

# Caritas



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# Caritas Kosova

## Annual Report 2011



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*! ΑΡΑ° °! ΕΥΘΥΠ 2 ·∞ΚΥ*  
*Our work in Kosovo*

***Dear readers, friends and supporters of Caritas Kosova***

Í Ñ- Caritas in Kosovo in continuation mobilize all our efforts and resources for responding to Kosovar people in need who are marginalized and struggle enduring severe living conditions. Our beneficiaries are continuously supported by our staff, whereby we through our work and activities aim to promote solidarity, brotherly love and warmth by protecting the human dignity, regardless of their social background.

In the following pages you will be able to see examples of our work in the field of social, health, economic and infrastructure issues. In concrete, providing care for vulnerable people at home is one of Caritas Kosova's priorities, not only by healing their physical wounds, but also by socializing with them breaking away from seclusion, including as well our extensive social work with disabled people, their families and other non-governmental organizations. In addition to that, one of the most important constituents of the sacred mission of Caritas Kosova is the promotion of peace and reconciliation among all the ethnic communities in Kosovo which remains a priority in our post-war society. Moreover, guided by the principle that human dignity is sacred and inviolable as enshrined in the UN Declaration on Human Rights. Caritas Kosova continues to be a strong supporter of combating trafficking of human beings aiming the protection of human dignity that is violated in the conglomerate of anomalies. RAE (Roma, Ashkalinj & Egyptians) integration and education of youth and children, including animations shape our daily Caritas work on the field.

This year has been significantly successful for Caritas Kosova due to the increase of cooperation with local, regional partners and actors on European level, pointing out here the financial support of the European Commission. Additionally, new synergies of cooperation are laid with relevant stakeholders. Thus, these recent achievements have encouraged Caritas Kosova to strongly pursuit its objectives and engage in further fundraising activities to ensure financial sustainability and continuation of project activities. As a result of this, Caritas achieved to fulfill its mission and goals through the implementation of programmes and projects accordingly to the Caritas Kosova Strategy (2008 – 2012).

The abovementioned progress and achievement is made possible thanks to the great commitment of Caritas staff that consists of more than one hundred employees who are working all over Kosovo by always being in service of people in need. We - the Caritas Kosova team are able to be in service of people in need only thanks to the strong support of our friends, partners, donors, volunteers and people of good will.

Thanks for putting your faith in us!

God Bless You!  
Don Viktor Sopi  
General Director







*“I am not left all alone - someone cares”*

### **Home Care Programme**

**Outreach:** Prishtina, Prizren, Mitrovica, Novosella, Suhareka;

**Donor/Partner:** Caritas Germany –DCV; Municipality of Suhareka;

**Duration:** since 2009

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not exist in the Kosovar social and health system, families are rendered helpless in their daily challenges of caring and looking after their disabled and chronically ill family members. The most common illnesses and ailments suffered by the elderly are visual and hearing impairment, disorders of the central nervous system, heart diseases, high blood pressure and sugar levels. Although these diseases in most of the cases do not require



hospitalization, they often do require medication and pose serious constraints to the affected people. Important daily tasks such as personal hygiene, getting out of bed, doing housework, getting dressed and shopping can often not be managed any longer by the (abandoned) elderly themselves. In this sense our Home Care project is designed to address directly the needs of diseased and disabled people, including as well their families or other supporters such as relatives, neighbors and volunteers. Since the abovementioned needs are experienced by many elderly people throughout Kosovo, the overall aim of Home Care project is to establish a home care system on a national scale in order to improve living and health conditions of elderly, ill, chronically ill and disabled people and persons who are providing care. “You can experience it yourself that in what conditions I am living, completely abandoned facing extreme poverty and being severely diseased; life is this difficult without a child of your own. If the Home Care nurses would not come every day to knock on our door, heal our wounds and care for us, I think we would be long time ago left here forgotten by all,” says N.D. - one of our Home Care beneficiaries in Suhareka. And her husband N. Xh. told us: “The Home Care team come into our house and do not even need to knock at the door, they come in freely just as coming at home because they have actually become my daughters. My life of an 80 year-old man would be more difficult and unbearable without the continuous treatment and support of the Caritas nurses. I am chronically ill, and so is my wife, we are not able to take care of each other, thus may God bless the nurses and Caritas who visit us regularly!” During 2011, besides delivering tailor-made home care services, Caritas has been focusing additionally on the promotion of the Home Care project towards Kosovo Institutions on national and municipal level, increased the involvement of the volunteers and strengthening cooperation with Caritas Parishes regarding home care. Another important aspect was the successful evaluation and conclusion...



of first implementation phase project which was followed by the preparation of a consecutive phase. It needs to be emphasized that Caritas Kosovo has already achieved to expand its home care activities almost in the entire territory of Kosovo by signing new agreements for the implementation of the Home Care project in Kosovo. The Government of Kosovo and local authorities have started to recognize Home Care as an affordable way to ensure the accessibility and effectiveness of health services. Therefore, this project is serving as a model for other municipalities as well. Thanks to the work and commitment of the Home Care teams, besides its first locations that were Mitrovica, Prishtina, Novosella and Prizren, nowadays home care is being successfully implemented as well in the Municipality of Suhareka. Furthermore, we are negotiating a possible start up of the home care project in the Municipality of Vitia, Rahovec, Klina and other.

### *With Joint Efforts in favour of Disabled People*

#### **Strengthening of the Network of Civil Society Associations Working on Disability**

**Outreach:** Gjilan region;

**Duration:** since 2010;

**Donor/Partner:** Caritas Italiana & Kosovar Center for Self- Help



/ Mitas Kosova in cooperation with the Kosovar Centre for Self-Help, financed by Caritas Italiana, is implementing the project "Strengthening of the Network of Civil Society Associations Working on Disability in Gjilan Region (Kosovo)" which started its second phase in October 2011. The objective of the

project is to strengthen Civil Society Associations of People with Disabilities (CiSAPDs), enabling the mobilization of its members to answer their own needs, building up a model of a new social partnership and engaging CiSAPDs in advocacy for policy making/implementation at local and national level. Furthermore, it aims to build capacities and create spaces in order to ensure the empowerment of the role of people with disabilities (PWD) within the civil society. Therefore, all the organizations of persons with disabilities (DPOs) operating in the Gjilan region, Handikos, OPFAKKOS - Parents Association of Children with Disabilities, Inter - Municipal Association of the Blind and Partially Sighted people, Kosovar Association of Deaf People, have been involved in this project.

