) have been finalized: (1-Reconstruction of kindergarten in Barrikada neighbourhood, Berat Municipality; 2-Reconstruction of Creche in Donika Kastrioti Quarter, Berat Municipality; 3-Construction of Sewage System at Roma Area, Quarter 30 Vjetori, Berat Municipality; 4-Construction of Water Supply System, Sewage System and Greenery of the area in Iliria Quarter (Behind Buna		

		played an active role in a community or voluntary organization at least three times in a year.			EUR 75,000 per project set up and implemented. Each of the CUP interventions to be featured in one of the documentaries produced by the project.			Bridge), Shkodra Municipality; 5-Construction of Multifunctional Community Centre “For the family”, Shkodra Municipality; 6-Reconstruction of Guerrile kindergarten in Shkodra Municipality; 7-Systematization of Lana Riverbank at Shkoza area, Tirana Municipality; 8-Systematization and asphaltting of the Roma residences area, near the former Military Unit, Lanabregas, Tirana Municipality; 9-Construction of the Electricity Network Tu 110/20/6 Kv in the Roma Residences Area, Near the Former Military Unit, Lanabregas”, Tirana Municipality; 10-Enhancing safety and security within Roma residence area, near the former Military Unit, Lanabregas, Municipality of Tirana; 11-Sewage systematization, neighbourhood street paving and lighting in Nishtulla, Durres Municipality; 12-Systematization/cleaning of the sewage system and street rehabilitation/lighting in Cezma e Ferres, Durres Municipality; 13-Construction of sewage system, road lightning and watering channel cleaning in Kulla, Durres Municipality. . - Four documentaries have been prepared to highlight programme impact with regards to community upgrading projects. - One documentary was prepared to highlight the impact of the projects implemented by Roma and Egyptian CSOs.
Oc 3- Procedures, models, tools and guidelines are established and made operational	Policy documents on Integrated Approach and Behaviour Change model in inclusive service provision.	Action Plan for Roma and Egyptian Integration 2016-2020.	NA	1.Set of documents produced on integrated approach and Behaviour Change model (guidelines, toolkit and procedures to implement integrated health, social, and	Studies and surveys produced in the context of the programme.	The current migration of Roma and Egyptian population may influence the process.	- Need Assessment and Pilot Model of Integrated Community Based Social Services (ICBSS) completed by November 2016. http://www.al.undp.org/content/albania/en/home/library/poverty/-integrated-community-based-social-services-in-albania-to-address/	

<p>based on the Integrated Approach and a Behavioural Change Model to support better access of Roma and Egyptian communities to basic services and to foster a tolerant and inclusive society in Albania.</p>	<p>Public servants at central and local level and service providers internalize Behaviour Change Model in the services provided to R&E.</p>			<p>education programmes) prepared, negotiated and adapted by MoSWY.</p> <p>2.The gap in the proportion of Roma and Egyptian women and men access to basic social services and primary education compared to the majority of the population is reduced by 2%.</p> <p>3.At least 60% of Roma and Egyptians report improved attitudes of public servants and service providers towards R&E communities.</p> <p>4.Documentaries to highlight programme results.</p>	<p>Programme monitoring and evaluation reports.</p> <p>Photo brochures on the Action’s performance</p> <p>Quarterly newsletters highlighting the activities of the Action and its impact.</p> <p>Best Practices Brochure at the end of the Action.</p> <p>Production of a series of video diaries: One day in the life of A</p>	<p>- A Model on Behaviour Change (E-BCM) to change attitudes and behaviours of public servants completed by February 2017. Training Curriculum and manual for public servants completed by March2017.http://www.al.undp.org/content/albania/en/home/library/poverty/-behavioral-change-modules-/</p> <p>- Impact Assessment of the Pilot Behaviour Change Model regarding improvement of service delivery for Roma and Egyptian in four targeted municipalities completed on July 2018 illustrates as below:</p> <p><i>“There are improvement in terms of accessibility to several services, especially education and healthcare and civil registration, with minor progress in employment and housing. 80% of respondents rated the quality of public services of “civil registration” good and very good; 92% of respondents rated “education” good and very good, 60% of respondents rated improvement on health services good and very good”.</i></p> <p>- 6 project newsletters prepared and published.</p> <p>- 16 documentaries have been prepared and are online highlighting programme impact with regards to: - improved access to basic services; -active labour market measures increasing employment opportunities; - income generation and start ups; - improving infrastructure and access to basic services; -- the project photo brochure prepared and published</p> <p>4 press trips organised respectively in October 2017 October 2018 in 4 cities covered by the project and 30 articles published after this activity covering various</p>
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						Roma/Egyptian.		ESERE project interventions regarding Roma and Egyptian empowerment 3 talk shows are organised with TV-Adria, Durres, and 2 others with National Albanian television on the occasion of International Roma Day 2018 & National Egyptian Day 2018.
