



**CARITAS
KOSOVA**

Annual Report

2018

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Who we are!

Cartias Kosova është institucion i Kishës Katolike në Kosovë misioni i së cilës është promovimi i paqes, solidaritetit, dhe dashurisë në mes të njerëzve. Caritas Kosova është anëtare e Caritas Internationalis (CI) dhe Caritas Europa (CE) që shërben dhe ofron ndihmë për më të varfërit pa dallim race, kombësie, religjioni, etj. Aktiviteti i Caritas Kosova në vitin 2018, në përputhje me strategjinë, ishte zbatimi i programeve dhe projekteve në kuadër të 4 mandateve operationale: Asistenca Sociale dhe Shëndetësore, Zhvillimi i Qëndrueshëm, Avokimi dhe Lobimi, dhe Asistenca në Emergjencë dhe Rehabilitimi i Qëndrueshëm (në gatishmëri). Nëpërmjet veprimeve të shumta, jemi përpjekur të jemi në afërsi të atyre që janë në nevojë për të lehtësuar problemet në të cilat ata jetojnë, siç janë varfëria dhe izolimi.

Our Leadership

President of Caritas Kosova is Mons. Dodë Gjergji - Bishop of Kosovo and General Director is Don Viktor Sopi.

"With the support and commitment of friends, employees and volunteers of Caritas, we continue to play our special role in society as the social hand of the Catholic Church which cares for the poor, the sick, the disadvantaged, the excluded and all those who seek social justice and warmth of heart". - Don Viktor Sopi.

Dear partners and friends of Caritas Kosova, in this annual report you will find information on the activities implemented in support of people in need during 2018.

Dear friends of Caritas



With the support and commitment of friends, employees and volunteers of Caritas, we continue to play our special role in society as the social hand of

the Catholic Church which cares for the poor, the sick, the disadvantaged, the excluded and all those who seek social justice and warmth of heart.

The year 2018 has been very successful in implementing the various measures that Caritas Kosova undertakes to fulfil its Mission which is the protection and promotion of human dignity as the epicentre of every charitable action we undertake.

Even this year we have continued to be close to sick and lonely people, to relieve their pain and bring back their smile. We have been close to people with disabilities to remove barriers and actively involve them in social life. We are very committed to creating a good atmosphere between the different communities living in Kosovo and we have promoted ethnic and religious diversity as an added value of Kosovar society. We stood by the victims of violence and trafficking, supporting them in re-starting a new life without violence and pain. We are also very committed to those who have limited

freedom and have motivated them to rediscover themselves and the motivation to make progress. We have stood by the poorest to alleviate their difficulties for existence. We are strongly committed to ensuring that children are adequately educated and cared for, while caring for our young people to be not only the future but also the present of our society.

We have consistently advocated and lobbied for the voice of the disadvantaged to be present in decision-making processes, so that development policies and various strategies stem from the needs they have and influence the improvement of their situation.

During this year, Caritas Kosova has paid special attention to organizational development and professional advancement, following global trends and increasing its willingness to serve even better, even more.

Dear friends of Caritas Kosova, I thank you for the dedication shown during 2018 and I call on you fraternally to continue your commitment to charity, as one of the most sublime values that gives meaning to the human existence and that ennobles the soul and mind.

God bless you!

Don Viktor Sopi – General Director

Home and Ambulatory Care

Home Care - Using the German Home Care model and with the support of Caritas Germany, the Ministry of Health, the Ministry of Labour and Social Welfare and Municipalities, Caritas Kosova has implemented the Social and Health Care program at home. This program has been implemented in 13 municipalities where the beneficiaries have been the most vulnerable and lonely people, the elderly and the abandoned, people with disabilities

and the mentally ill, regardless of their religion, ethnicity and gender. 2250 beneficiaries have benefited through this program by accepting basic health and social services.

Caritas Kosova in 2018 was licensed by the Ministry of Labour and Social Welfare to **provide social and family services for the elderly, people with disabilities and marginalized children at the national level.**



Ambulatory Care - In cooperation with the Ministry of Labour and Social Welfare and Municipalities: Viti, Drenas, Rahovec, Prizren, Istog, Suharekë, Mamushë, Fushë Kosovë, Shtime, Skënderaj, Gjilan, Mitrovicë and Obiliq, in 2018 Caritas Kosova has carried out activities as part of the Ambulatory Care project. Through this

project, Caritas Kosova in cooperation with institutional partners has managed to provide over 1 million social and health services. These services are provided by 550 health workers and social workers. The two service components complement each other by providing a unique service in the Republic of Kosovo.