In order to advance the position of PWD in the society and improve capacities of CiSAPDs that are characterized by lack of capacities in: networking between them, identifying and explaining their needs, organization skills, Project Cycle Management, relating to institutions and community; the project is implementing activities such as: capacity building activities and trainings, round tables, community meetings, opening of Self-Help Groups, and anti-stigma events.



the Steering Board Meetings the establishment of a networking team composed by Disabled People Organizations were reached (DPOs) with the aim to agree on common decisions, advocacy actions and planning. The organizations, which used to act as competitors, achieved shifting to a coalition approach. The networking team is continuing its activity in needs evaluation, advocacy in different fields as foreseen in the National Action Plan for People with Disabilities. In this way, the project has influenced in increasing internal capacities of DPO-s, respectively professional management of DPO-s, leaders and activists, in order to provide services for

the needs of their community as well as their representational empowerment at local and national level. The project has contributed to the decrease of prejudices toward disabled people through campaigns and sport activities realized with the involvement of the community. Moreover, a research named "Attitude and Perceptions towards People with Disability" was conducted in cooperation with the University Bicocca of Milan. In addition to this, the creation of Self-Help Groups has provided as well a strong link between the associations and beneficiaries. Exchange of experiences and good practices regarding sustainability, project designing, effective implementation of activities and income generation activities that would enable a qualitative life for disabled people was enabled. The project has positively influenced in increasing the number of DP in the life and governance of their associations, as well as in their integration in the society and setting bases for self-sustainability for their activities initiated by this project. Regarding the impact of the programme on their daily work, Bajram Spahiu, Coordinator of Inter - Municipal Association of the Blind and Partially Sighted people said that: *"Projects of Caritas Kosova have positively influenced in the overall situation of our organizations. There is a bigger involvement of the constituency in the activities and projects of the organization. There is an intense cooperation with local institutions and other stakeholders. Simply, these projects have given new colours to our job*



## Professionalism in addressing trafficking!

### **Anti-trafficking Programme: Consolidation of capacities to assist victims of trafficking in Kosova**

**Outreach:** National Programme;

**Duration:** 2011;

**Donor/Partner:** Caritas France, Caritas Swiss and CRS

on the national level the Kosovo Anti-Trafficking Programme with the goal to increase the psycho-social reintegration of trafficking victims in Kosovo; having the objective to consolidate the existing shelters' capability of managing programs for psychosocial and economic integration of victims, whereby the shelters' management achieve to better understand the situation of victims, their socio – economic circumstances and gain the know-how for integrating the latter,





community on the national level.

In order to help victims of trafficking in a sustainable way and offer them proper services, the Kosovo Shelters Coalition (KSC) was created consisting of eight (non-governmental) shelters in Kosovo that deal with victims of trafficking with human beings and domestic violence.

As an officially registered body the coalition has so far defined its mandate by the adopted statute and its official web-page, which significantly serves to promote the anti-trafficking with human beings and the shelters' work and activities implemented in this regard.



Aiming the capacity building of shelters management staff, various thematic trainings have been organized such as: "How to write a project proposal" or "Finance management."

In addition to this, the KSC members' capacity was increased regarding the reintegration of victims in frame of a Regional Anti-trafficking Programme supported by Secours Catholique whereby a regional training was organized by Caritas Albania in collaboration with the former contributing to their understanding of evaluating the victims' issues of concern, identifying problems, involving families, promoting the protection of human rights - especially focusing on trafficking victims.

Furthermore, in the context of lobby and advocacy an anti-trafficking campaign was launched on the national level, disseminating posters and messages on combating trafficking to the wider public. In the conference: "Kosovar Society Fighting Against Trafficking on Human Beings," Caritas Kosova brought several stakeholders together such as representatives of different institutions, non-governmental organizations and further collaborators working in the field of anti-trafficking with human beings, achieving to increase the awareness of the audience from the religious perspective regarding human rights and the phenomenon of trafficking with human beings; policy-making and decision-taking; the action of the state (Ministry of Justice); the challenges shelters are facing in their daily work (victims' rehabilitation and their psycho - social - economic reintegration); including the social impact of trafficking with human beings. This event had a wide outreach due to its live broadcasting on the main national television. Gradually, the coalition has increased cooperation on the national level, avoiding overlap of activities and increasing the outreach of their action by aiming a better reintegration of trafficking victims into the Kosovar society and sustainably ensuring their integration through the employment of beneficiaries in the business community.



### *Returning home - change of perspective!*

#### **Strengthening Tailor-made Assisted Voluntary Return (STAVR)**

**Outreach:** National Programme;

**Duration:** since 2009;

**Donor/Partner:** Caritas International Belgium (financed by EU and Belgian national funds , through the Ministry of Social Integration and their state agency Fedasil)

Since 2009 is implementing the Strengthening Tailor-made Assisted Voluntary Return (STAVR) project on the national level supported by Caritas International Belgium. The project aims to increase the chances of successful reintegration of voluntarily returned migrants (vulnerable or micro-business oriented) after their stay in Belgium. Upon return in Kosovo, Caritas Kosova provides the required support to returnees in their first tentative steps towards reintegration, which is tailored-made referring to the nature of the needs of every individual returnee and in agreement with them.



During 2011 and onwards, Caritas Kosova has supported the successful re-integration of 45 cases which include 104 persons in total who returned to Kosovo individually or with their families. Returnees are

assisted via micro-business consultations and field visits, whereby the latter have successfully set-up various businesses such as: milk production, chicken/cow farming, taxi, car mechanic, car wash, butcher, carpentry, tiller and other. On the other hand, for the vulnerable cases funds are allocated to cover health treatment, education, purchase of basic furniture, and payment of rents or to cover other particular needs of the beneficiaries. This project has thus far



contributed to improving the living conditions of the returnees and ensuring income generation for a sustainable welfare of the re-integrated returnee.

In concrete, Basri R. has been part of the return micro-business scheme, as one of the STAVR beneficiaries, directly supported by Caritas Kosova in the reintegration process. After having voluntarily decided to depart from Belgium, he returned to Kosovo in August 2011. In the first meetings, he expressed that his plans were to open a coffee bar, however in cooperation with the Caritas counselor he eventually decided to invest his assistance fund for the set up of a micro-business. He soon initiated his tiller enterprise by purchasing the required equipment through the STAVR fund. Since then, he has been offered plenty of short-termed and small-scale tiling contracts. As a result of the generated income via tiling, he is now able to afford his Bachelor studies in the department of economics and finance, where he is enrolled as a part-time student. Repeatedly, he has expressed his gratitude regarding the assistance given which enabled him to start a 'new' life in Kosovo and have a positive outlook on the future, saying that he is now very happy and that it was the right decision to return back home.



