



# Promoting Modern Social Protection Systems & Social Services

*Relevant Projects*



1. Support to the Ministry of Labour and Social Welfare (EuropeAid/133845/C/SER/XK)

Ref No	Project title		Support to the Ministry of Labour and Social Welfare (EuropeAid/133845/C/SER/XK)					
Name of legal entity	Country	Overall project value (EUR)	Proportion carried out by legal entity (%)	No of staff provided	Name of client	Origin of funding	Dates (start/end)	Name of consortium members, if any
KMOP	Kosovo	1,918,200.00	90	4	EC / Ministry of Labour and Social Welfare	EC	17/03/2014 - 16/09/2016	Four Assist Development Consulting (CY) Partnerships for Every Child (MD) ACE International Consultants (ES) Common Benefit Enterprise of Services of Neapolis-Sykeon (GR)
Detailed description of project						Type of services provided		
<p>The overall objective of this TA project led by KMOP is to support governmental institutions at central and local level towards the quality improvement of social service delivery in Kosovo and the effective decentralisation of social services in Kosovo towards those persons of Kosovo most in need. This objective is broken down in 2 purposes:</p> <ol style="list-style-type: none"> <li>To strengthen the implementation mechanisms at central level to meet the objectives in Kosovo for social service delivery, social services standards and monitoring and evaluation of social service provision, as determined in the MLSW "Sectoral Strategy 2009-2013" &amp; the objectives and mechanisms as presented in MLSW "Sectoral Strategy Action Plan 2011-2013</li> <li>To build capacity and resources at municipal and local level and support the development and implementation of local strategies and action plans for social service provision at local level</li> </ol> <p>To meet the above purposes, two objectives are foreseen, specifically:</p> <ul style="list-style-type: none"> <li>Component 1 of the Project focuses on the regulatory framework of the development of social services, including the introduction of minimum standards for social services, management and monitoring of the social services system, licensing and decentralisation of services, covering also capacity building at the decision making level to manage the system.</li> <li>Component 2: a) focuses on capacity building of municipal and local level key-staff so as to enable them to implement governmental social protection policies and to develop and apply local strategies and action plans to meet the local needs and contribute to the national objectives; b) foresees capacity building of licensed non-governmental and private entities and natural persons involved in the social services provision so as to improve the quality of social services in Kosovo; c) foresees capacity building actions for all key actors on the implementation of the approved standards for social services delivery</li> </ul>						<p>Services provided include:</p> <ul style="list-style-type: none"> <li>Building capacities through training, coaching, mentoring of the MLSW staff for the implementation of social service objectives and delivery of social services</li> <li>Support MLSW in modifying and developing software modules and the database for social service system information and data processing</li> <li>Support MLSW in building their capacity for the monitoring and inspecting social service standards</li> <li>Provide support in the administrative development and implementation of the system for licensing social service providers</li> <li>Facilitate the setting-up of a grant scheme for contracting of support of relevant and appropriate NGOs and private bodies to work as providers of social services and family social services</li> <li>Develop social service standards as required, with a detailed costing of such services and resources to begin their implementation</li> <li>Policy advicy and preparation of leagal documents and administrative instructions</li> <li>Design and support for the implementation of financial and budgetary processes and mechanisms for the social services decentralisation</li> <li>Capacity building for social service providers</li> </ul> <p><b>Staff:</b></p> <ol style="list-style-type: none"> <li>Alfredas Zabieta_Team Leader_09/2014-03/2015</li> <li>James Joseph O'Brien_KE2_04/2015-12/2015</li> <li>James Josep O'Brien_TL_01/2016 – to date</li> <li>Ingrid Cristina Jones_KE2_01/2016- to date</li> <li>Alan Packer_Senior Non-Key Expert_05/2014-03/2015</li> <li>George Alexopoulos_Project Director_03/2014-to date</li> <li>Gani Lluga_Senior Non-key Expert_09/2015 – to date</li> <li>Hyrrije Gashi Rashiti_Junior Non-Key Expert_05/2015- to date</li> <li>Ariana Qosaj Mustafa_Senior Non-key Expert_07/2015-10/2015</li> </ol>		

2. Provision of day care services for the elderly persons and in-house community based services for adults with disabilities (EuropeAid/132-568/L/ACT/XK)