Oc 4- National Action Plan for Roma and Egyptian Integration in the Republic of Albania, 2015-2020, implemented, monitored and evaluated through support provided at the national, regional and local level.	Analysis on the situation of R&E in each sector of NAPREI 2016-2020. Structures in place at central and local level as well as line ministries to design, implement and monitor inclusive policy responses. Policy responses promoting R&E inclusion initiated and implemented.	National Action Plan on Roma and Egyptians 2016-2020 NA NA	Limited monitoring reported in 2010-2015. NA	1.Disaggregated data on Roma and Egyptians available per each sector of the NAPREI 2015-2020. 2.ROMALB data collection system at the national and local level improved, updated and functional. 3.Inter-ministerial Committee for R&A inclusion functions effectively. 4.Multi-stakeholder Coordinating Forum established and operational including also experts representing	ROMALB monitoring and reporting system. Programme monitoring and evaluation reports.	MoSWY effectively engages in dialogue with other line ministries and local government on implementation of the NAPREI. The lack of equipment and logistics at the local level may challenge ROMALB system users.	-Three annual progress Reports on NAREI prepared with the support of the project along with three assessment reports on NAPREI level of implementation. - Disaggregated indicators on Roma and Egyptians are available per each sector of the NAPREI 2016-2020 in the ROMALB system, designed with line ministries and local institutions. -The online electronic data collection system ROMALB is reactivated, upgraded and operational. - 14 training session organized for public officials on the implementation and monitoring of the NAPREI 2016-2020. 240 public officials trained and coached at the national and local level during 2016-2019. - Capacity building workshop organized with 17 focal points from line ministries. -Capacity building seminar organized with focal points from line ministries (8) and municipalities (20) in 17 January 2018. - 15 R/E CSOs trained and coached on monitoring NAPREI implementation.	

				<p>at least 6 different fields of research, as per priorities for R&E inclusion in NAPREI 2015-2020.</p> <p>5.Social housing model for R&E inclusion in Albania legally and technically operational.</p> <p>6.No of challenges identified, and policy responses provided at the inter-ministerial meetings.</p>	<p>The progress report for the implementation of the National Action Plan on Roma and Egyptian integration, 2015-2020 (NAPREI).</p>	<p>- MoHSP has been assisted in preparing the 2016/2017/2018 progress reports on the implementation of NAPREI.</p> <p>- On January 31, 2019 a training session was organised with 17 representatives from Municipalities, Regional Health Directorates, Regional Education Directorates, State Social Service, Regional Employment departments.</p> <p>-A consultative workshop was organised with focal points and line ministries on 16 January 2019.</p> <p>-A dashboard linked to ROMALB system has been prepared. The purpose of the dashboard is to share data related to important NAPREI indicators with the public.</p> <p>-Three meeting of IPMG held in 24 February 2016, 29 September 2016 and 27 April 2017.</p> <p>134 public officials trained on social care reform and to deliver adequate services for Roma and Egyptians.</p> <p>Six (6) local multi-stakeholder coordination forums thematically oriented are established and operational in Shkodra, Berat and Durres and Tirana following the issues of civil registration, inclusive education, health and housing.</p> <p>Issues been followed by MCF/s: TBC issue in Nishtulla and Cezma e Ferres communities in Durres; Civil registration in Shkodra; Privatization and legalization of housing of 34 Roma families in Nishtulla and Kulla, Durres; Providing school transportation services for</p>
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							<p>children of Lanabregas from -new social housing complex to Anrokli Kostallari school; desegregation of Avdyl Avdia school in Berat and integration of Roma children in public school;</p> <p>Policy responses:</p> <ol style="list-style-type: none"> 1. Two emergency social housing responses have been developed and implemented in Tirana, one for Shkoza and one for Bregu i Lumit area in close cooperation with Tirana municipality 2. Order no .576, dated 16.12.2017 of the Ministry of Health and Social Protection for the referral system and free primary public health services. 3. Order no 276. Dated 30.12.2016 of the Ministry of Health and Social Protection on the functioning of the ROMALB system. 4. Decision No. 44 dated 26.04.2018 of Berat Council of Municipality to subsidize creche fee for Roma and Egyptian children among other groups. 5. The Order of the Minister of Education and Sports on provision of free text books for Egyptian primary school pupils (besides Roma). 6. The Order of the Minister of Education, Sports and Youth on adult education. 7. The municipality of Berat and the Regional Directory of Education in Berat have closed the segregated school, “Avdyl Avdija” and children are integrated in the public school of Shaban Collaku. 8. Change of residence of Roma families living in Barracks in Shkodra, by overcoming administrative obstacles; 9. Free gynecological care at Geraldina for Roma and Egyptian women as of March 2018, one day per week. 10. Endorsement of the Minister of Education, Sports and Youth on institutionalization of Basic Literacy and Life Skills courses.