Partners: Caritas Germany, Ministry of Health, Ministry of Labour and Social Welfare, Municipalities: Viti, Drenas, Rahovec, Prizren, Istog, Suharekë, Mamushë, Fushë Kosovë, Shtime, Skënderaj, Gjilan, Mitrovicë, Obiliq

Battling Human Trafficking

The fight against human trafficking continues to be one of the priorities of Caritas Kosova's activity. This phenomenon is a serious wound that has affected humanity at all times and Caritas Kosova is committed to prevention from this phenomenon with special focus on children and women.

Within the program implemented by Caritas Kosova are three components: Prevention, Raising Citizens' Awareness and Protection and Re-integration of (potential) victims of trafficking. The following are the achievements for 2018:

Prevention - Caritas Kosova has contributed to the prevention from trafficking through trainings for teachers and parent council for early detection of risk factors and referral of cases. These trainings were held in four municipalities: Gjiilan, Klinë, Kamenicë, and Hani i Elezit, where a total of 70 teachers and primary school staff were trained.



Raising the awareness of citizens - Caritas Kosova has produced a documentary film entitled "THE PATH" where well-known Kosovar actors play. The film deals with the topic of human trafficking. The premiere of the film was shown at the ABC Cinema in December 2018 and participants were various representatives of relevant institutions and members of society. The film has also appeared on national TV to raise awareness about the importance of combating human trafficking..

Protection and Re-integration of (potential) Victims of trafficking - In cooperation with Shelters in Gjilan and Peja and with the Centres for Social Work, we have provided support and contributed to the reintegration process for 8 Victims (potential) of trafficking by provided professional training. Caritas Kosova has also advocated on regional (Euro-Mediterranean) and global (COATNET) platforms as a representative of civil society from the Republic of Kosovo.

Partners: Secours Catholique - Caritas France, Catholic Relief Services, Ministry of Culture, Youth and Sports, Municipality of Ferizaj

Peace and Diversity

Despite the unfavourable socio-economic situation caused by the influence of politics, especially in the region of Mitrovica, Caritas Kosova has continued to promote the values of peace and reconciliation during the implementation of comprehensive activities within the Peace and Diversity Program, with the ultimate goal providing the same opportunities for marginalized people or with specific needs as other members of society.

Among the beneficiaries of "Agriculture

and income generation" under the component of Economic Development, being as much as comprehensive as possible, more than three communities living in Mitrovica are represented. 61 beneficiaries were part of the study visits and exchange activity, among which 4 beneficiaries (2 women and 2 young people) were supported through the grant for the development of their business.

"I cordially thank Caritas Kosova for its continued support since I was a child," said Sadete Gashjani, the beneficiary.

As for "Employment" which is also part of the Economic Development component, 10 young people with different ethnic backgrounds were part of the activities. Among them, 4 most regular were part of the further capacity building process, while 1 beneficiary followed the practice in one of the companies. Arlind Ibishi, the beneficiary of the internship, said: "Thanks to Caritas, I know how to express myself in a working environment. I see good theory and practice leading to success."

The beneficiaries of the "Inclusion of children from Roma, Ashkali and Egyptian Communities" under the social and educational assistance component were 40 children of different ethnicities and children with disabilities who participated in field works, while 30 children and young people, including children with disabilities, took part in the "World Children's Day" event organized in partnership with UNICEF.



As for "Volunteers", 20 of them were registered on the national platform of volunteers, 14 of them, including 2 with disabilities, have been trained in "Basic Concept of project proposal preparation" and "Access to children with special needs ". By participating in the training they have developed the skills to transfer their knowledge to peers. The organization of the study visit and the exchange of experiences with the network of volunteers from Peja and Prizren has raised the knowledge of the

volunteers of Mitrovica and has influenced the creation of mutual relations.

At events such as International Day of Peace and World Children's Day, nearly 200 children attended the awareness-raising seminar, while 80 families in need, North and South Resource Centres and Collective Centres, were supported with humanitarian packages on the International Charity Day.