Ref No	Project title		Provision of day care services for the elderly persons and in-house community based services for adults with disabilities (EuropeAid/132-568/L/ACT/XK)					
Name of legal entity	Country	Overall project value (EUR)	Proportion carried out by legal entity (%)	No of staff provided	Name of client	Origin of funding	Dates (start/end)	Name of consortium members, if any
KMOP	Kosovo	400,000.00	36	7	EU Office in Kosovo	EC	9/10/2012 – 31/09/2014	HANDIKOS (Kosovo)
Detailed description of project						Type of services provided		
<p>The objective of this project was to support decentralization of social sector governance and to promote and facilitate the licensing of CSOs delivering social services to the citizens of Kosovo. In order to bridge the gap in local service provision by improving the coverage, quality and sustainability of community based social services, through piloting holistic supportive services for the elderly, two Day Care Centres will be established in the Municipalities of Pristina and Ferizaj, together with multidimensional home based services for adults with disabilities.</p> <p>The main project activities include:</p> <ol style="list-style-type: none"> <li>1. Establishment and operation of two Day Care Centre in the existing HandiKOS Community Centres in Pristina and Ferizaj, providing holistic support and educational, social, vocational and recreational activities, counselling and medical services for the elderly and their families; Build local ownership of the new service models.</li> <li>2. Establishment and operation of a set of home based services for disabled adults offering counselling, peer-support, guidance on self-care, evaluating orthopaedic and sanitary needs and need for assistive devices, conducting environmental modification and referring clients to specialised medical care if needed.</li> <li>3. Capacity building and training for local authorities in social service governance and licensing</li> <li>4. Capacity building and training for key stakeholders and CSOs active in the field to strengthen their skills and capacities to implement and manage similar models and services</li> <li>5. Implementation of dissemination plan (incl. dissemination material, awareness raising events, advocacy/lobbying activities)</li> <li>7. Establishment of a referral system that will support and strengthen the capacities, coordination and cooperation among the local medical care personnel and other relevant services</li> <li>8. Organize a study visit to Greece</li> </ol>						<p>KMOP's role includes the following components:</p> <ul style="list-style-type: none"> <li>▪ Needs' assessment for the elderly population regarding the areas of support to be provided by the new care facilities;</li> <li>▪ Mapping of the existing models for the Day Care centres at European level and accordingly design of integrated model of day-care tailor-made to the national context;</li> <li>▪ Organisation of the operations' model for the new structures and supervision of service delivery;</li> <li>▪ Transfer of expertise to the local partner and other public and NGO service providers;</li> <li>▪ Capacity building for key stakeholders and professionals, including programme development and technical support for the study visit in Greece;</li> <li>▪ Dissemination and networking activities focusing on decision makers and local and regional authorities responsible for service provision to vulnerable groups.</li> </ul>		

### 3. CITISPYCE: Combating inequalities through innovative social practices of, and for, young people in cities across Europe

Ref No	Project title		CITISPYCE: Combating inequalities through innovative social practices of, and for, young people in cities across Europe (FP7)					
Name of legal entity	Country	Overall project value (EUR)	Proportion carried out by legal entity (%)	No of staff provided	Name of client	Origin of funding	Dates (start/end)	Name of consortium members, if any
KMOP	UK, Spain, Germany, Sweden, Czech Republic, Poland, Netherlands, Bulgaria, Greece, Italy	3,042,746.00	3,5	5	EC	EC	01/2013 – 12/2015	Aston University, Universitat de Barcelona, Hamburg University, Malmoe University, Malmo Stad, Masarykova Univerzita, University of Krakow, Krakow city council, Birmingham city council, Stichting+Confidence, International center for Minority Studies and Intercultural Relations, University of Venice
Detailed description of project						Type of services provided		
<p>CITISPYCE was a 3-year collaborative project funded by the European Commission under the FP7 Research and Development programme for Social Sciences and Humanities (SSH). Coordinated by Aston University in Birmingham UK, CITISPYCE involved a total of 13 partner organisations from 10 countries across the EU. These included stakeholders from civil society experienced in policy-making and delivery and an interdisciplinary team of academic researchers. The project has been devised against the back drop of research which shows the disproportionate impact of the global economic crisis on young people across Europe, including excessively high rates of youth unemployment (particularly amongst those who face multiple social, economic and cultural disadvantages) and threats to the social provision enjoyed by previous generations.</p> <p>CITISPYCE partners worked on collaboratively on this three year multidisciplinary, multi-sectoral programme to:</p> <ul style="list-style-type: none"> <li>• Examine the current state of the art concerning social innovation against inequalities faced by young people, particularly those disadvantaged by ethnic origin, cultural background, area of living, family and educational and economic situation.</li> <li>• Explore socially innovative practices being developed by and for young people in urban areas to improve their ability to participate in economic activity and to engage in civil society.</li> <li>• Test the transferability of local models of innovative practice in order to develop new policy approaches for the fostering of innovative social practices to enable young people to overcome multiple and changing inequalities in this new age of austerity across Europe.</li> </ul>						<p>KMOP's role included the following components:</p> <ul style="list-style-type: none"> <li>▪ Base line study - National report on the symptoms and causes of inequality affecting young people</li> <li>▪ Selection of two local areas with documented inequalities particularly among the young population</li> <li>▪ Observation and mapping of social services and services addressed to young people in selected local areas</li> <li>▪ Qualitative research involving observation and interviews</li> <li>▪ Identification of social innovation practices</li> <li>▪ Implementation of pilot case studies</li> <li>▪ Participation in dissemination and networking activities both at national and EU level</li> </ul>		