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								11. The law on social housing has been voted by the parliament. 12. 4 Local action plans adopted (Tr, Dr, Br, Shk).
Op1 - Improved and diversified employment promotion measures developed and provided to Roma and Egyptian women and men enhancing their skills and employability	<p>1 Study on employment needs, aspirations, skills and areas of immediate support for R&E communities in the target areas with disaggregated data (gender, age, vulnerabilities).</p> <p>2. Training curricula designed and available for VTCs.</p> <p>3. Employment promotion measures for R&E men and women designed and implemented.</p> <p>4. Number of Roma and Egyptian women and men participating in</p>	<p>No study available at project's sites/targeted area level.</p> <p>Needs Assessment Study on Roma and Egyptian Communities in Albania 2011.</p>	<p>1 One study developed on employment situation of R&E communities in the targeted areas (Year 1).</p> <p>2. Training curricula available, tested and mainstreamed into VTCs training curricula (Year 1).</p> <p>3. At least 5 employment measures operational and piloted such as: on-job/VT; income generation: internships for graduates in public and private sector; employment in public works; subsidized employment, (Year 1,2,3).</p> <p>3. At least one of the employment promotion measure piloted in the frame of the project, mainstreamed among the measures implemented by NES (Year 2,3).</p> <p>250 R&E beneficiaries of EPMs.</p>	<p>Publication/ Availability of study.</p> <p>Availability and publication of training curricula (Year 1).</p> <p>Evaluation reports of employment and skill development measures.</p> <p>Decision to implement and mainstream one of the EPMs by NES.</p>	<p>Surveys to measure changes in poverty rate of the target population, will be conducted before and after the intervention.</p> <p><i>Risks:</i></p> <p>Willingness of relevant public authorities to cooperate (NES, NAVETA, LGUs).</p> <p>Private sector willingness to interact.</p> <p>Willingness / motivation of R&E beneficiaries to participate in</p>	<p>- "Mapping of skills, employment opportunities and undertakings by Roma and Egyptians in the municipalities of Tirana, Durres, Shkodra and Berat" published and made available, with disaggregated data (gender, age, vulnerabilities (Yr.1: November 2016)</p> <p>Training curricula designed as the Basic Literacy and Life Skills Course targeting illiterate vulnerable groups, incl. R/E and consisting of: 1. Student's Book with the modules (i) Basic Literacy (ii) Basic Numeracy (iii) Citizenship (iv) Vocational Education; 2. Teachers Book and 3. Matrix of the course (Yr.2: May 2017).</p> <p>-7 employment promotion programs designed and applied: 1. On the job training, 2. Subsidized Employment, 3. Combined Scheme, 4. Internship Program, 5. Income Generation Program, 6. Public works and 7. Small traders (Yr.1: September 2016 to Yr.4: May 2019).</p> <p>- Public Works Scheme implemented with Eco Tirana and Tirana Municipality in the form of a Transitory Program for Roma and Egyptian Recyclers in Tirana for an addition of 50 R/E informal recyclers supported by ESERE to enter the labour market & 4 R/E in the role of TPR's administration: one social coordinator and three onsite inspectors. 3 more R/E were part of an ESERE traditional subsidized employment promotion program, but in the public work of Shkodra municipality (Yr.3: April 2018 to Yr.4: April 2019).</p>		

		<p>employment promotion measures.</p> <p>5. Difference in employment rate of Roma and Egyptian women and men participating in project interventions as compared with a control group, 4 and 12 months after completion of the intervention.</p> <p>6. No o staff trained at NES and other partners to implement EPMs.</p> <p>7. No of local employment mediators/coaches trained and placed in NES offices.</p>		<p>In 2015 there are 180 R&E participating in EPM.</p>	<p>At least 30 internships provided to newly graduates;</p> <p>At least 100 R&E employed in public works.</p> <p>A least 10 R&E entrepreneurs in each region supported with grants/start-up kits.</p> <p>5. Annual increase by 5% of R&E men and women participating in EPM in the four selected regions. (Year 1,2,3)</p> <p>6. At least 100 staff of NES and other institutions trained on the implementation and monitoring EPMs targeting Roma and Egyptian women and men. (Year 1,2).</p> <p>7. At least 4 local employment mediators/coaches trained and 1 national placed at NES offices (Year 1,2,3).</p>	<p>Programme monitoring and evaluation reports.</p> <p>Administrative data collected by NES.</p> <p>ROMALB system.</p>	<p>employment promotion measures.</p> <p>Worsening macroeconomic environment.</p> <p>Law on employment promotion codifies measures leaving no room for continuous improvement.