Partners: Secours Catholique - Caritas France, UNICEF, Ministry of Culture, Youth and Sports

Support People with Disabilities

Walking together towards inclusion - Early Education Centre - The overall goal of the project is to support children with disabilities in the Prizren region to realize their right to education. The Early Care and Education Centre enumerates 45 children with various disabilities as well as their parents as direct beneficiaries. In addition to the daily learning, social and physical activities offered at the centre, an important action is enrolling children in the regular school system as part of the new inclusion strategy. During 2018, 14 new cases were registered at our centre to receive our daily services. The result of our commitment in 2018 is that we have managed to enrol eight children with disabilities in the

regular preschool and school providing also 5 Assistant Teachers in regular schools arranged by Memorandum of Understanding with the Municipal Directorate of Education in Prizren.

Parents of children are also a target group who were active and important actors in achieving the results of this project. Their interest in the planned activities and their active participation in the groups of self-help parents were also indicators of the success of this special initiative. In addition, their contribution is mainly focused on providing ideas for service improvement, which remains an important goal in the future.



SOCIETIES / Supporting CSOs in Strengthening Technical Skills, Inclusion of Persons with Disabilities and EU Standards in Southeast Europe -

The overall objective of SOCIETIES is to improve the social capacity of CSOs involved in process management and in promoting social inclusion policies, through effective dialogue with public authorities during decision-making processes. Caritas Kosova is a member of 15 other organizations from Eastern Europe and Italy that are jointly implementing the SOCIETES project. In 2018, the project addressed various issues through its action plan and the focus of the capacity building program for CSOs, study visits to EU countries, social inclusion, awareness campaigns, etc.

In May 2018, a study visit was organized in Milan/Italy. During this visit, participants had the opportunity to see the functioning of the social protection system based on community services

and social enterprises. In addition to the five national Caritas organizations involved in the project, including Caritas Kosova, participants were 15 members of associations of people with disabilities and mental disorders from countries in the region, which are the winners of the grant scheme within this project. The five-day visit was organized by Psychologist per il Popoli nel Mondo from Milan, who has the role of partner in the project. The program included visits to various cooperatives that provide services to people with disabilities, mental or intellectual disabilities. Particularly interesting were the experiences of Cooperative Lotta contro l'Emarginazione, Olinda and Cooperativa Archipelago. All three cooperatives provided innovative social services to target groups: from services aimed at gaining autonomy, through residential services to employment services, and various types of support.



Under-Grants Scheme aims to support the development of community-based social services and small business initiatives managed by CSOs from IPA countries, targeting people with disabilities and mental health problems. During 2018, Caritas Kosova conducted regular monitoring visits to four winning CSOs of given grants and we have closely followed their progress in providing services to people with disabilities. All sub-grants have completed their projects on the schedule

predicted for September 2017-September 2018 and turned out to be very successful.

Working groups for social inclusion/a composition of institutional members from the central and regional level together with members of the CSOs representing persons with disabilities who have met regularly during 2018 and have elaborated various topics related to PWDs.

The idea is to produce a recommendation material in the first half of 2019 as a result of reports from these working groups and to recommend it to relevant institutions to work on improving based on these results.

During this year we have used an online campaign system which started on October 1, 2018 in parallel with other

actors involved. Every day a message of awareness was promoted about the mental health disorder in the communication channels of Caritas Kosova. The campaign had a common message:

#itcanhappentoanyone/#mundtin-dodhcdokuj

Partners: European Union, Caritas Austria

Social inclusion of the Roma, Ashkali and Egyptian communities

Caritas Kosova works intensively on the development of projects to support the social inclusion of the Roma, Ashkali and Egyptian communities in Kosovo society, with special emphasis on improving the social and economic well-being of these communities. Based on the difficult socio-economic, educational and cultural situation of these communities, Caritas Kosova has focused its activities on four main components, Education, Culture, Health and Social Assistance. Despite the intervention in many areas, these communities continue to face major problems, especially unemployment, non-inclusion, segregation, poor infrastructure, etc.