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### **Support to EU Strategy for the Implementation of RAE communities projects (EU-SIMRAES)**

**Outreach:** Regional Programme;

**Duration:** 2009

**Donor/Partner:** Municipality of Ferizaj; European Commission, SOROS & KEC

Ç ON ÖNÖMÖ ÖNÖNÖN of the EU funded project "Support to EU Strategy for the Implementation of RAE communities" (EU-SIMRAES) is the support of the Government in developing a democratic and multi-ethnic society while implementing the RAE Strategy and Action Plan. In concrete, the objective of the project is to improve socio-economic welfare of Roma, Ashkali and Egyptian (RAE) communities in Kosovo and to facilitate their access to education and increasing their participation in education, maintaining and promoting the cultural heritage of the RAE communities and increasing the accurate information dissemination regarding these communities in the country's media.



This project is being implemented in the Socio-educational Center in Dubrava (Ferizaj) with more than 300 daily beneficiaries, consisting of two main components, namely education and media/culture. In this frame, the following programmes are available at the center: Preschool Program (ages 3-6), Extracurricular Homework Assistance (ages 6-15), Literacy Program, support packages for students, youth activities (excursions, cultural activities) and preparatory courses. The preparatory courses are

designed for students that graduate from elementary school, high school and need preparation for admission tests of the upcoming enrollment at high school or university.

Students and their parents are grateful and the latter said that their children are very enthusiastic about attending the programmes offered by the Socio-educational Center, improving their performance at school, an impact which has been confirmed by our internal evaluation as well. In concrete, Samire H. a first-grade student used to be a problematic child, not participating at classes, lacking hygienic care; whereas, nowadays her school teacher compliments Samire for her improved manners, and being quite tidy. Her performance at school is increasingly improved, she is now able to read and write well and independently.

In this context, the project led to the decrease of the illiteracy rate of the RAE community in Dubrava, increasing their awareness regarding education, cultural activities and hygiene. Therefore, the social integration of the RAE community has been immensely facilitated via various activities and services. Several talents (singing, writing poetry, dancing) were indentified and are being promoted in continuation.





## *Leat - best to start early!*

### **Early Detection and Education**

**Outreach:** Prizren region;

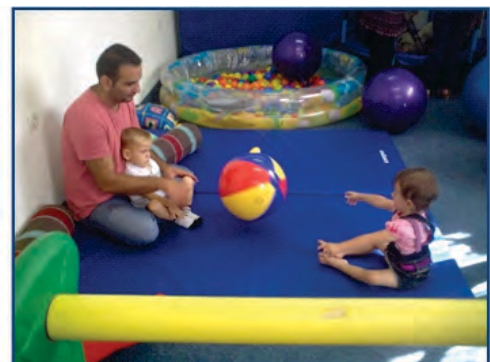
**Duration:** 2008;

**Donor/Partner:** Caritas Germany & Caritas Diocese Innsbruck

9 My Education and Detection is a project implemented since 2008 with the support Deutscher Caritasverband (DCV) and Caritas Diocese Innsbruck which aims the development of disabled children and provides assistance to their parents in dealing with this situation. Many parents in our society, whose children are born disabled, are ashamed to ask for help and do not know where and how to look for support, so that their children can be given a chance of social inclusion within community. This project offers better possibilities for the early development of children with disabilities (0-6 years old), special help for their parents and serves as a link of education and health institutions regarding the social integration of these children. The Moto of all our activities within the project framework is: *"Early Help - Best Help!"*

In concrete the six year old Leat has been part of the project since 2009. At the beginning his family was reluctant to accept that their child has been diagnosed with autism, believing in superstitions, their tried to

heal him through non-medical 'rituals'. After visiting the Caritas Early Education Center for the first time, almost one year passed until his parents brought him back to the center due to having difficulties in accepting that their child needs a special treatment, despite continuous efforts of awareness raising consultations from our side. Nonetheless, as his situation worsened his parents realized that they needed professional support since Lear had become aggressive and restless. Due to his aggressive behavior which was evaluated to be disturbing for other children, he was not admitted to the integrative Kindergarten "Nëna Tereze." He has been hyperactive, nervous and aggressive, having distorted eating behavior, not reacting to other people and felt disturbed by music and other noises. However, the EDC team since then has been working individually with him and we have been gradually familiarizing him with other children and the environment. One year later, he became calmer and developed normal eating habits. His communication was supported through the Pecs methods (activities awarded with chocolate) so that he started pronouncing a few words, and the method has contributed to his concentration as well. As a result of this, Lear has been now been accepted at the integrative kindergarten where he has learned to speak. Nowadays, he likes painting books, especially those with food as he likes eating a lot, started drawing by using pencils, playing with puzzle, setting different forms, and definitely loves the game with magnet fishes.







## *For a peaceful future!*

### **Peace Promotion Project**

**Outreach:** National level;

**Duration:** since 2010;

**Donor/Partner:** Caritas Swiss & Caritas Luxembourg

Caritas Kosovo's work in the post-



war society of Kosovo. Since 1999, we have been dealing with Peace and Reconciliation, especially in the North of Kosovo, thus we have already acquired a long experience in peace promotion which we intended to share and multiply on the national level involving all relevant stakeholders. In particular, religious leaders were encouraged to actively contribute to the dissemination of peace messages due to their impact and outreach on the respective communities.

During 2011, various activities were implemented and different results have been achieved. Through this project we managed to establish and define the mandate of reflection groups, consisting of people from different religious and ethnic backgrounds, on national level and regional level such as: Mitrovica, Ferizaj, Prizren, Dragash and Shterpce. These groups and its respective network through their activities have promoted debates and sharing best practices on peace and reconciliation. In addition to this, stakeholders' capacity was built through specific trainings in the field of dealing with the past, aiming to cultivate the culture of constructive dialogue.