</p>	<p>- 883 R/E participated in one of the 7 employment promotion programme of ESERE Project or were mediated for employment.</p> <p>- 72 R&E benefited from the Income Generation Training, while 61 were supported with tools and equipment to start and scale up a business (In Tirana: 34, in Durres: 15, in Shkoder:3, in Berat: 9).</p> <p>- 256 are beneficiaries of used or new clothes as per the Small Traders scheme to sell as small ambulatory traders.</p> <p>-172 R/E benefited from on the job training programme.</p> <p>-30R/E benefited from subsidized employment programme.</p> <p>-2 R/E benefited from the combined scheme.</p> <p>-40 interns (newly graduates, university students and high school graduates) participated in the Internship Programme.</p> <p>- 57 R/E of Tirana participates in the TPR Scheme</p> <p>- 5 Training modules have been designed for NES public officials to improve services regarding vulnerable communities. Trainings took place during January-February 2018.</p> <p>-4 local employment mediators and 1 national coach trained and placed at NES offices (2 M/ 3F).</p>
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	<p>Op 2 - Increased participation of Roma and Egyptian women and men in local development processes</p>	<p>1 Number of active civil society organisations run and managed by R&Es.</p> <p>2 Number of active community counselling forums run and managed by R&Es.</p> <p>3 Capacity building in inclusive development</p> <p>4 Number of initiatives led and implemented by CCFs.</p> <p>5 Number of initiatives/measures from local level action plans and policies designed and implemented jointly by R&E</p>	<p>No studies available</p> <p>NA</p>		<p>1 Minimum 20 organizations increase their knowledge and skills on inclusive development through a series of trainings</p> <p>2 Minimum 20 community actions/ self-help activities will be generated, selected and implemented in each pilot municipality.</p> <p>3 Minimum 20 staff members per municipality increase their capacities on participatory local planning, anti-discrimination etc.</p> <p>4 At least 15 R&E youth activism initiatives supported.</p> <p>At least one annual conference of CSOs organized.</p> <p>At least 2 CSOs' exchange visit organized.</p> <p>Comprehensive case study about the implementation process of grants by CSOs to be</p>	<p>Decisions of the council of municipalities.</p> <p>Administrative data collected by MoSWY.</p> <p>Studies and surveys produced in the context of the programme.</p> <p>Programme monitoring and evaluation reports.</p> <p>Project records at the</p>	<p>Continued commitment from central and local government for social inclusion and integration of Roma and Egyptian communities.</p> <p>Local government is committed to implement the project in cooperation.</p> <p>Risks:</p> <p>Local government may lack funds to implement substantially local action plans and policies targeting Roma and Egyptians.</p> <p>Territorial and administration</p>	<p>- A capacity and training needs assessment of Roma and Egyptian CSOs including women-led CSOs has been prepared and a series of ten training modules was prepared and delivered to 50 participants, representatives of Roma and Egyptian CSOs and activists. Through an open call for proposals the project has partnered and provided grants in the framework of capacity development to 20 (twenty) project proposals.</p> <p>- 126 community mobilization and self help activities have been implemented in four targeted municipalities with the involvement of Roma and Egyptian activists, local organizations and local government units through January 2016-June 2019.</p> <p>- 131 (one hundred and thirty one) staff members of Local Government Units in four Municipalities (35 in Berat, 39 in Durres, 27 in Shkodra and 30 in Tirana) have been trained on strategic participatory planning.</p> <p>- Fifteen (15) youth activism initiatives have been implemented by Roma and Egyptian youngsters.</p> <p>- An annual conference of CSOs was organized on 31 October 2018 showcasing the results achieved and recommendations derived by the project implementation of Roma and Egyptian CSOs.</p> <p>- Two (2) exchange visit of Roma and Egyptian CSOs operating in Tirana, Durres, Shkodra and Berat were organized in November 2017 and March 2018.</p> <p>- One documentary was prepared/released featuring the work performed by Roma/Egyptian CSOs.</p>
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		communities and LGUs.			part of one of the documentaries prepared by the project .	community level. Periodical annual project reports. MoUs with LGU per each region. R&E National and Local Action Plan Progress Reports.	reform may delay implementation; Commitment /motivation of R&E community members to participate in CCFs.	