Social-Educational Centre 'Caritas Kosova' in Dubrava, Ferizaj - Caritas Kosova even during 2018 has carried out educational, cultural and social activities including health services in the Social-Educational Centre 'Caritas Kosova' in Dubrava. Every day, about 50 children between the ages of 4 and 6 attend preschool as they prepare for school. Beyond working with children, we have managed to raise parental awareness that education is very important and necessary for the future of their children.

In this context, Caritas Kosova has organized the march in the centre of the city of Ferizaj together with the organization Terre Des Hommes, the Directorate of Education of the municipality of Ferizaj, lower secondary schools: Tefik Çanga, Jeronim De Rada, Gjon Serreçi, Ahmet

Hoxha, Vezir Jashari as well as the associations: Hendifer and Children with Cystic Fibrosis. Within the Center operates the team for the prevention of school dropout which during 2018 has returned to school 3 students who had abandoned the teaching process.



More than 220 students in grades 1-9, from the village of Dubrava, who attend regular classes at the Naim Frashëri primary school in the village of Zaskok, regularly attend the Centre's supplementary education program. In addition to homework support, students develop numerous psycho-social, cultural, sports

activities and actively contribute to all activities through which they expand their knowledge and increase the level of socialization and inclusion. In close cooperation with the school authorities we have monitored the level of development of students, their performance, as well as their

overall behaviour and progress. Also in this period we have implemented activities with parents and repatriated children. In order to raise the level of education of children and raise awareness about illegal migration, we have conducted 8 psycho-social sessions with parents and 8 sessions with psycho-social games with children. The total number of participants in these sessions was 320. Caritas Kosova in this Centre also offers outpatient and dental health services, free of charge, for the residents of Dubrava. During 2018 we have provided 2936 health services.

Social-Educational Centre 'Caritas Kosova' in the neighbourhood of Ali Ibra in Gjakova - even during 2018 Caritas Kosova has continued to

provide services for 180 children in the neighbourhood of Ali Ibra in Gjakova. The activities consist of educational services and psycho-social activities, on a daily basis. 40 children aged 4 to 6 attended pre-school education. While 140 primary school children have continued the supplementary education program. Psycho-social, cultural and sports activities have been continuously developed in order to influence a holistic aspect to support the social inclusion of neighbourhood children in the general society.

In 2018, the Home Care Team has continued to provide social and health services to 50 sick people in the Ali Ibra neighbourhood. Trainings on the importance of health care and care have also been organized.



Supporting the social inclusion of children and young people from the Roma, Ashkali and Egyptian communities in the Roma Mahalla in Mitrovica -

Caritas Kosova with the support of UNICEF implements this project which mainly focuses on preventing school dropout and identifying needs for child development in general, and out-of-school children in particular. Portage methodology has been used as a starting point in identifying children's developmental needs and involving parents in resolving these issues. 74 children were involved in the project and 280 visits were made to their families.

The Program for the Prevention of Violence against Children - Network Security and Responsiveness -

This program has ensured and strengthened coordination and cooperation with all actors dealing with children's rights

issues in the field in order to coordinate activities in a complementary way, benefit of the interest of children and families living in the northern part of the country. In this regard, the mechanisms for identifying, reporting and referring cases of violence against children have been strengthened, as well as opportunities have been created for the development of innovative social services. Advanced training modules have improved the capacity of more than 120 municipal officials (child protection and health professionals, school teams, relevant civil society organizations, police officers and case managers) in 4 municipalities. The direct beneficiaries of the project were 32 members of the school violence prevention team, 20 members of child protection institutions and respective CSOs, 15 members of the case management working group, 160 school children, 80 parents and 700 children.

Food for all

Supporting the poor continues to be one of Caritas Kosova's main concerns. With the motto of Caritas Internationalis "Food for all", Caritas Kosova has supported in 2018 over 500 families, living in extreme poverty who have been distributed food, clothing and various furniture in the amount of 102 Tons.

Many people have been helped with

the help of Catholic Church, state institutions and organizations operating in Kosovo. This action was carried out with: Parishes, Assemblies of Sisters of Honour, Mensa for the Poor in Prishtina, Kindergartens, Directorates for Health and Social Welfare in different municipalities, Schools, Shelters, Pensioners' Associations, SOS village, etc.

Partners: Junge Leute Helfen

Beyond Gates of Prison

Since the beginning of 2018, Caritas Kosova, has continued the project 'From prevention, through treatment and rehabilitation to successful re-integration' by carrying out the activities foreseen in: Art Therapy, Theatre Therapy, Sports, Practical Work in Tailoring and training in Agriculture.