Concretely, five workshops were conducted on the regional level such as Prizren, Mitrovica, Shterpce, Blaq-Dragash and Ferizaj, dealing with the thematic of: "The integration of the communities in society" as a result of this regional reflection groups were established and the respective leaders were selected who will be representatives and members of the foreseen alliance to be established on a national level at end of 2012. As part of the action plan, mini-funds were allocated for supporting innovative initiatives in the respective regions

and the best initiative was awarded with a considerable donation. In addition to this, a conference was organized on the International Peace Day (21 September 2011) with the participation of the Regional Representative Group (RRG) leaders, regional and local institutions, religious leaders, embassy representatives and media. Messages of peace and reconciliation were transmitted by religious leaders during the conference which had a wide outreach. During the conference the Peace Declaration prepared by Caritas in cooperation with a wide NGO network was presented.





### *Reducing the Vulnerability of Communities!*

#### **Disaster Risk Reduction (DRR)**

**Outreach:** National level;

**Partner/Donor:** Caritas Network;

**Duration:** 18 months

5 In the region capacity building for Caritas structures, disaster prevention and preparedness have become long-term objectives. Thus, disaster relief has become priority of the Caritas work in Kosovo since in the countries of South-Eastern Europe the emergency-programmes' significance has increased at the respective national Caritas organizations which have already formed an informal regional working group (SEECEG – South Eastern Europe Caritas Emergency Group). Whereas some of the organizations have already implemented important relief and rehabilitation programs, others have started to develop their structures and capacities. In concrete, Caritas Kosova has been involved in this project intending to develop its and implement disaster risk reduction projects which includes the creation of volunteer groups, risk assessment, planning and implementation of measures of disaster-prevention and disaster preparedness. In line with this, the coordinator of the DRR volunteer group - Iltan A. says: "I



am very happy to be part of the project, and for my community it is very important that such structures exists. Being prepared is always necessary for us in order to act properly and in time in cases of disasters". Foremost, our approach goes beyond just reacting and implementing relief and rehabilitation programs after natural disasters, we actually focus more on the reduction of impact of future disasters on communities. We mobilize communities that participate directly in the project contributing by this to their own development and thus reduce the vulnerability of disaster-prone communities. During the year 2011, Caritas Kosova has actively contributed to the setting up the regional resource-centre which will serve as a support structure, assessed project implementation materials and documents, provided consultancy and support for the participating organizations which were provided by training and written materials for self-study, and ensured that evaluation and documentation of the project are in place upon the initiation of Caritas DRR pilot projects in a disaster-prone communities.



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### ***Strengthening Integration of the RAE Communities in Prizren Municipality***

**Outreach:** Prizren Region;

**Partner/Donor:** Caritas Swiss;

**Duration:** since 2009

Caritas aims to help integrate the Roma, Ashkali and Egyptian (RAE) communities through non-formal education which is linked to economic development, health care and social prosperity. In concrete, we support the RAE communities in building their capacities to design, plan and implement small income generation activities that improve their economic security and sustainability. This includes as well their engagement with other stakeholders in promoting RAE youth activities. Especially RAE women are encouraged to benefit from public health institution services.

The improvement of RAE socio-economic status, their human rights and diverse challenges



they face during their integration process in the Kosovar society are considered by Caritas as fundamental priorities that contribute to building an open and

multi-ethnic society in Kosovo. In this context, Caritas organized a range of activities which consisted of non formal education; additional classes in Serbica and Pirana village; capacity building trainings; activities with disabled children and their families; a youth camp with the motto: "The role of youth policy and intercultural learning in peace building;" including as well hairdresser's training for ten RAE girls.

Thanks to Caritas, Valentina P.'s life story belongs to the success stories. She told us about her achievement and the benefits of the hairdresser's training she attended. Firstly, she had started with a three-month-training and was donated the hairdresser's equipment from another international organization. Later on, she enrolled the hairdresser's training course organized by Caritas Kosova. After nine months, she successfully completed the training and was awarded with a professional diploma. Nowadays, Valentina has successfully set up her own hairdresser's and is sustainably ensuring her income, which has lead to the improvement of her economic and social welfare. She hopes that other young people of the RAE communities will be given as well an opportunity to earn their own living and actively contribute to the social life in Kosovo.



*We support a better life quality!*

**Mitrovica youth and children support programme**

**Outreach:** North Mitrovica and Zvecan;

**Partner/Donor:** UNICEF;

**Duration:** 2<sup>nd</sup> component: 12 months; 3<sup>rd</sup> component: 9 months

In order to improve the quality of life for at least five hundred children and youth living in North Mitrovica and Zvecan, Caritas Kosova is implementing the youth and children support programme that consisted of two components, namely component II and III. The second component supported education and peer mediation during the process of juvenile justice system reform by aiming to prevent delinquent behavior and decreased peer violence and among (high) school students (age 7-18) through trainings of peer mediators that became empowered; educating teachers in terms of awareness raising and promoted non-violent behavior through activities in the youth club. In this frame, several trainings were organized targeting elementary school teachers, experts and schools teams for peer violence in primary and secondary schools. As a result of this, teachers and experts have successfully completed the training sessions and were sensitized regarding (non-) violence and the juvenile justice system. In addition to this, we strongly supported the work of Youth Club and since its functioning, it has successfully organized extra-curricular activities and a media campaign.



In component III, Caritas' objective was to sensitize and inform the RAE communities settled in Osterode camp on lead poisoning prevention measures which were culturally adjusted in order to decreasing the rate of poisoning and improve the life quality of RAE children. Additionally, through this programme we supported RAE communities members in improving child care and development; including as well safe motherhood. In this context, various activities were organized such as trainings for RAE facilitators and their coordination with Red Cross; regular visits to the camp by doctors; lectures on topics of health promotion, psycho-social therapies by Red Cross; workshops and research were conducted.

As a result of these activities, facilitators got trained and their knowledge and skill were enhanced sustainably. The latter were organized in three working groups whereby each consisted of two facilitators who conducted ten visits per day, delivering daily lectures in the Osterode camp. The camp has been divided into three regions or areas of work. In addition to this, psychologist conducted interviews with more than one hundred families, organized lectures on various topics such as: protection of mental health, impaired mental function, mood disorder, successful parenting and other....





They organized workshops on different topics regarding values, attitudes and changing relationships with children; including the organization of individual and group psychotherapy. Moreover, three researches were conducted with Roma families on better parenting, degrees of environment endangerment, self-respect, quality of family and subjective evaluation of health in Roma community.

In the post-war society of Kosovo, Caritas' engagement for improving the living condition, especially focusing on children and care remains a priority on a long term.