Op 3 - Improved access to basic and equitable services and inclusiveness of the society in Albania	1 Inclusive social services available and accessible to R&E communities. 2. Capacity building to public servants at central and local level on Behaviour Change Model in	No studies available	Action Plan on Roma and Egyptian Integration 2015-2020.	1 At least 3 models for inclusive education and desegregation, and integrated social services piloted in each municipality. 2. At least 4 intercultural community centres established and operational with integrated social services.	Studies and surveys produced in the context of the programme. Programme monitoring and evaluation reports.	The territorial and administrative reform may hamper the hand-over by LGUs and sustainability of piloted integrated social services.	2 models for inclusive education and desegregation, and 1 on integrated community based social services (ICBSS) piloted in each municipality. Improved access to social services through implementation of ICBSS model being piloted since April 2017 in 4 multifunctional community centres in Tirana, Berat, Durres and Shkodra in partnership with respective municipalities. 6 health outreach programmes implemented on basic care and personal hygiene, TBC, breast cancer, family planning and children vaccination etc. 1771 cases of improved access to basic services:	

		<p>service provision to R&E.</p>			<p>3. At least 4 health outreach programmes prepared (early treatment, drug prevention, birth control, baby care) and implemented.</p> <p>4. Minimum 10 registered citizens in each pilot area, in total 40, and minimum 50 cases initiated.</p> <p>5. Schools as Community Centres established and operational in minimum 4 schools in pilot municipalities.</p> <p>6. Reviewed part-time primary education programme, fitting the needs of R&E.</p> <p>7. At least 20 persons from municipal level (different departments and institutions) and 3 persons from ministerial level participated in the Capacity Development</p>	<p>Project records.</p>	<p>Civil registration: 80 (47F/33M) children registered, 291 (144 F/146M) individuals obtained ID Cards, 26 cases of legal marriage supported, 10 case of child custody supported, 22 legal family divisions completed, 58 individuals supported with personal and family certificate, 17 cases of transfer of residence completed, 5 cases of divorce supported.</p> <p>Social Housing: 71 families are being supported for rent bonus and other social housing programmes (68 families benefited social housing and rent bonus).</p> <p>Access to Healthcare: 560 individuals (309F/251M) obtained health cards, 277 children and adults vaccinated and registered in health care.</p> <p>Social Care: 48 families supported with application and benefited for economic aid payment.</p> <p>Education: 309 children registered in crèche/school/kindergarten.</p> <p>6 health outreach programmes implemented on basic care and personal hygiene, TBC, breast cancer, family planning and vaccination.</p> <p>4 schools as community centres supported and established in Tirana, Durres, Berat and Shkodra. The Model School as Community Centre is operational in 4 elementary schools (Gjon Buzuku/ Tirana, Eftali Koci/Durres, Liria/Shkoder, Shyqyri Lakra/Berat). 1472 students & around 784 parents involved in the activities.</p> <p>Part -time primary education program has been revised and improved; New Order No. 17, dated 09/05/2018 of MoESY has been approved “On the procedures for attending compulsory education for pupils who have not attended at least two classes of the basic education and on part-time basic education”.</p>
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					programme for behavioural change and intercultural dialogue.			<p>- Early part -time Primary Education Model supported in Shkodra, Berat & Durres. In total 99 R/E adults enrolled, from which during 2016-2019, 52 adults successfully completed 9th grade, while 47 others are following regularly the classes. Model on Behaviour Change (E-BCM) & Training Curriculum for public servants completed.</p> <p>5 training session delivered in partnership with ASPA on behaviour change, 107 public officials trained, 45 public officials -coached at the workplace.</p> <p>Impact Assessment of the Pilot Behaviour Change Model regarding improvement of service delivery for Roma and Egyptian completed on July 2018.</p>
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Annex 1. ACHIVEMENTS BASED ON THE PERFORMANCE MONITORING FRAMEWORK

ⁱ The assessment methodology on the progress on the implementation of NAPIRE is based on a five point rating scale (0:5) to measure the extent to which NAPIRE strategic goals and corresponding indicators in the monitoring matrix are achieved or expected to be achieved. The same methodology was used for NAPIRE assessment in 2016 and 2017. Progress towards main selected indicators is assessed based on set targets for 2018 as indicated in the report.