As part of the activity in Art Therapy, 10 sessions were held where 15 participants through painting expressed their current feelings and visions for the future. "Through painting I have improved social and family ties," said one beneficiary. At the end of the year, the Exhibition was held with the works of the prisoners where all the actors involved in this project participated.

Through Theatre Therapy, about 25

beneficiaries have had the opportunity to explore their creativity at the Correctional Centre and the Centre for Children with Educational and Correctional Measures in Lipjan, to improve self-confidence and develop sensitivity and imagination.

About 20 volunteers of Caritas Kosova, peers of convicts, constantly organize activities in various sports disciplines (football, basketball, volleyball, ping pong) to positively affect the socialization and promotion of relations between convicts, project staff and staff of correctional centres. Such organizations directly affect the reduction of anger, rehabilitation and have a very positive impact on physical and emotional health.



A theoretical and practical training has been organized in relation to agriculture, and the purpose of this activity has been for juveniles to gain some of the knowledge for growing vegetables in protected areas (greenhouses) and in the open field. According to estimates, participants have perceived some basic

knowledge that will help them in their activities after release, and some of the knowledge can be passed on to their family members.

On December 7, 2018, Caritas Kosova organized a round table on the topic: Efficiency of rehabilitation programs in Correctional Centres.



At this roundtable, which was attended by all relevant correctional and probationary institutions, the importance of organizing various activities to treat and rehabilitate young people and women in prison was emphasized, so that they too can experience that someone cares about their dignity, despite the circumstances and despite the past. Among

other things, it was said that Art, Sports and Theatre are very useful and creative approaches in working with prisoners, providing opportunities for self-determination, self-confidence, socialization, and the development of empathy. Also, during this event, paintings and drawings made by young prisoners were exhibited.

Education of Children

Kindergarten "Engjujt" - In the framework of special programs and projects implemented by Caritas Kosova, pre-primary education and management of kindergartens is one of the important objectives therefore during 2018 we have successfully managed the kindergarten "Engjujt" in order to provide quality day care educational services for children. Children need a

well-being, education and socialization of a high human and professional standard. Our mission is to create a safe, convenient, warm and well-planned place for children aged 06 months to 6 years according to the individual characteristics of each child. During 2018 we have provided education for 200 children.



Social Economy

Caritas Kosova continuously promotes the social economy as an innovative approach and efficient mechanism for poverty reduction as well as to support social inclusion and employment. ELBA (Emergency Labour in Balkans) is an initiative designed to respond to the economic crisis in Southeast Europe and parts of this project are: Kosovo, Albania, Bosnia and Herzegovina, Greece,

Montenegro, Serbia and Macedonia. The social economy is known as a way to engage and empower society, the public sector and the private sector, from for-profit organizations to non-profit organizations, from territories to communities, to develop a new economic model that involves people in need as an active source of society.



During 2018, the promotion of the social economy has continued, especially through the provision of grants to social enterprises. Three grants have been distributed to three social enterprises (Women Wellness Center-Pejë, Melissa-Istog and We do it 4 you-Prishtinë) which have continued their activity in the respective fields. Caritas Kosova has also organized the participation of social entrepreneurs in the fair of social enterprises in Prishtina and Belgrade, in order for social entrepreneurs to establish contacts and follow the develop-

ment trend of social entrepreneurship. In June 2018, a workshop was held in Belgrade with the participation of project representatives from all member states and where the modalities of monitoring and accompanying social enterprises were defined. Caritas Kosova during 2018 has conducted monitoring and accompanying visits for 4 Social Enterprises which are funded within the ELBA project, to understand their activity and development, trying to avoid challenges and address new ideas for sustainable development.

Partners: Caritas Italiana, Secours Catholique – Caritas France, Catholic Relief Services, Caritas Spain

Your Job

During 2018, Caritas Kosova has developed the pilot project Your Job which is focused on preparing young people for the labour market. This was done through "career guidance" training and "entrepreneurship" training organized in collaboration with Universum

College. 15 young people have been certified after training and have raised their skills to find work. Also, 4 young people have completed practical work in Caritas Kosova, which will serve as a basis for finding a job in the future.