### *Reaching out for a helping hand!*

#### **Humanitarian Aid Distribution**

**Outreach:** National level;

**Partner/Donor:** Junge Leute Helfen;

**Duration:** since 1999

Caritas Kosovo, in cooperation with the charity organisation "Junge Leute Helfen" for helping Kosovar people in need. This organisation is entirely operating on voluntary basis, collecting in seventy seven parishes in Bavaria various donations such as: food (incl. infant food); equipment (carts, tools for persons with disabilities, beds and bandages, mattresses, wheelchairs and various tools for children); furniture (tables, chairs, wood stoves), clothes, shoes, toys and other. Consequently, these donations are transported to Kosovo all over the year. Once arrived here, Caritas disseminates those humanitarian aids to families and individuals living in extreme poverty all over the territory of Kosovo through its Receiving Centers and decentralized Caritas structures. Furthermore, the donations are distributed by parishes, Sisters of the Vincenzo Order, Sisters of St. Cross, Missionaries of Mother Teresa, Sisters of the Basilian Order, Sisters of Divine Love, soup kitchen in Prishtina, various associations for people with disabilities, pensioners' associations, institutions and educational centers, orphanages, SOS Kinderdorf, medical centres, mental health centers, Red Cross and other stakeholders. In concrete, during 2011 Caritas Kosovo supported more than 1293 families.





...Besides actively collecting humanitarian aids and organizing their transportation, the volunteers of Junge Leute Helfen periodically organize trips to the Balkans for visiting families and individuals they have been supporting. In accompaniment of Caritas Kosovo several assisted families were visited in Ferizaj, Mitrovica and Prishtina in July 2011, which had the chance to directly thank their supporters and share with them their life story. Hereby, volunteers could experience on first hand the poverty prevailing in Kosovo and see that their help does make a difference to people's lives. During these visits, a package containing food and hygienic items were given to the families. It is not just a one-way-giving; the volunteers were given in return smiles, gratitude, hospitality, and even symbolic gifts.

In addition to the field visits, the volunteers had the opportunity to meet the Bishop of Kosovo, Caritas staff and its volunteers, including as well the experiencing Caritas work in action. For Caritas the continuation of humanitarian aid distribution and the existence of its Receiving Centers are bridges to reaching our people in need which we have set as being our mission.

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*Let's walk together!*

#### **National Disabled People Programme**

**Outreach:** National level;

**Donor/Partner:** DCV (Caritas Germany);

**Duration:** 3 years

Lack of information on the conditions of disabled people and enhancing their integration in the society constituted the fundament of the work done in the frame of the National Disabled People Program. The programme aimed supporting disabled people especially favoring those living in rural zones ensuring them access to health service, education and social assistance which disabled people had no or limited information and access. In addition to this, Caritas has actively lobbied towards the government and has served as an advocate for disabled people by



participating in the working group responsible for the National Disabled People Action Plan. The programme was mainly focused on the region of Prishtina, Ferizaj, Novosella, Zllakuqan, Klina, Gllaviçica, Prizren and Peja. It involved various thematic-relevant stakeholders that we worked with in cooperation for the



achievement of the set objectives, such as: Handikos, Handifer, Association of Blind Persons of Kosovo, Down Syndrome Organization, Organization of Hearing Impaired Persons and other relevant institutions. Caritas has closely cooperated with Parish Caritates, volunteers groups in the

above-mentioned zones as well in order to reach and involve disabled people in activities that were organized in the respective regions.



Caritas besides focusing on disabled people, we particularly put an emphasis on their families which very often need to be advised and supported in their way of dealing with their child that needs special care. This awareness raising 'campaign,' lead to the increase of disabled children's participation in the education system; thus, more eighteen children living in remote rural zones could for the first time attend school, which before was considered impossible by their families. In addition to the professional advice and support in this field, Caritas has offered to the disabled people and their family members a colorful programme with recreational activities that sensitized participants on various thematic issues related to disability in general. We did not organize these activities for them, but emphasis was put on organizing events with them, so that they were actively involved in the work of Caritas.

Particularly in Prizren, the programme complemented and/or consisted of the following components: the "Mother Theresa" Special School for hearing impaired children, Inclusive Kindergarten, Laboratory for producing ear moulds, Boarding School and Vocational Education.

In this context, the Mother Theresa special school for hearing impaired children, the only in Kosovo, offers special education for more than one hundred children regarding sign language, therapy, and other subjects according the curriculum for hearing impaired students. Furthermore, twenty five different disabled children are enrolled at the Inclusive Kindergarten which cooperates with the Prizren Detection and Early Education Centre of Caritas Kosova.

In addition to this, the laboratory is managed in the Inclusive Kindergarten "Nena Tereze," aims to cover the

needs of the hearing impaired children of the existing special school. It includes audiometric work twice a week whereby the hearing capacities of ninety eight children coming from all over Kosovo are measured and followed up; and hearing devices are adjusted as well. Besides the adjustment of the hearing device, Caritas Kosova produces ear moulds for hearing impaired children upon the medical examination of their hearing capacity.

Moreover, the Boarding school is weekly attended by more than seventy who are provided with special recreational activities in sports and are supported in doing homework. Excursions are as well organized by Caritas Kosova. Finally, students have the possibility to receive vocational training in three aspects: wood, metal and textile. The existing vocational workshops provide vocational education for hearing impaired children (age 16-22). Caritas continues supporting the workshops with the necessary materials and advisory support.







*“It’s again time for animations!”*

**Diocesan Animation Programme**

**Outreach:** Diocesan level;

**Duration:** since 2000;

**Donor/Partner:** Caritas France (events co-financed by Caritas Swiss, Caritas Luxembourg, Caritas Italiana, DCV)



the possibilities offered by society which is done through promoting collaboration among youth, children and parishes through different projects and activities, including the creation of a parish volunteer’s network as well. This is achieved by implementing activities such as: meetings (parish volunteers, stakeholders), thematic seminars (peace, solidarity), animation trainings, thematic trainings for youth, summer camps, excursions for youth and children, other annual activities, creation of volunteer’s network, creation of a football league, and the organization of special events. During the year 2011 various trainings were organized with the purpose of transmitting to parish youth basic knowledge on animation activities with children, specifically disabled children, including as well the know-how training on drafting mini-project proposals. Moreover, Caritas Kosova in the frame of DAP organizes summer camps giving the opportunity to school children and youth to engage in recreational activities (ten to thirty days) during their three-month-summer break.