Partners: Caritas Austria, Caritas Kärnten

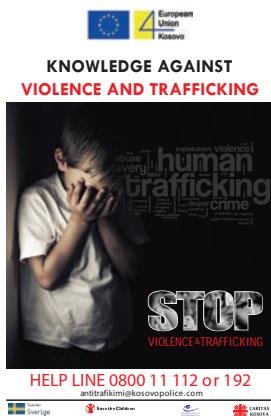
Knowledge against Violence and Trafficking

Starting from June 2018, Caritas Kosova - Regional Office in Leposavic has started to implement a 15-month project that helps improve public awareness and education regarding problems of domestic violence and human trafficking, capacity building of civil society organizations and institutions and

support for the existing to fight against one of the largest criminal phenomena in the world. The project is being implemented through several components in order to cover the widest possible target group, given the dimensions of the problem:

public campaigns through electronic media and printed promotional materials, information and presentations for primary and secondary school children, presentations/lectures for (teachers, psychologists and pedagogues) and employees of social welfare institutions, renovation and equipping of rooms for work with victims of domestic violence and trafficking in human beings in social welfare centres. The target areas are the northern municipalities of Kosovo: Leposavic, Zvecan, North Mitrovica, South Mitrovica and Zubin Potok. By December 2018, more than 2,700 students and about 120 adults have participated in our project activities:

technical training, workshops and roundtables. During the media campaign; (Anti-Trafficking and Domestic Violence), designed and broadcast on the television station "MIR" covering the municipalities of Kosovo and cross-border ones, our promotional material was visited about 14000 times by the end of December 2018. Also in collaboration with workers and Social Centres and Partners, the Project Team has directly supported four victims of domestic violence. The support consisted of providing rent for an apartment as well as distributing packages for basic needs (food and hygiene).



Emergencies

SEECEG - Caritas Emergency Group in Southeast Europe - The overall goal of this group is to coordinate and cooperate in disaster management. During 2018, members of the Caritas Group met at the regular annual meeting at Bar-Montenegro. The meeting was organized by Caritas Montenegro and chaired by Caritas Kosova. This meeting brought together members from the Caritas of Albania, Serbia, Kosovo, Montenegro, Macedonia, Bosnia and Herzegovina, Romania, as well as

members from Caritas Europe. All members had the opportunity to share their actions during 2018 from their countries regarding natural disasters and also discussed the issue of migration. SEECEG was led by Caritas Kosova in the last 3 years and handed over to Caritas Romania, which will further lead the group. The main action that was conceived at the meeting was the development of a joint regional project in reducing the risks to disasters as well as capacity building to manage crises.