Furthermore, to ensure youth and children activism during the entire year so-called, annual activities are implemented with children in the field of culture, sports and education (drama & drawing), encouraging parish volunteers to engage in diverse activities with children of all ages and coming from different social backgrounds. Particularly disabled children were involved, thus increasing their inclusion in social activities. In addition to the implementation of project activities, Caritas Kosova has organized special events such as Carnivals, 10 Million Stars and celebrating the International Day of Voluntarism. In the event of Carnivals, more than three hundred youth/children had the opportunity to socialize while dancing and singing. Aiming the promotion of voluntarism, the celebration of International Volunteer’s Day gathered more than two hundred volunteers of the Caritas network who contributed to various activities implemented by Caritas Kosova. With the motto: “Light the Future, Live in Peace”, the event called 10 Million Stars was organized in Kosovo, promoting cooperation between young people and children, regardless of religion, ethnicity, gender and age. By lightening candles in different places which symbolize peace (e.g. bridges, statue of Mother



İ NÖNCE İMİMEÖ ÇEÖN ÇÖÖÖMÖÖ ÖÖ PÖN ÇÖÖÖMÖN ÖN ÖNİMİÖ ÖNÖÖN ÖPÖNÖNCEÖN people. Coming from the Parish of Zllakuqan, the 15-year-old Tomë Gjerjgji has been since 2005 an active participant in the DAP activities, neither the severe living conditions he lives in nor his physical impairment hinder him to be involved in the project and actively contribute to its implementation. At the beginning, he was rather shy and hesitant to participate at the activities due to his disability; however, with the strong support of other participants and volunteers his attitude changed. Consequently, Toma expressed his wish to become referee of DAP activities stating: "I will prevent any child to get hurt during the activities because I want them to be standing on their own feet, so that they can move freely to whatever place they want without needing any assistance. I am really thankful to the Caritas volunteers who support these activities and I always insist at my parents to get me to all DAP activities arguing that I am the Caritas referee and have to be present there!"

### *Becoming an agent of change!*

#### **Young People as Agents of Change**

**Outreach:** Mitrovica;

**Donor/Partner:** Ministry of Culture, Youth and Sport

**Duration:** 2 Months



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aspiring EU accession and that 2011 was the European Year for Volunteering, Caritas organized an awareness-raising campaign for Kosovar youth in order to inform and prepare them for overcoming challenges that arise from meeting EU standards. Young NGO activists were targeted as they would serve as multipliers of knowledge and information which was acquired during various trainings. In concrete, activists were informed about the necessity of the Law on Volunteering and Youth Policy; given information on EU policies and

their guiding values, and thematic discussion were instigated on respecting diversity whereby in particular Mitrovica was seen as an interethnic model in Kosovo. In conclusion, Kosovo's youth displayed their willingness to volunteer in being agents of change; however, there is a need for assistance and motivation to enhance their capacities and to use their potential positively in order to have an impact on society regarding the awareness on volunteering since voluntarism is one of the most important factors for the development of civil society. One of the participants said: "This training has helped me to see more alternatives, to become more active in my country and how to contribute in favor of positive changes."





### *Beyond existing prejudices!*

#### **Women Together for Human Rights**

**Outreach:** Mitrovica region;

**Donor/Partner:** European Commission;

**Duration:** since 2009



Women Together for Human Rights is a project implemented by Caritas Kosova in order to promote human rights of people living in the municipality of Mitrovica, regardless of their ethnicity, religion and social background. In other words, five Multi-ethnic Women Groups were engaged in Human Rights, supported in coordinating their activities at municipal level by the Association of Mitrovica Multi-ethnic Women's Groups. Participating women live in five different locations of Mitrovica, namely: Roma Mahala, Bosniak Mahala, Suvido, Miners'Hill and Osterode Camp. Despite their diverse backgrounds, these women were sharing similar concerns such as: violence, isolation, exclusion and hatred which were as a result of their ethnic belonging.

The project offered an opportunity for them to exchange experiences and become more open in addressing problems and challenges. This helped them to reflect on transformation approaches of conflict cycle; overcome prejudices; to create women groups based on trust, and to initiate inclusive and transformative dialogue in Mitrovica. Leaders participating in this programme had the opportunity to be introduced to multi-ethnic relations, life in post-conflict

areas, advocacy for women's right, and micro-business set-up.

A significant step forward was achieved in developing a culture of inclusion based on Human Rights which in turn affected their attitude towards changes and prejudices. Women experienced a shift in their mentality by building healthy relations among each other while dealing with the same problems, having equal access to information and being able to acquire necessary skills for their personal development.





### *Caritas spirit in our daily work!*

#### **Socio-pastoral Programme**

**Outreach:** Diocesan level;

**Partner/Donor:** Caritas Italiana;

**Duration:** since 1999

Caritas Italiana has supported Caritas Kosova in implementing the Socio-pastoral Programme on the diocesan level. The objective of this programme is to initially promote Caritas Parishes, voluntarism, pastoral mission. Nowadays, we are committed to the strengthening of the existing parish caritas structures, volunteers' initiatives and Caritas Receiving Centers. Through this project, it is aimed to foster and strengthen the spirit of Caritas in the daily work that we are doing. This model is applied in the entire region as well and has served as an instrument to bridge cooperation among national structures of Caritas and the diocesan Caritas. However, as there is just one diocese in Kosovo, this programme is specifically serving as a means to link the national Caritas directly to the Parish Caritas and volunteer groups. As a component of this programme, the Parish Social Ministry (PSM) is being regionally applied as a joint project in Slovenia, Croatia, Bosnia and Herzegovina, Montenegro, Albania, Serbia, Macedonia and Bulgaria.



During 2011, Caritas Kosova hosted the Regional Conference of National Caritas Directors whereby significant decisions were taken and valuable recommendations given regarding the strengthening of inter-regional cooperation, parish caritas initiatives and other common activities for the next two years. The Socio-pastoral Programme has significantly contributed to the strengthening of the link among the Church hierarchy and Caritas structures, starting from the parish caritas level up to diocesan, national and inter-regional level. The programme has served in addition as a platform for sharing information, best practices and organizing mutual study visits, through which the capacity of Caritas structures was enhanced. Caritas Kosova has organized a variety of activities during the advent period and other religious feasts promoting voluntarism and caritas action.



### *Healing wounds of children!*



Don Sandro Sciaboletta, Parish Santa Maria Regina di Terni, is an Italian humanist who for the first time came into contact with the Kosovar population in 1999. Deeply affected by the suffering of the Kosovar population during the war in Kosovo, the sheltering of Kosovar refugees at his parish, the social, economic and health situation in the post-war period in Kosovo were expressive indicators that motivated this parish priest and his parish community to engage and continue supporting Kosovar people since then. He has visited Kosovo in the last years more than thirty five times. We should not forget that our benevolent priest is 78 years old, has already experienced a heart attack, and is restricted in many ways regarding his health condition. His humanitarian action is predominantly focused on health, social assistance and education. In 2011 more than ten severely diseased children were given the chance to be treated in Italy. The 3 year-old U.B. who suffered from "VSD Non-restrictive Membrane Sub-aortica" is one of the many cases that thanks to the support of Don Sandro Sciaboletta could be operated in Roma, Bambini Gesu Hospital. Unfortunately,

#### **Health and Social Assistance**

**Outreach:** National level;

**Partner/Donor:** Parrocchia Santa Maria Regina, Terni - Italy;

**Duration:** since 2004

there are more and more children who as well are suffering from serious diseases that cannot be treated in Kosovo. Besides enabling medical treatment abroad, Don Sandro has as well contributed to a vast donation of health equipment for the hospital in Ferizaj and other health institutions in Kosovo. In continuity, Don Sandro has supported Kosovar people in need through providing social assistance in different forms such as: food, clothes, medication, donations and other. During 2011 he has significantly contributed to the promotion of voluntarism and caritas action through the organisation of study visits for Italian volunteers who were able to directly experience the work of Caritas in Kosovo.

The cooperation that he has established with Caritas Kosova in the field of education has resulted in enabling to more than fifty students from Kosova to study in Italy and obtaining a scholarship as part of the agreement with Italian institutions, Caritas Kosovo and the local municipalities in Kosovo. The construction and functionalization of the Caritas Social and Educational Center in Dubrava (Ferizaj) is a great merit of Don Sandro who has mediated and lobbied on behalf of Kosovar people towards the Bishop's Conference in Italy (CEI) that eventually have financed the center.



## *Back to 'normal' life!*

### **Addicts Rehabilitation Center (Vernakollë)**

**Outreach:** National level;

**Partner/Donor:** Diocesan Caritas Umbria - Italy;

**Duration:** since 2010

Vernakollë, region of Vitia, was initiated in 2010 by the professional and financial support of Caritas Umbria. Due to the increased demand of addicts for rehabilitation addressed to Caritas Kosova, we for the first time engaged in dealing with this sensitive phenomenon.

The methodology of rehabilitation that is applied for treating addicts is an innovative approach,



whereby no medications are applied - which usually is a common practice as a transitory substitution during treatment. Beneficiaries are not considered as patients, they are treated differently! We aim to provide them with social support during their rehabilitation phase. Their personal data are kept highly confidential, ensuring a deep

respect for their dignity. During 2011, twelve persons were admitted to the rehabilitation programme, with the age group from 18 – 30 years old. Four other cases that experienced a severe crisis during their rehabilitation were transferred to advanced rehabilitation centers in Italy. Family members are well beneficiaries of the rehabilitation programme in order to ensure a proper reintegration of addicts after departing from the center. In addition to this, two broadcastings were transmitted on the national TV programmes which reached a wide public. Kosovar population got informed regarding the rehabilitation possibilities at the Caritas center and thus affected people were precisely informed about our Caritas action and services provided for rehabilitation which they would be able to access.

The beneficiary F.H. (male) is one of the success stories: he was admitted into the programme two years ago after having completely lost ties to his wife and children, which he had abandoned due to his unrestrained life style. Nowadays, he continues to live in the center and has successfully abstained from drugs. He has again established good relations to his family and will be soon able to turn back to a 'normal' life.





## *The beauty of rural areas in Kosovo!*

### **Strengthening agri-businesses competitiveness and developing rural tourism in South Kosovo Region**

**Outreach:** Prizren (South Region of Kosovo);

**Duration:** since 2011;

**Donor/Partner:** European Union, Caritas International - Belgium

{ ONŃ ČČČČE F MŃME HČČČM is implementing the project "Strengthening agri-businesses competitiveness and developing rural tourism in South Kosovo Region." The project is financed by the European Union and co-financed by the Caritas International - Belgium and Caritas Kosova is implementing this project in South Region of Kosova. The objectives of this project is to contribute to Kosovo economic development in order to facilitate its stabilization and integration within the western Balkan and the EU. In addition to this, it aims to revitalize the rural economy of Kosovo in order to alleviate poverty and reduce rural exodus and migration by offering new job opportunities in rural areas. Furthermore, it contributes to the strengthening of professional skills and networks of Small and Medium Businesses (SMAE) in rural areas of Kosovo by applying a sub-sector approach. It also aims to generate self-employment opportunities in rural areas and enable the survival of family-run agriculture in Kosovo. The project focuses on six agri sectors, such as: dairy and milk processing; meat processing; vegetable production; fruit production and processing; including as well wild fruit production and mushrooms. Our engagement during 2011 has been predominately concentrated on the agri sector. Up to one hundred and forty beneficiaries, individual and small to medium business in all agri sectors, received grants for machinery and equipment, including as well the coverage of demands as requested. The grants allocation covered six municipalities of South Region of

Kosovo, such as: Prizren, Suhareka, Dragash, Rahovec, Mamusha, and Malisheva. Regarding the second project year (2012), Caritas Kosova will focus more intensively on developing rural tourism in the South Region of Kosovo since it is well known that the South Region is surrounded by beautiful mountains. Especially in 1993 the Sharr Mountains were claimed to be the National Park of Kosovo. As a matter of fact, the South Region offers a rich opportunity rural tourism that needs to be developed. Therefore, Caritas Kosova is going to be more active in this perspective in line with the project scope in order to continue supporting people living in the South to develop and promote rural tourism.