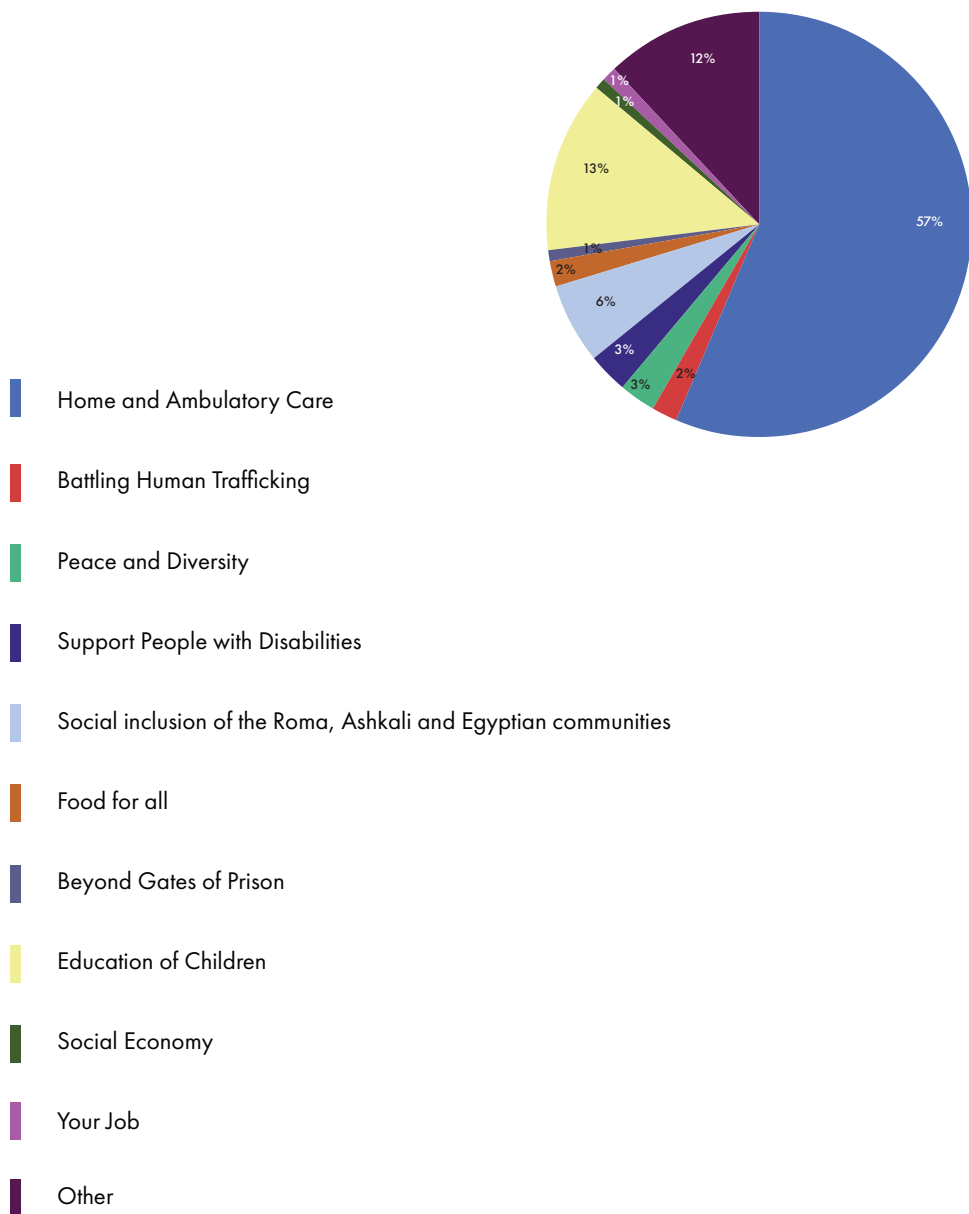
Partners: Caritas Internationalis, Caritas Europa

Annual Budget

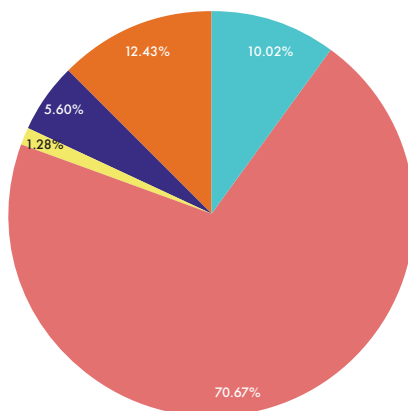
2,657,845.38€

Home and Ambulatory Care	1,512,282.01 €
Battling Human Trafficking	43,738.90 €
Peace and Diversity	83,696.00 €
Support People with Disabilities	75,704.81 €
Social inclusion of the Roma, Ashkali and Egyptian communities	148,512.61 €
Food for all	43,715.00 €
Beyond Gates of Prison	35,488.00 €
Education of Children	351,974.90 €
Social Economy	16,451.55 €
Your Job	14,969.00 €
Other	331,312,60 €

Percentage by Projects



Percentage by Donors



Headquarters - Ferizaj

Str. Shën Nënë Tereza no.3,
70000, Ferizaj, Kosovo
tel. +381 (0)290 328 110
e-mail: info@caritaskosova.org

Regional Office - Prishtinë

Str. Karposh no. 41, Catholic Church,
Ulpianë
10000 Prishtinë, Kosovo

Regional Office - Mitrovicë

Str. Tirana no. 101
40000 Mitrovicë, Kosovo

Regional Office - Prizren

Str. Papa Gjon Pali II no. 1
20000 Prizren, Kosovo

Regional Office - Gjakovë

Community Center Ali Ibra,
50000 Mitrovicë, Kosovo

Regional Office - Leposaviq

Str. Vojske Jugoslavije 16,
43500 Leposaviq, Kosovo