**STRUCTURAL COSTS - BUDGET FOR 2011**  
**CARITAS KOSOVA - FERIZAJ**

Period of time 01.01.2011 - 31.12.2011		Unit	Budget	Income & Expenses	Balance
Nr	Description				
	a	b	c	d	e=c-d
<b>A - Income</b>					
1	<b>Own and external resources</b>		5730.00	1805.95	3924.05
2	Contribution for SC (Caritas Belgium)		0.00	6700.00	0.00
	<b>Structural costs coverage (ESF)</b>		<b>35000</b>	<b>15000</b>	<b>20000</b>
3	ESF contribution (Caritas Swiss)	1	0.00	10,000.00	-10,000.00
4	ESF contribution (Caritas France)	1	0.00	5,000.00	-5,000.00
5	ESF contribution (Caritas Network)		35,000.00	0.00	35,000.00
	<b>Project Management Contributions</b>		<b>36,695.77</b>	<b>44,102.62</b>	
6	Project overhead costs for Mitrovica RO	1	3,580.00	1,335.19	2,244.81
7	Project overhead costs: Women together for HR	1	3,120.00	1,687.95	1,432.05
8	Project overhead costs: Socio-pastoral Programme	1	1,560.00	1,500.00	60.00
9	Project overhead costs: Assistance Programme (Gjilan)	1	1,250.00	1,116.05	133.95
10	Projects overhead costs: Diocesan Animation Program	1	1,325.00	3,028.06	-1,703.06
11	Project overhead costs: Social Center Dubrava	1	4,000.00	4,080.00	-80.00
12	Project overhead costs: Home Care	1	5,720.00	7,187.70	-1,467.70
13	Project overhead costs: National Disabled Programme	1	3,340.77	3,931.86	-591.09
14	Project overhead costs: Volunteer's day	1	520.00	0.00	520.00
15	Project overhead costs: Strengthening tailor-made Assistance Voluntary Return	1	4,800.00	2,014.21	2,785.79
16	Project overhead costs: Kosovo Antitrafficking Programme	1	5,280.00	7,165.37	-1,885.37
17	Project overhead costs: Peace Promotion	1	1,580.00	1,435.41	144.59
18	Project overhead costs: RAE Prizren (Caritas Swiss)	1	620.00	1,281.00	-661.00
19	Ambulance (Dubrava)	1	0.00	533.05	0.00
20	Health Programme (Suhareke)	1	0.00	5,188.00	0.00
21	Overhead costs: Disaster Risk Reduction Project	1	0.00	1,925.00	0.00
22	Floor construction (Stubell)	1	0.00	400.00	400.00
23	Project Ali Ibra (admin. cost)	1	0.00	293.77	0.00
	<b>Travel costs</b>	<b>1</b>	<b>1,800.00</b>	<b>10,590.01</b>	<b>0.00</b>
24	Travel, accomodation and subsistence costs (CN meetings, forums, workshops, trainings,etc)	1	1,800.00	4,042.01	-2,242.01
25	Travel costs for study visits		0.00	5,888.00	5,888.00
26	Contribution for project travel costs		0.00	660.00	0.00
	<b>Unforeseen</b>		<b>0.00</b>	<b>12,413.70</b>	
27	Money transfer (ECLO - tax payment)		0.00	5,863.70	-5,863.70
28	Money transfer (DELTA - rent payment)		0.00	2,000.00	2,000.00
29	Reimbursment of vehicle repairment		0.00	4,550.00	4,550.00
	<b>Total :</b>		<b>79,225.77</b>	<b>90,612.28</b>	<b>19,115.26</b>
<b>B - Shpenzimet - Expenses</b>					
1	<b>Personnel</b>	<b>1</b>	<b>41,220.00</b>	<b>53,680.95</b>	<b>-12,460.95</b>
1.1	Wages and salaries	3	33,120.00	38,799.05	-5,679.05
1.2	Ancillary costs (taxes, social security)	6	3,300.00	6,590.40	-3,290.40
1.3	Social tax payment (EU project - see income 28)		0.00	7,661.50	7,661.50
1.4	Training and capacity building	4	4,800.00	630.00	4,170.00
2	<b>Communication</b>	<b>12</b>	<b>2,100.00</b>	<b>1,836.30</b>	<b>263.70</b>
2.1	Postage / telephone / fax	12	2,100.00	1,836.30	263.70
3	<b>Building - office space</b>	<b>12</b>	<b>8,000.00</b>	<b>1,610.81</b>	<b>6,389.19</b>
3.1	Rent and maintenance of object	12	4,700.00	417.00	4,283.00
3.2	Cleaning / heat / electricity / water	2	2,500.00	1,193.81	0.00

## Caritas Kosova / Implemented Projects during the year 2011

	Projects:	Donor	Budget
1	Ambulance - Social Educative Center (Dubrava)	Municipal Assembly of Ferizaj	12,353.35
2	Social Educative Center in Dubrava (Projects)	KFOS, SOROS, KEC	18,011.72
3	Social and Educative Center (Dubrava)	Municipal Assembly of Ferizaj	39,767.77
4	Social - Assistance Programme (Gjilan)	Caritas Kosova	2,700.00
5	Diocesan Animation Program	Caritas France; Caritas Swiss, Caritas Luxembourg	19,870.07
6	Home Care Program	Caritas Germany	87,002.97
7	Kosovo-Anti-trafficking Program	Caritas France; Caritas Swiss; CRS	31,538.17
8	Women together for human rights	European Commission	47,333.32
9	Strengthening tailor-made Assistance Voluntary Returnee	Caritas Belgium	91,352.52
10	National Disabled People Program	Caritas Germany	35,054.40
11	Strengthening the farmers organizations- Ibar region	Caritas Belgium	118,243.66
12	Strengthening of the Civil Society Network (Gjilan)	Caritas Italiana	21,513.28
13	Strengthening Parish Caritas-es	CaritasLuxembourg; C.Swiss; C.Italiana; Mun.- Viti	29,000.00
14	Dubrava Project	Municipal Assembly of Ferizaj	15,446.54
15	Strengthening of agro-businesses' competitiveness and developing rural tourism in South Kosovo	European Commission	197,036.66
16	Peace Promotion	Caritas Swiss	15,812.60
17	Regional office (Prizren)	Caritas Germany; Caritas Swiss	76,121.44
18	Socio Pastoral Program	Caritas Italiana	9,148.66
19	Receiving Center (Ferizaj)	Katholisches Pfarramt Obing; Mun. Assembly Viti	29,908.10
20	Addicts Rehabilitation Center (Vernakolla)	Caritas Kosova, Caritas Umbria	4,800.00
21	RAE Integration (Gjakove)	Caritas Swiss	350.00
22	Home Care (Suhareka)	Municipal Assembly of Suhareka	42,883.18
23	Home Care / Ambulance (Ferizaj)	Municipal Assembly of Ferizaj	38,927.20
24	Receiving Center (Mitrovice)	Caritas Diocesana Roma	8,507.07
26	Regional Office (Mitrovice)	Caritas France;UNICEF;DRC; UNDP; Mun. Assembly	110,837.97
Total/EUR :			1,103,520.65





Caritas Kosova

*“Thanks for your support  
and commitment”*

Caritas Kosova Team

## Junge Leute Helfen

